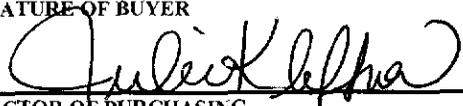
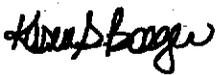




## NOTICE OF AWARD

State Of Missouri  
Office Of Administration  
Division Of Purchasing  
PO Box 809  
Jefferson City, MO 65102-0809  
<http://oa.mo.gov/purchasing>

SOLICITATION NUMBER RFPS30034901600490	CONTRACT TITLE Amachi Mentoring Program to Children of Incarcerated Parents
CONTRACT NUMBER CS160490001	CONTRACT PERIOD July 1, 2016 through June 30, 2017
REQUISITION/REQUEST NUMBER NR 931 YYY16708102	SAM II VENDOR NUMBER/MissouriBUYS SYSTEM ID 43066908500/MB00097591
CONTRACTOR NAME AND ADDRESS BIG BROTHERS BIG SISTERS OF EASTERN MISSOURI 501 NORTH GRAND, STE100 ST LOUIS MO 63103	STATE AGENCY'S NAME AND ADDRESS Department of Corrections 2729 Plaza Drive Jefferson City MO 65109
ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:  The proposal submitted by Big Brothers Big Sisters of Eastern Missouri in response to Solicitation Opportunity (OPP) No. RFSP30034901600490 is accepted in its entirety.	
BUYER Julie Kleffner	BUYER CONTACT INFORMATION Email: Julie.Kleffner@oa.mo.gov Phone: (573) 751-7656 Fax: (573) 526-9816
SIGNATURE OF BUYER 	DATE 4-14-16
DIRECTOR OF PURCHASING  Karen S. Boeger	



STATE OF MISSOURI  
OFFICE OF ADMINISTRATION  
DIVISION OF PURCHASING (PURCHASING)  
REQUEST FOR PROPOSAL (RFP)

SOLICITATION/OPPORTUNITY (OPP) NO.: RFPS30034901600490  
TITLE: Amachi Mentoring Program to Children of Incarcerated Parents  
ISSUE DATE: 02/18/16

REQ NO.: NR 931 YYY16708102  
BUYER: Julie Kleffner  
PHONE NO.: (573) 751-7656  
E-MAIL: Julie.Kleffner@oa.mo.gov

RETURN PROPOSAL NO LATER THAN: March 15, 2016 AT 2:00 PM CENTRAL TIME (END DATE)

VENDORS ARE ENCOURAGED TO RESPOND ELECTRONICALLY THROUGH [HTTPS://MISSOURIBUYS.MO.GOV](https://missouribuys.mo.gov) BUT MAY RESPOND BY HARD COPY (See Mailing Instructions Below)

MAILING INSTRUCTIONS: Print or type Solicitation/OPP Number and End Date on the lower left hand corner of the envelope or package. Delivered sealed proposals must be in the Purchasing office (301 W High Street, Room 630) by the return date and time.

RETURN PROPOSAL TO: (U.S. Mail) PURCHASING PO BOX 809 JEFFERSON CITY MO 65102-0809 or (Courier Service) PURCHASING 301 WEST HIGH STREET, RM 630 JEFFERSON CITY MO 65101-1517

CONTRACT PERIOD: July 1, 2016 through June 30, 2017

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

Department of Corrections  
2729 Plaza Drive  
Jefferson City MO 65109

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 (Revised 10/19/15). 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 from the Division of Purchasing or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the vendor and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME Big Brothers Big Sisters of Eastern Missouri	LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. Big Brothers Big Sisters of Eastern Missouri
MAILING ADDRESS 501 North Grand, Suite 100	IRS FORM 1099 MAILING ADDRESS 501 North Grand, Suite 100
CITY, STATE, ZIP CODE St. Louis, MO 63103	CITY, STATE, ZIP CODE St. Louis, MO 63103

CONTACT PERSON Kristen Slaughter	EMAIL ADDRESS kslaughter@bbsemo.org	
PHONE NUMBER (314) 361.5900	FAX NUMBER (314) 633.0079	
TAXPAYER ID NUMBER (TIN) 43-0669085	TAXPAYER ID (TIN) TYPE (CHECK ONE) <input checked="" type="checkbox"/> FEIN <input type="checkbox"/> SSN	VENDOR NUMBER (IF KNOWN) 430669085 0
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input checked="" type="checkbox"/> IRS Tax-Exempt		
AUTHORIZED SIGNATURE 	DATE 3/14/16	
PRINTED NAME Becky James-Hatter	TITLE President/CEO	



**Big Brothers Big Sisters**  
of Eastern Missouri

Signature Page and Addendums

1. Exhibit I – Business Entity Certification and Affidavit
2. Exhibit J – Certification Regarding Debarment,  
Suspension, Ineligibility, and Voluntary Exclusion
3. Exhibit K - Miscellaneous

**EXHIBIT I, continued**

**AFFIDAVIT OF WORK AUTHORIZATION:**

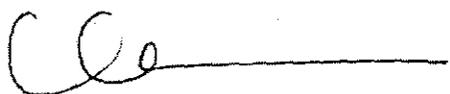
The vendor who meets the section 285.525, RSMo, definition of a business entity must complete and return the following Affidavit of Work Authorization.

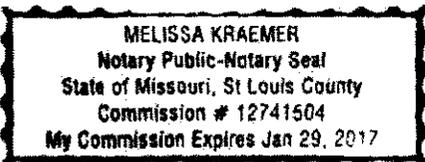
Comes now Becky James-Hatter (Name of Business Entity Authorized Representative) as President/CEO (Position/Title) first being duly sworn on my oath, affirm Big Brothers Big Sisters of Eastern Missouri (Business Entity Name) is enrolled and will continue to participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of section 285.530, RSMo. I also affirm that Big Brothers Big Sisters of Eastern Missouri (Business Entity Name) does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

*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 575.040, RSMo.)*

	<u>Becky James-Hatter</u>
<i>Authorized Representative's Signature</i>	Printed Name
<u>President/CEO</u>	<u>3/14/16</u>
Title	Date
<u>bjames@bbbsemo.org</u>	<u>172816</u>
E-Mail Address	E-Verify Company ID Number

Subscribed and sworn to before me this 14 (DAY) of March, 2016 (MONTH, YEAR). I am  
 commissioned as a notary public within the County of St. Louis (NAME OF COUNTY), State of  
Missouri (NAME OF STATE), and my commission expires on 1/29/17 (DATE).

	<u>3/14/16</u>
<i>Signature of Notary</i>	Date



**EXHIBIT I, continued**

*(Complete the following if you have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Box C, do not complete Box B.)*

**BOX C – AFFIDAVIT ON FILE - CURRENT BUSINESS ENTITY STATUS**

I certify that Big Brothers Big Sisters of Eastern Missouri (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo and have enrolled and currently participates in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri. We have previously provided documentation to a Missouri state agency or public university that affirms enrollment and participation in the E-Verify federal work authorization program. The documentation that was previously provided included the following.

- ✓ The E-Verify Employment Eligibility Verification page OR a page from the E-Verify Memorandum of Understanding (MOU) listing the vendor's name and the MOU signature page completed and signed by the vendor and the Department of Homeland Security – Verification Division
- ✓ A current, notarized Affidavit of Work Authorization (must be completed, signed, and notarized within the past twelve months).

Name of **Missouri State Agency or Public University\*** to Which Previous E-Verify Documentation Submitted: Missouri Department of Corrections

(\*Public University includes the following five schools under chapter 34, RSMo: Harris-Stowe State University – St. Louis; Missouri Southern State University – Joplin; Missouri Western State University – St. Joseph; Northwest Missouri State University – Maryville; Southeast Missouri State University – Cape Girardeau.)

Date of Previous E-Verify Documentation Submission: June 28, 2012

Previous Bid/Contract Number for Which Previous E-Verify Documentation Submitted: B3Z12149 (if known)

Becky James-Hatter  
Authorized Business Entity Representative's Name (Please Print)

  
Authorized Business Entity Representative's Signature

Big Brothers Big Sisters of Eastern Missouri  
Business Entity Name

3/14/16  
Date

bjames@bbbsemo.org  
E-Mail Address

172816  
E-Verify MOU Company ID Number

**FOR STATE OF MISSOURI USE ONLY**

Documentation Verification Completed By:

\_\_\_\_\_  
Buyer

\_\_\_\_\_  
Date

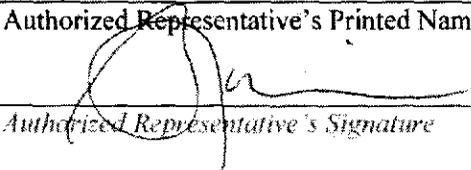
**EXHIBIT J**

**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.

Big Brothers Big Sisters of Eastern Missouri	077148401
Company Name	DUNS # (if known)
Becky James-Hatter	President/CEO
Authorized Representative's Printed Name	Authorized Representative's Title
	3/14/16
Authorized Representative's Signature	Date

**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 which 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.

**EXHIBIT K**

**MISCELLANEOUS INFORMATION**

**Outside United States:**

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

Are any of the vendor's proposed products and/or services being manufactured or performed at sites outside the United States?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
If YES, do the proposed products/services satisfy the conditions described in section 4, subparagraphs 1, 2, 3, and 4 of Executive Order 04-09? (see the following web link: <a href="http://sl.sos.mo.gov/CMSImages/Library/Reference/Orders/2004/eo04_009.pdf">http://sl.sos.mo.gov/CMSImages/Library/Reference/Orders/2004/eo04_009.pdf</a> )	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If YES, mark the appropriate exemption below, and provide the requested details: <ol style="list-style-type: none"> <li>1. <input type="checkbox"/> Unique good or service.                         <ul style="list-style-type: none"> <li>• EXPLAIN: _____</li> </ul> </li> <li>2. <input type="checkbox"/> Foreign firm hired to market Missouri services/products to a foreign country.                         <ul style="list-style-type: none"> <li>• Identify foreign country: _____</li> </ul> </li> <li>3. <input type="checkbox"/> Economic cost factor exists                         <ul style="list-style-type: none"> <li>• EXPLAIN: _____</li> </ul> </li> <li>4. <input type="checkbox"/> Vendor/subcontractor maintains significant business presence in the United States and only performs trivial portion of contract work outside US.                         <ul style="list-style-type: none"> <li>• Identify maximum percentage of the overall value of the contract, for any contract period, attributed to the value of the products and/or services being manufactured or performed at sites outside the United States: ____%</li> <li>• Specify what contract work would be performed outside the United States: _____</li> </ul> </li> </ol>		

**Employee/Conflict of Interest:**

Vendors who are elected or appointed officials or employees of the State of Missouri or any political subdivision thereof, serving in an executive or administrative capacity, must comply with sections 105.450 to 105.458, RSMo, regarding conflict of interest. If the vendor or any owner of the vendor's organization is currently an elected or appointed official or an employee of the State of Missouri or any political subdivision thereof, please provide the following information:	
Name and title of elected or appointed official or employee of the State of Missouri or any political subdivision thereof:	N/A
If employee of the State of Missouri or political subdivision thereof, provide name of state agency or political subdivision where employed:	N/A
Percentage of ownership interest in vendor's organization held by elected or appointed official or employee of the State of Missouri or political subdivision thereof:	_____%

**EXHIBIT K, continued****Registration of Business Name (if applicable) with the Missouri Secretary of State:**

The vendor should indicate the vendor's charter number and company name with the Missouri Secretary of State. Additionally, the vendor should provide proof of the vendor's good standing status with the Missouri Secretary of State. If the vendor is exempt from registering with the Missouri Secretary of State pursuant to section 351.572, RSMo., identify the specific section of 351.572 RSMo., which supports the exemption.

N00009414	Big Brothers Big Sisters of Eastern Missouri
<i>Charter Number (if applicable)</i>	<i>Company Name</i>
If exempt from registering with the Missouri Secretary of State pursuant to section 351.572 RSMo., identify the section of 351.572 to support the exemption:	



**Big Brothers Big Sisters**  
of Eastern Missouri

Section A: Cost

1. Pricing Page
2. Exhibit F – Budget/Price Analysis

1. PRICING PAGE

- 1.1 **Amachi Mentoring Program to Children of Incarcerated Parents** - The vendor shall provide a firm, fixed total price per month in accordance with the provisions and requirements of this RFP. All costs associated with providing the required services including personnel, support, materials, supplies, administration, overhead, travel, and family support services, shall be included in the stated price. (Code: 93141506)

<b>Amachi Mentoring Program to Children of Incarcerated Parents</b>		
<b>Item Number</b>	<b>Service Area</b>	<b>Firm, Fixed Total Price Per Month</b>
1	Kansas City	<u>\$62,398.50 annual</u> <u>\$5,199.98 monthly</u>
2	Ozarks (Springfield and Jasper/Newton Counties)	<u>\$34,943.16 annual</u> <u>\$2,911.93 monthly</u>
3	Central Missouri (Columbia)	<u>\$19,967.52 annual</u> <u>\$1,663.96 monthly</u>
4	Missouri Valley (Jefferson City)	<u>\$9,983.76 annual</u> <u>\$831.98 monthly</u>
5	Eastern Missouri (St. Louis region and Cape Girardeau/Scott Counties)	<u>\$316,301.06 annual</u> <u>\$26,358.42 monthly</u>

**EXHIBIT F****BUDGET/PRICE ANALYSIS – CENTRAL MISSOURI (COLUMBIA)**

The vendor should complete the following table in sufficient detail for information regarding the services proposed

Budget Categories	Quantity	Unit Price	Total
<b>Professional Personnel (list by classification and name, if known)</b>			
1. Community Based Match Support Specialist, Chloe Casteel	5%	\$ 30,000	\$ 1,500
2. Site Based Match Support Specialist, Amber Olsen	5%	\$ 30,900	\$ 1,545
3.		\$	\$
4.		\$	\$
5.		\$	\$
6.		\$	\$
<b>Total Professional Personnel</b>			<b>\$ 3,045</b>
<b>Support Personnel (list by classification and name, if known)</b>			
1. Fiscal/Office Manager, Karen Scott	17%	\$ 36,050	\$ 6,128.50
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Support Personnel</b>			<b>\$ 6,128.50</b>
<b>Travel Expenses (list)</b>			
1. Mileage (local travel for match meetings)	1,497 miles	\$ .55/mile	\$ 823.35
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Travel Expenses</b>			<b>\$</b>
<b>Materials and Supplies (list)</b>			
1. Marketing/Recruitment	20%	\$ 2,858.35	\$ 571.67
2. Match Activity/Event expenses	20 matches	\$ 45/match	\$ 900.00
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Materials and Supplies</b>			<b>\$ 1,471.67</b>
<b>Other Components/Overhead (List)</b>			
1. Rent	20%	\$ 18,305	\$ 3,661
2. Liability Insurance	20%	\$ 7,740	\$ 1,548
3. Dues & Fees to BBBSA	20%	\$ 11,200	\$ 2,240
4. Agency Financial Audit	20%	\$ 5,250	\$ 1,050
5.		\$	\$
<b>Total Other Components/Overhead</b>			<b>\$ 8,499</b>
<b>Total Price (equals price on Pricing Page)</b>			<b>\$ 19,967.52</b>

**EXHIBIT F****BUDGET/PRICE ANALYSIS - MISSOURI VALLEY (JEFFERSON CITY)**

The vendor should complete the following table in sufficient detail for information regarding the services proposed

Budget Categories	Quantity	Unit Price	Total
<b>Professional Personnel (list by classification and name, if known)</b>			
1. Program Coordinator, Mike Bloemke	10%	\$ 30,580	\$ 3,058.00
2. Program Coordinator, Scott Gehlert	10%	\$ 39,020	\$ 3,902.00
3. Director, Lee Knernschild	2%	\$ 58,440	\$ 1,168.80
4.		\$	\$
5.		\$	\$
6.		\$	\$
<b>Total Professional Personnel</b>			<b>\$ 8,128.80</b>
<b>Support Personnel (list by classification and name, if known)</b>			
1.		\$	\$
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Support Personnel</b>			<b>\$ 0</b>
<b>Travel Expenses (list)</b>			
1. Mileage (local travel for match meetings)	40 miles x 12 mos = 480 miles	\$ .56/mile	\$ 268.80
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Travel Expenses</b>			<b>\$ 268.80</b>
<b>Materials and Supplies (list)</b>			
1. Printer Ink	\$33.33/qtr x 4qtrs	\$ 33.33/qtr	\$ 132.00
2. Postage	n/a	\$	\$ 40.00
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Materials and Supplies</b>			<b>\$ 1,471.67</b>
<b>Other Components/Overhead (List)</b>			
1. FICA (\$6,895.82 x .0765)	\$6,895.82	\$ .0765	\$ 527.53
2. Workers Compensation (\$7,128.61 x .036)	\$7,128.61	\$ .036	\$ 256.63
3. Match Activities/Event expenses	4 events/quarter	\$ 120.00	\$ 480.00
4. Background Screening	100 screening	\$ 15.00/screening	\$ 1,500.00
5.		\$	\$
<b>Total Other Components/Overhead</b>			<b>\$ 2,764.16</b>
<b>Total Price (equals price on Pricing Page)</b>			<b>\$ 9,983.76</b>

**EXHIBIT F**  
**BUDGET/PRICE ANALYSIS – KANSAS CITY**

The vendor should complete the following table in sufficient detail for information regarding the services proposed

Budget Categories	Quantity	Unit Price	Total
<b>Professional Personnel (list by classification and name, if known)</b>			
1. Senior Case Manager, Elizabeth Newkirk	44%	\$ 39,000	\$ 17,160.00
2. Case Manager, Anamilet Saenz	52.5%	\$ 30,000	\$ 15,750.00
3. Case Manager, Hayley Gimblett	48.4%	\$ 32,000	\$ 15,500.00
4. Recruiter, Tahir Atwater	39.9%	\$ 35,000	\$ 13,988.50
5.		\$	\$
6.		\$	\$
<b>Total Professional Personnel</b>			<b>\$ 62,398.50</b>
<b>Support Personnel (list by classification and name, if known)</b>			
1.		\$	\$
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Support Personnel</b>			<b>\$ 0</b>
<b>Travel Expenses (list)</b>			
1.		\$	\$
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Travel Expenses</b>			<b>\$ 0</b>
<b>Materials and Supplies (list)</b>			
1.		\$	\$
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Materials and Supplies</b>			<b>\$ 0</b>
<b>Other Components/Overhead (List)</b>			
1.		\$	\$
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Other Components/Overhead</b>			<b>\$ 0</b>
<b>Total Price (equals price on Pricing Page)</b>			<b>\$ 62,398.50</b>

**EXHIBIT F****BUDGET/PRICE ANALYSIS – Ozarks (Springfield)**

The vendor should complete the following table in sufficient detail for information regarding the services proposed
---

Budget Categories	Quantity	Unit Price	Total
<b>Professional Personnel (list by classification and name, if known)</b>			
1. VP of Programs, Erin Jaeger	5%	\$ 45,177	\$ 2,259.00
2. Match Support Specialist, Jessica Hall	15%	\$ 34,955	\$ 5,243.00
3. Match Support Specialist, Chelsea Foresee	15%	\$ 38,060	\$ 5,709.00
4. Match Support Specialist, Chelsea Dykman	15%	\$ 38,575	\$ 5,786.00
5. Enrollment Specialist, Kim Harbin	15%	\$	\$ 5,709.00
6.		\$	\$
<b>Total Professional Personnel</b>			<b>\$ 24,706.00</b>
<b>Support Personnel (list by classification and name, if known)</b>			
1. Marketing and Communications Recruitment	10%	\$ 27,071.60	\$ 2,707.61
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Support Personnel</b>			<b>\$ 2,707.61</b>
<b>Travel Expenses (list)</b>			
1. Mileage (local travel for match meetings)	1,385 miles	\$ .55/mile	\$ 761.75
2.		\$	\$
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Travel Expenses</b>			<b>\$ 761.75</b>
<b>Materials and Supplies (list)</b>			
1. Office supplies, postage, etc.	10% of total	\$ 13,740.00	\$ 1,374.00
2. Match Activities/Events and Volunteer Training	10% of total	\$ 17,135.80	\$ 1,713.58
3.		\$	\$
4.		\$	\$
5.		\$	\$
<b>Total Materials and Supplies</b>			<b>\$ 3,087.58</b>
<b>Other Components/Overhead (List)</b>			
1. Rent, utilities, etc.	7% of total	\$ 9,421.00	\$ 659.47
2. Telephone	7% of total	\$ 22,360.00	\$ 1,565.20
3. Insurance	7% of total	\$ 20,800.00	\$ 1,456.00
4.		\$	\$
5.		\$	\$
<b>Total Other Components/Overhead</b>			<b>\$ 3,680.67</b>
<b>Total Price (equals price on Pricing Page)</b>			<b>\$ 34,943.16</b>

**EXHIBIT F****BUDGET/PRICE ANALYSIS – EASTERN MISSOURI**

The offeror should complete the following table in sufficient detail for information regarding the services proposed

Budget Categories	Quantity	Unit Price	Total
<b>Professional Personnel (list by classification and name, if known)</b>			
Sr. Dir of Enrollment, Linda Maynard	20%	\$50,000.00	\$10,000.00
Enrollment/Matching Specialist, Kaia Tammen	50%	\$31,000.00	\$15,500
Child Outreach & Enroll. Mgr, Gianna Shockley	40%	\$43,081.00	\$17,232.40
Sr. VP Program Quality Assurance, Kate Dopuch	10%	\$82,000.00	\$8,200.00
Chief Operating Officer, Kristen Slaughter	10%	\$90,000.00	\$9,000.00
Sr. Relationship Manager, Gloria Nolan	40%	\$42,000.00	\$16,800.00
Relationship Specialist, Dustin Luegring	50%	\$33,000.00	\$16,500.00
Sr. Relationship Manager, Danielle Valleroy	25%	\$35,160.00	\$8,790.00
Director of Support, Kary Thompson	20%	\$52,000.00	10,400.00
Program Manager-Southern Region, Becky Simpher	30%	\$40,000.00	\$12,000.00
Enrollment & Match Specialist-Southern Region, Rachel Huebel	50%	\$30,090.00	\$15,045.00
Relationship Specialist-Southern Region, Amanda Seyer	50%	\$32,000.00	\$16,000.00
Relationship Specialist-Western Region (part-time), Jennifer Stegner	100%	\$25,657.00	\$25,657.00
Sr. Relationship Manager, Liz Kleiner	30%	\$47,307.60	\$14,192.28
Sr. Relationship Manager, Patti Watson Soulade	40%	\$39,000.00	\$15,600.00
Relationship Specialist (part-time), Rochelle Albright	50%	\$19,200.00	\$9,600.00
Volunteer Recruiter, Ericka Sanders	50%	\$31,000.08	\$15,500.04
Benefits/Taxes (~22% of all full-time salaries only). This includes, medical, dental, FICA, short term and long term disability	Approx. 22%	\$ 183,527.32	\$40,471.74
<b>Total Professional Personnel</b>			<b>\$259,256.06</b>
<b>Support Personnel (list by classification and name, if known)</b>			
	%	\$	\$
	%	\$	\$
<b>Total Support Personnel</b>			<b>\$0</b>
<b>Travel Expenses (list)</b>			
Mileage and Parking	6,000 miles	\$ .54/mile	\$3,240
Conferences/Meetings/Trainings	12 trainings	\$ 215/training	\$2,580
<b>Total Travel Expenses</b>			<b>\$5,820</b>
<b>Materials and Supplies (list)</b>			
Supplies/Copies (monthly cost of \$215 X 12 months)	12 months	\$ 215/mo	\$2,580

Printing/Advertising	264 matches	\$ 10/match	\$2,640
Postage	264 matches	\$ 5/match	\$1,320
<b>Total Materials and Supplies</b>			<b>\$6,540</b>
<b>Other Components/Overhead (List)</b>			
Telephone for 17 staff dedicated to this project	12 months	\$ 330/mo	\$3,960
Match Activities/Events and Volunteer Recruitment	264 matches	\$ 12/match	\$3,168
Subscriptions and dues- for agency program database (AIM) and dues to BBBSA	12 months	\$ 500/mo	\$6,000
Match and Liability Insurance	264 matches	\$ 16/match	\$4,224
Background Checks	264 matches	\$ 12/check	\$3,168
Occupancy (pro-rated for 17 project staff)	12 months	\$ 1,750	\$21,000
Professional fees for financial audit and IT consultant for ABCToday <sup>®</sup> Tool (to collect school data on youth)	12 months	\$ 263.75/mo	\$3,165
<b>Total Other Components/Overhead</b>			<b>\$ 44,685</b>
<b>Total Price (equal price on Pricing Page)</b>			<b>\$316,301.06</b>



**Big Brothers Big Sisters**  
of Eastern Missouri

**Section B: Vendor's Experience, Reliability, and Expertise  
of Personnel**

1. Exhibit A – Vendor Information
2. Exhibit B – Prior Experience
  - a. St. Louis Mental Health Board
  - b. Missouri Children's Trust Fund
  - c. City of St. Louis
3. Exhibit C – Expertise of Key Personnel
4. Exhibit D – Personnel Expertise Summary

**EXHIBIT A****VENDOR INFORMATION**

The vendor should provide the following information about the vendor's organization:
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- a. *Provide a brief company history, including the founding date and number of years in business as currently constituted.*

The Big Brothers Organization first emerged in St. Louis in 1914 when Juvenile Court Judge Thomas C. Hennings, Jr. expressed dismay at the number of youth moving through his juvenile court room on a daily basis. Judge Hennings believed in the power of a positive role model in a child's life and the difference it can make. The Big Brothers Organization eventually merged, in 1976, with the Big Sisters agency to become Big Brothers Big Sisters. The agency has been a charter member of the United Way since 1922. Big Brothers Big Sisters remains true to our founders' vision of bringing caring mentors into the lives of children.

Big Brothers Big Sisters affiliates have always served children of incarcerated parents but in 2003 (13 years ago) **Big Brothers Big Sisters of Eastern Missouri (vendor) first launched a cohesive effort targeting these youth with the Amachi Program.** Amachi is a West African word meaning "who knows but what God has brought us through this child." With the help of Governor Holden, Lt. Governor Kinder, Attorney General Nixon and many others we successfully grew the Amachi program to more than 400 children of incarcerated parents served per year in Eastern Missouri.

As a result of our success in 2005, **Big Brothers Big Sisters of Eastern Missouri formed Big Brothers Big Sisters Amachi Missouri (vendor and subcontractors).** Amachi Missouri coordinates mentoring services for children of incarcerated parents across the State of Missouri utilizing Big Brothers Big Sisters (BBBS) affiliates located in Kansas City, Springfield (BBBS of Ozarks), Columbia (BBBS of Central Missouri) and Jefferson City (BBBS of Missouri Valley), in addition to the Eastern Missouri affiliate (BBBS of Eastern Missouri), which has offices in St. Louis City, St. Charles and Cape Girardeau. Amachi Missouri has grown to be the **only statewide mentoring partnership** that is working to (1) expand its network of services to all counties in Missouri, (2) recruit volunteers from all sectors of the community – all faith-based organizations, businesses, state and local governments, college and universities, civic groups, (3) build relationships with local school districts to collect critical data on children's school attendance, behavior and math/reading scores and build community partnerships to help in these important areas. They are also the only mentoring partnership program that has a **memorandum of understanding with the Department of Corrections** that includes not only working with children of inmates, but also working to support the **re-entry of prisoners back into their families and communities.** Most recently we are especially focused on helping our recently released parents find employment.

- b. *Describe the nature of the vendor's business, type of services performed, etc. Identify the vendor's website address, if any.*

Big Brothers Big Sisters of Eastern Missouri is a non-profit, 501(c)3 organization whose mission is to "build trusting and enduring relationships that encourage and support young people." We are the largest and most scientifically proven mentoring program in the State of Missouri. We serve young people, from age 5 through 25; preparing them to build successful futures, including earning a living wage job by age 26. Our work includes four impact platforms:

1. **Mentoring** – This is the heart of our work. We build 1:1 mentoring relationships between youth ("Littles") and professionally screened and trained adult volunteers ("Bigs") helping them develop socially and emotionally and build strong social networks.
2. **Education** – We work to ensure our Littles succeed in school with the help of ABCToday<sup>SM</sup>, tracking and improving their attendance, behavior and course performance in reading and math.

3. **College and Career Preparation, Persistence and Completion** – We work with each Little and family to ensure they are fully prepared to enter college/trade school and be successful through completion.
4. **Health and Wellness** – We track and respond to health and wellness data on Littles and families, coordinating services through a network of partnerships.

BBBS of Eastern Missouri uses a unique relationship model, known as our 4:1+1<sup>®</sup> Relationship Model (described on pg. 40), connecting and engaging the four most important adults in a child’s life – parent, Big Brother or Big Sister mentor, teacher, and our own professional program staff. This team approach ensures that each child is surrounded by caring adults, 24 hours a day, 7 days a week.

Big Brothers Big Sisters provides the infrastructure for Missouri volunteers who would like to make a difference in the life of a child through mentoring. The infrastructure includes screening of both the prospective mentor and the child/family, matching of an adult and child most likely to result in a long term friendship, professional support of the mentoring relationship throughout the life of the match and support services for the family.

The Big Brothers Big Sisters of Eastern Missouri (vendor) website is [www.bbbsemo.org](http://www.bbbsemo.org)

- c. Provide a list of and a short summary of information regarding the vendor’s current contracts/clients for similar services.

Current contracts	Summary
State of Missouri, Department of Corrections funding for mentoring children of incarcerated parents	For the past twelve years, the State of Missouri has funded the mentoring relationships of children affected by incarceration. <b>We have met or exceeded 100% of the outcomes each year and this past year we served 268 children through this funding.</b>
Children’s Trust Fund	In 2015, BBBS of Eastern Missouri was awarded its second grant from the Children’s Trust Fund. This current grant, for the <b>Parents as Partners Program</b> , provides education and support to parents/caregivers and mentors, including those affected by incarceration to keep children safe from abuse and neglect and strengthen families. Services includes quarterly trainings to staff to better support parents/caregivers and mentors in their role. The first grant was awarded in 2008 for similar services and successfully served over 1,400 parents/caregivers, children and mentors. All goals were met.
City of St. Louis Mental Health Board (MHB) with matching funds from the Missouri Department of Mental Health	BBBS of Eastern Missouri is one of the original co-investors with MHB, receiving funding since 2006. The first grant (two-year cycle) was awarded to deliver mentoring services in two schools and, the second, to pilot ABCToday <sup>®</sup> . All goals and outcomes met or exceeded. With this success, subsequent grants were awarded to the most current contract, to expand services significantly to reach 460 children in St. Louis Public Schools and meeting all outcomes in our first cycle. Matching funds have been secured annually from Missouri Department of Health.
Missouri Mentoring Partnership (MMP) Consulting	For the past twelve years, BBBS of Eastern Missouri has provided MMP sites with the following services: <ul style="list-style-type: none"> <li>• Technical assistance and consultation on all policies and procedures and other areas as needed.</li> <li>• Train MMP staff and community partnership board members on the required policies and minimum standards, quality assurances, and performance management.</li> <li>• Conduct baseline audits for MMP Programs and provide recommendations for improvements.</li> </ul>

City of St. Louis Crime Prevention Funds	Since 2011, BBBS of Eastern Missouri has been awarded annual grants in crime prevention tax funds to pilot and expand ABCToday®, including the launch of a new model, reaching 100% of students at a partner school (Langston Middle School). This initial pilot was successfully implemented and expanded into an additional school and into another school district, Normandy Schools Collaborative (in St. Louis County).
St. Louis County Children's Service Fund	In 2014, BBBS of Eastern Missouri was awarded its first two-year grant to serve 200 high-risk youth, including those affected by incarceration. All stated outcomes have been achieved to date.
St. Charles County Community and Children's Resource Board	In 2015, BBBS of Eastern Missouri successfully secured its first award to serve 20 at-risk youth in St. Louis. All outcomes were achieved, enabling to agency to secure an increase in funding for 2016.

- d. List, identify, and provide reasons for each contract/client gained and lost in the past two (2) years.  
 No funds have been lost in the past two (2) years.

Contract gained	Reason for contract gain
Children's Trust Fund	BBBS of Eastern Missouri was previous awarded funding for a five year grant from 2008-13, and then successfully secured a new five-year contract beginning 2015. The agency's proposal was in line with child abuse prevention especially as it relates to high risk families, including those affected by incarceration.
City of St. Louis Mental Health Board with matching funds from the Missouri Department of Mental Health	BBBS of Eastern Missouri's three-year grant was up for renewal in 2015. The Mental Health Board has indicated that BBBS of Eastern Missouri is one of the most successful grantees, and one of the first St. Louis area non-profits to use hard data collected through school districts (ABCToday®) to track youth success. The agency has been highlighted by the Mental Health Board, including recognition during their anniversary celebrations.
City of St. Louis Crime Prevention Funds	BBBS of Eastern Missouri worked closely with local Alderman and the Public Safety Committee to secure funding through a competitive bid process. The agency was one of 12 organizations chosen due to our proven outcomes, and strong community partnerships in St. Louis City, and a track record in youth crime and violence prevention.
St. Louis County Children's Service Fund	BBBS of Eastern Missouri was awarded a two-year grant in 2014 due to the agency's work and history of success in serving over 500 high-risk youth throughout the county.
St. Charles County Community and Children's Resource Board	BBBS of Eastern Missouri was awarded funds in 2015 after proving its work and success in helping hundreds of St. Louis Charles County youth avoid risk behaviors and achieve positive outcomes.

- g. Describe the knowledge of the Amachi Mentoring Program.

BBBS of Eastern Missouri is the founder, creator and implementer of the Amachi Program in the State of Missouri. **Over the past thirteen years, the program has grown to serve annually over 400 children of incarcerated parents in Eastern Missouri alone!** The Amachi program was originally introduced to us through Big Brothers Big Sisters of America (BBBSA) when the national movement partnered with Amachi's Founder Reverend Wilson Goode from Philadelphia. BBBSA led the charge to select high quality affiliates to expand the Amachi program. BBBS of Eastern Missouri was one of those initial affiliates selected to expand Amachi. The Eastern Missouri chapter then introduced the model to Missouri Elected officials, churches, non-profits, government partners and the Department of Corrections. From there, the Amachi Program was adopted

by all Big Brothers Big Sisters affiliates in the State of Missouri. **Big Brothers Big Sisters is the only organization in the State of Missouri with Amachi experience.** Over the past thirteen years, with the help of the Department of Corrections, we have developed an infrastructure capable of serving thousands of Amachi children and their families. Seven years ago, we developed what we call **Amachi Missouri 2.0 by implementing ABCToday®** focused on ensuring Amachi kids “ABC” – Attend school, Behave while there and experience Classroom success in reading and math through high school graduation. Our next phase of this work is focused on helping Amachi kids build a path to a successful future, including college and a living wage job.

- e. Describe past experience providing mentoring services and/or comparable family services to youth and families dealing with incarceration. Identify the total number of youth and families served as well as the number of years providing the service. Describe service provided and the method of which services were provided to the families previously served.

All services described below pertain strictly to **one-one-one youth mentoring** including a screened volunteer mentor matched with a child and professionally supported throughout the life of their match. The **service and method** in which it was provided are consistent with the program description throughout this proposal.

	<b>Geographic Area</b>	<b>Incarceration Specific Work</b>	<b>Comparable Family Services</b>
<b>Vendor</b>	BBBS of Eastern Missouri	<ul style="list-style-type: none"> <li>➤ Amachi program started 13 years ago in 2003 and served 4,500 children to date</li> <li>➤ Serve approximately 430 Amachi children annually</li> </ul>	<ul style="list-style-type: none"> <li>➤ Operation since 1914, more than 62,000 children served to date</li> <li>➤ Served 2,128 children in 2015, impacting over 6,380 individuals, including children, parents, mentors and community partners</li> </ul>
<b>Subcontractors</b>	BBBS of Kansas City	<ul style="list-style-type: none"> <li>➤ Amachi program started 13 years ago in 2003</li> <li>➤ Serve 400 Amachi children annually</li> </ul>	<ul style="list-style-type: none"> <li>➤ Operation since 1964</li> <li>➤ Served 1,734 children in 2015, impacting 5,202 individuals, including children, parents, mentors and community partners</li> </ul>
	BBBS of Central Missouri (Columbia)	<ul style="list-style-type: none"> <li>➤ Amachi program started 16 years ago in 2000, served over 1,000 children to date</li> <li>➤ Serve approximately 100 Amachi children annually</li> </ul>	<ul style="list-style-type: none"> <li>➤ Operation since 1968</li> <li>➤ Served 499 children in 2015, impacting nearly 1,500 individuals, including children, parents, mentors and community partners</li> </ul>
	BBBS of Ozarks (Springfield)	<ul style="list-style-type: none"> <li>➤ Amachi program started thirteen years ago in 2003, served over 1,200 children to date</li> <li>➤ Serve 160 Amachi children annually</li> </ul>	<ul style="list-style-type: none"> <li>➤ Operation since 1983</li> <li>➤ Served 641 children in 2015, impacting over 1,900 individuals, including children, parents, mentors and community partners</li> </ul>
	BBBS of Missouri Valley (Jefferson City)	<ul style="list-style-type: none"> <li>➤ Amachi program started 12 years ago in 2004, served over 300 children to date</li> <li>➤ Serves 35 Amachi children annually</li> </ul>	<ul style="list-style-type: none"> <li>➤ Operation since 1998</li> <li>➤ Serve 204 in 2015, impacting over 600 individuals, including children, parents, mentors and community partners</li> </ul>

- f. *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.*

Local Control:

Big Brothers Big Sisters of Eastern Missouri is an affiliate of Big Brothers Big Sisters of America. The organization is a private, 501c3 organization that is incorporated in the State of Missouri. It is run solely by a local Board of Directors. In fact, each Big Brothers Big Sisters (BBBS) organization in the State of Missouri is a separate organization incorporated in Missouri and run by a local community Board of Directors and a local CEO/Executive Director.

BBBS Amachi Missouri State Partnership:

BBBS of Eastern Missouri serves as the lead coordinating agency for Amachi Missouri. Each year, Big Brothers Big Sisters agencies review and renew a Memorandum of Understanding for Amachi Missouri which outlines the goals and roles of the state partnership. Every aspect of the partnership is executed in collaboration with the five BBBS agencies.

Affiliate Responsibility to Big Brothers Big Sisters of America:

All BBBS agencies are responsible for ensuring that all national standards and required procedures are conducted. These standards address all aspects of operating a quality organization – governance, finance, program standards, personnel and legal. Particular emphasis is placed on program standards which outline such activities as volunteer screening, child safety standards, reporting and documenting. Many of these standards have been created over the past 30 years. In fact, our child safety standards were created with the assistance of the FBI.

**EXHIBIT B**

**CURRENT/PRIOR EXPERIENCE**

The vendor should copy and complete this form documenting the vendor and subcontractor's current/prior experience considered relevant to the services required herein. In addition, the vendor is advised that if the contact person listed for verification of services is unable to be reached during the evaluation, the listed experience may not be considered.

<b>Vendor Name or Subcontractor Name: <u>Big Brothers Big Sisters of Eastern Missouri (Vendor)</u></b>	
<b>Reference Information (Current/Prior Services Performed For:)</b>	
Name of Reference Company:	St. Louis Mental Health Board
Address of Reference Company <input checked="" type="checkbox"/> Street Address <input checked="" type="checkbox"/> City, State, Zip	333 S. 18 <sup>th</sup> St. #200, St. Louis, MO 63103
Reference Contact Person Information: <input checked="" type="checkbox"/> Name <input checked="" type="checkbox"/> Phone # <input checked="" type="checkbox"/> E-mail Address	Kristin Cowart (314) 535-6964 x 21 kcowart@stlmhb.com
Dates of Services:	2006 to present
If service/contract has terminated, specify reason:	N/A
Dollar Value of Services	\$195,000 in 2015
Description of Services Performed	Population served: At-risk youth in St. Louis City, including children with incarcerated parents. Services performed: Education and support for parents/caregivers and mentors and mentoring services for high risk youth, including those affected by incarceration.

**EXHIBIT B****CURRENT/PRIOR EXPERIENCE**

The vendor should copy and complete this form documenting the vendor and subcontractor's current/prior experience considered relevant to the services required herein. In addition, the vendor is advised that if the contact person listed for verification of services is unable to be reached during the evaluation, the listed experience may not be considered.

<b>Vendor Name or Subcontractor Name: <u>Big Brothers Big Sisters of Eastern Missouri (Vendor)</u></b>	
<b>Reference Information (Current/Prior Services Performed For:)</b>	
Name of Reference Company:	Missouri Children's Trust Fund
Address of Reference Company ✓ Street Address ✓ City, State, Zip	301 W. High St., HST Room 860, Jefferson City, MO 65101
Reference Contact Person Information: ✓ Name ✓ Phone # ✓ E-mail Address	Laura Malzner (573) 751-6511 Laura.malzner@oa.mo.gov
Dates of Services:	July 1, 2015 – June 30, 2016
If service/contract has terminated, specify reason:	N/A
Dollar Value of Services	\$30,000
Description of Services Performed	Population served: Youth in St. Louis City and County, St. Charles County, Cape Girardeau and Scott Counties, Jefferson County, targeting high risk youth, including children of prisoners. Services performed: Mentoring and ABCToday® in St. Louis Public Schools and two independent schools in St. Louis City.

**EXHIBIT B**

**CURRENT/PRIOR EXPERIENCE**

The vendor should copy and complete this form documenting the vendor and subcontractor's current/prior experience considered relevant to the services required herein. In addition, the vendor is advised that if the contact person listed for verification of services is unable to be reached during the evaluation, the listed experience may not be considered.

<b>Vendor Name or Subcontractor Name: <u>Big Brothers Big Sisters of Eastern Missouri (Vendor)</u></b>	
<b>Reference Information (Current/Prior Services Performed For:)</b>	
Name of Reference Company:	City of St. Louis - Crime Prevention Fund
Address of Reference Company <input checked="" type="checkbox"/> Street Address <input checked="" type="checkbox"/> City, State, Zip	1200 Market Street, Room 230 St. Louis, MO 63103
Reference Contact Person Information: <input checked="" type="checkbox"/> Name <input checked="" type="checkbox"/> Phone # <input checked="" type="checkbox"/> E-mail Address	Josh Kremer kremerj@stlouis-mo.gov (314) 589-6037
Dates of Services:	January 1, 2016 – December 31, 2016
If service/contract has terminated, specify reason:	N/A
Dollar Value of Services	\$50,000
Description of Services Performed	Population served: At-risk youth and children of incarcerated parents in St. Louis. Services performed: Mentoring and ABCToday® for youth in St. Louis Public Schools.

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Program Coordinator (Missouri Valley)</u></b>	
<b>Name of Person:</b>	Scott Gehlert
Educational Degree (s): include college or university, major, and dates	B.S. Criminal Justice, Missouri Western (1987)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	N/A
Specialized Training Completed. Include dates and documentation of completion:	N/A
# of years experience in area of service proposed to provide:	*25+ years serving high need children and families, including 12 years working with those affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed with BBBS of Missouri Valley for 17 years
Describe this person's responsibilities over the past 12 months.	*Interview volunteers and clients and evaluate for involvement in the Big Brothers Big Sisters program. *Use appropriate characteristic and criteria to match individuals in mentoring relationships. *Supervises match relationships between children and volunteers.
Previous employer(s), positions, and dates	*Boys and Girls Club of Capital City, Division of Youth Services - 2004.
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information to volunteers and families on program principles, expectations, rewards of mentoring relationship
✓ Mentoring Services to Children and Families	*Big Brother since January 1999
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents/families of incarcerated to enroll their children in Big Brothers Big Sisters; Educate volunteers on issues family facing to facilitate positive match experiences.
<b>Staffing Methodology</b>	
Describe the person's planned duties/role proposed herein:	*Complete screening process for all prospective mentors and youth/families; includes interviews, securing references and collateral information, conducting home assessments/visits. *Complete pre-match and matching process by determining which mentors and youth are most likely to develop a long-term friendship. *Prepare for and conduct the pre-match session providing background information to the prospective mentor and parent/child.
Specify the approximate number of hours per month this person is proposed for services	16 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Director (Missouri Valley)</u></b>	
<b>Name of Person:</b>	Lee Knernschield
Educational Degree (s): include college or university, major, and dates	M.P.A, Lincoln University (1992) B.S. Accounting, Lincoln University (1988)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	n/a
# of years experience in area of service proposed to provide:	*13 years of experience working with children and families affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by Big Brothers Big Sisters of Missouri Valley since 2003
Describe this person's responsibilities over the past 12 months.	*Promote Big Brothers Big Sisters to prospective volunteers. *Recruit volunteers for Amachi. *Work with the businesses and individuals to generate financial support for Amachi program. *Review/monitor staff ensuring compliance; complete all reporting.
Previous employer(s), positions, and dates	*March of Dimes 2001-2003 *KRCG TV 13 2001-1999 *United Way of Central Missouri 1992-1999
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
<input checked="" type="checkbox"/> Mentoring Program Administration	*Provide information to volunteers and families. *Oversee Amachi program, ensure standards are met; report progress.
<input checked="" type="checkbox"/> Mentoring Services to Children and Families	*Big Brother at BBBS of Missouri Valley since October 2003
<input checked="" type="checkbox"/> Issues of Incarceration of the Parents	N/A

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	Serve as the Program Director for Missouri Valley Big Brothers Big Sisters. Responsible for the daily operations of the agency, fundraising, communications, oversight, human resources, and volunteer recruitment.
Specify the approximate number of hours per month this person is proposed for services	4 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Program Coordinator (Missouri Valley)</u></b>	
<b>Name of Person:</b>	Mike Bloemke
Educational Degree (s): include college or university, major, and dates	B.S Social Work, University of Central Missouri (1973)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	n/a
# of years experience in area of service proposed to provide:	*43 experience working with youth and families, including those affected by incarceration
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Missouri Valley for 8 years.
Describe this person's responsibilities over the past 12 months.	*Interview volunteers and clients, evaluate for BBBS program. *Apply appropriate characteristic and criteria to match children and mentors and supervise relationships.
Previous employer(s), positions, and dates	* Missouri Valley Big Brothers Big Sisters (2008-current) *Jefferson City Area YMCA (2004-2008) *Missouri Department of Social Services (1975-2003)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring program administration	*Provide information to volunteers and families on program principles, expectations and rewards of involvement in a mentoring relationship
✓ Mentoring services to youth and families	*Big Brother through BBBS of Missouri Valley since Oct 2008
✓ Issues of incarceration of the parents	*Work with formerly incarcerated parents and families of incarcerated to enroll their children in BBBS program. *Educate volunteers on the issues children/families facing to facilitate positive relationships.
<b>Staffing Methodology</b>	
Describe the person's planned duties/role proposed herein:	*Complete screening process for all prospective mentors and youth/families, including face-to-face interviews, securing references and collateral information, conducting home assessments/visits. *Complete pre-match and matching process by determining which mentors and youth are most likely to develop a long-term friendship. *Prepare and conduct pre-match session, providing background information to the prospective mentor and parent/child.
Specify the approximate number of hours per month this person is proposed for services	16 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Director of Programs (Ozarks)</u></b>	
<b>Name of Person:</b>	Chelsea Dykman
Educational Degree (s): include college or university, major, and dates	B.S. Communications, Central Methodist University (May 2010)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	Substitute Teaching Certificate in 2007
Specialized Training Completed. Include dates and documentation of completion:	*Mandated Reporter Training *Stewards of Children Training *Big Brothers Big Sisters Child Safety and Programs Process Training
# of years experience in area of service proposed to provide:	*10 years of experience working with children and families affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by U.S. Government - Volunteers in Service to America, contracted by Big Brothers Big Sisters (Dec 2010-February 2012). *Employed by Big Brothers Big Sisters of the Ozarks (Dec 2010)
Describe this person's responsibilities over the past 12 months.	*Establish and support relationships between children, volunteers, and families. *Assess criteria for positive relationship development, child betterment, and child safety.
Previous employer(s), positions, and dates	*YMCA Program Manager (May 2006- Sept 2006) *Moberly School District Substitute Teacher (Aug 2007-May 2010) *Central Methodist Univ. Facility Manager (Aug 2007-May 2010)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Assist and mentor BBBS staff with daily processes and issues *Provide information to families and volunteers regarding BBBS programs and community resources
✓ Mentoring Services to Children and Families	*Big Sister to Amachi child (2011 - Nov 2015)
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children affected by family incarceration to establish and support the relationship of the child with a positive mentor, decreasing likelihood of child's future incarceration

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Complete process of establishing and supporting relationship between families, children, and volunteers, including face-to-face meetings, monthly contacts, and ongoing resource providing
Specify the approximate number of hours per month this person is proposed for services	26 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Senior Match Support Specialist (Ozarks)</u></b>	
<b>Name of Person:</b>	Chelsea Foresee
Educational Degree (s): include college or university, major, and dates	B.S. Secondary Education, English - Missouri State University (2011)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Mandated Reporter Training *Stewards of Children Training *Big Brothers Big Sisters Child Safety and Process of Programs Training
# of years experience in area of service proposed to provide:	*4 years serving children and families affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Ozarks since 2012
Describe this person's responsibilities over the past 12 months.	*Supporting 85+ matches in program *Foster supportive, positive, and successful relationships between volunteers, children, and families *Interview and enroll potential volunteers program *Match children/Littles and adult volunteers/Bigs
Previous employer(s), positions, and dates	*BBBS of Ozarks, Case Manager (Feb 2012-current) *Walgreens, Service Clerk (2005-2012)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information to volunteers and families on program guidelines and rewards of involvement in a mentoring relationship.
✓ Mentoring Services to Children and Families	*Big Sister (BBBS of Ozarks), June 2012 - current
✓ Issues of Incarceration of the Parents	*Educate mentors on issues children/families facing (social, academic, and emotional traumas to building strong relationships.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Support 95+ matches in Amachi *Foster supportive, positive, and successful relationships between volunteers, children, and families *Interview and enroll potential volunteers in program *Match children and volunteers in program
Specify the approximate number of hours per month this person is proposed for services	26 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Vice President of Programs (Ozarks)</u></b>	
<b>Name of Person:</b>	Erin Jaeger
Educational Degree (s): include college or university, major, and dates	B.S. Child & Family Development, Missouri State University (2000)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	n/a
# of years experience in area of service proposed to provide:	*10 years experience working with children and families affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Ozarks for 10 years.
Describe this person's responsibilities over the past 12 months.	*Responsible for the overall operation and implementation of all program service delivery for the agency.
Previous employer(s), positions, and dates	*Department of Family & Children Services, Winder, Ga (2001-2006)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Case Management experience, enrolling and matching Amachi children in program (2006-2010).
✓ Mentoring Services to Children and Families	*Interview families applying for Food Stamps, Medicaid, etc. *Work with families in the program to help them achieve self-sufficiency, including providing key resources. *Support, guidance and coaching for mentors of Amachi children.
✓ Issues of Incarceration of the Parents	*Work one-on-one with children, parents/caregivers affected by incarceration to provide guidance and support to resources; also work with families through the Dept. of Children and Family Services.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Provide oversight to all program staff working directly with families of incarcerated family members. *Complete quarterly and all reporting for Amachi program
Specify the approximate number of hours per month this person is proposed for services	9 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Match Support Specialist (Ozarks)</u></b>	
<b>Name of Person:</b>	Jessica Hall
Educational Degree (s): include college or university, major, and dates	B.S. Psychology, Missouri State University (2003)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Mandated Reporter Training *Stewards of Children Training *Big Brothers Big Sisters Child Safety Training
# of years experience in area of service proposed to provide:	*Thirteen years of experience working with children and families, including those affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Ozarks October 2014
Describe this person's responsibilities over the past 12 months.	*Establish and support relationships between children, volunteers, and families. *Assess criteria for positive relationship development, child betterment, and child safety.
Previous employer(s), positions, and dates	*Burrell Behavioral Health, Community Support Worker (Jun 2006-Jan 2013; Residential Specialist (Jun 2003-Jun 2006).
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide support, assistance, and education to mentors, children, and families to ensure healthy relationship development to create long lasting, positive, and effective mentoring relationships for children.
✓ Mentoring Services to Children and Families	n/a
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children with an incarcerated family member to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Facilitate process of establishing and supporting a relationship between families, children, and volunteers, including face-to-face meetings, monthly contacts, and providing ongoing communication, support, resources, and education.
Specify the approximate number of hours per month this person is proposed for services	26 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Senior Enrollment Specialist (Ozarks)</u></b>	
<b>Name of Person:</b>	Kim Harbin
Educational Degree (s): include college or university, major, and dates	B.S. Elementary Education, Missouri State University (2010)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	*Missouri Teaching Certificate, birth – age 12 (2010)
Specialized Training Completed. Include dates and documentation of completion:	n/a
# of years experience in area of service proposed to provide:	*Over 4 years experience working with children and families affected by incarceration.
Describe person’s relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Ozarks since 2011
Describe this person’s responsibilities over the past 12 months.	*Interview volunteers and clients and evaluate for involvement in the BBBS program. *Apply appropriate characteristic and criteria to match individuals in mentoring relationships and training for new enrollment staff
Previous employer(s), positions, and dates	*Springfield Public Schools, Substitute Teacher (Aug 2010-2011) *Cox Learning Center, Childcare Assistant (Jun 2008-Aug 2010) *Grow to Know Preschool, Assistant Teacher (2007-2008) *First Baptist Church, Childcare (2004 – 2007)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person’s role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information to volunteers and families on principles, expectations and rewards of involvement in mentoring relationship
✓ Mentoring Services to Children and Families	*Big Sisters through BBBS of Ozarks since June 2012
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and families of incarcerated individuals to enroll their children in BBBS program *Educating volunteers on the issues facing these families in order to facilitate positive match experiences

**Staffing Methodology**

Describe the person’s planned duties/role proposed herein:	*Complete screening process for all prospective mentors and youth/families, including face-to-face interviews with all parties, securing references and collateral information. *Suggest matches by determining which mentors and youth are most likely to develop a long-term friendship (based on experience).
Specify the approximate number of hours per month this person is proposed for services	26 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Site Based Match Support Specialist (Central Missouri)</b>	
<b>Name of Person:</b>	Amber Olson
Educational Degree (s): include college or university, major, and dates	M.P.A. University of Missouri (2014) B.A. International Arts Studies and Spanish University of Missouri (2012)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	n/a
# of years experience in area of service proposed to provide:	*Serving children and families affected by incarceration for one year
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS Central Missouri since 2015
Describe this person's responsibilities over the past 12 months.	*Manage a caseload of 91 youth/mentor matches *Provide quality support and guidance to youth/mentor matches *Coordinate and conduct volunteer training sessions *Manage and supervise 30 service learning students from University of Missouri *Refer services for children/families enrolled in BBBS *Serve as liaison between BBBS, Columbia Public School District and University of Missouri, Office of Service Learning *Create yearly appreciation event for school/site-based matches *Maintain case notes in a national database
Previous employer(s), positions, and dates	*13 <sup>th</sup> Judicial Circuit Court, Detention Deputy Juvenile Officer (Jun 2014-Mar 2015) *Columbia Public Schools, Paraprofessional (Aug 2013-Jun 2014) *University of Missouri/AmeriCorps, Team Leader (Aug 2012-Jun 2014) *Robert L Perry Juvenile Justice Center, Program Assist. (May 2012-Aug 2013)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information to volunteers on program ground rules, expectations. *Provide application materials to BBBS liaison at every participating school (involved in BBBS program).
✓ Mentoring Services to Children and Families	*Match volunteer mentors with children and deliver case management services on a monthly basis.
✓ Issues of Incarceration of the Parents	*Work with families and children who have incarcerated parents/loved ones.

<b>Title of Position: Site Based Match Support Specialist (Central Missouri)</b>	
	*Provide online training to volunteers working with children who have incarcerated parents/loved ones.
<b>Staffing Methodology</b>	
Describe the person's planned duties/role proposed herein:	*Conduct initial youth/mentor "match meetings." *Provide monthly case management services to families and volunteers participating in BBBS program, including contacting all parties to facilitate a positive match experience and conducting match meetings to ensure positive relationships.
Specify the approximate number of hours per month this person is proposed for services	9 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Community Based Match Support Specialist (Central Missouri)</b>	
<b>Name of Person:</b>	Chloe Casteel
Educational Degree (s): include college or university, major, and dates	B.S Social Work, University of Missouri (2015)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	n/a
# of years experience in area of service proposed to provide:	5 Months
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Central Missouri in 2016 *Practicum student/Independent Contractor for BBBS of Central Missouri in 2015
Describe this person's responsibilities over the past 12 months.	*Interview clients and evaluate for involvement BBBS program *Provide support to youth/mentor matches in the program, including monthly case management, assessments, and match events
Previous employer(s), positions, and dates	PetSmart-2015-2016 Samsung-2014-2015 Best Buy-2011-2013
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information to volunteers and families regarding expectations of involvement in the mentoring relationship.
✓ Mentoring Services to Children and Families	Big Sister through BBBS of Central Missouri since Dec 2015. *Match volunteers with youth/Little and providing case management services on a monthly basis.
✓ Issues of Incarceration of the Parents	*Work with families/children affected by incarceration. *Provide referrals to community services. *Deliver online training to volunteers working with children who have incarcerated parents/loved ones
<b>Staffing Methodology</b>	
Describe the person's planned duties/role proposed herein:	*Conduct initial "match meetings." *Provide monthly case management services to families and volunteers in program, including contacting all parties to facilitate a positive relationships and conducting match meetings to ensure all parties understand expectations.
Specify the approximate number of hours per month this person is proposed for services	9 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Case Manager (Kansas City)</u></b>	
<b>Name of Person:</b>	Anamilet Saenz
Educational Degree (s): include college or university, major, and dates	*B.S. Criminal Justice, Psychology University of Missouri Kansas City (2011)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	n/a
# of years experience in area of service proposed to provide:	*Serving children/families affected by incarceration for one year
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Kansas City in March 2015
Describe this person's responsibilities over the past 12 months.	*Interview volunteers and youth/parents, determining suitability for program *Match volunteers with youth *Deliver match support services for 36 youth/mentor matches, contacting parents, youth and mentors on a regular basis.
Previous employer(s), positions, and dates	*Kansas City Missouri Public Schools, ESL Paraprofessional (Aug 2014-Mar 2015) *LINC, Lead Staff (Sept 2013-Mar 2015)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide volunteers and client/families with information regarding their role in the program and match expectations at the home visit and teaming.
✓ Mentoring Services to Children and Families	N/A
✓ Issues of Incarceration of the Parents	N/A
<b>Staffing Methodology</b>	
Describe the person's planned duties/role proposed herein:	*Conduct in home visit/interview on volunteers *Conduct and ensure all background and reference checks are completed; assess and complete volunteer suitability summary *Match volunteers and child based on preferences, location, and interests. *Deliver monthly/quarterly support services to 57 matches, contacting all youth, parents and volunteers.
Specify the approximate number of hours per month this person is proposed for services	Approx. 83 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Case Manager (Kansas City)</u></b>	
<b>Name of Person:</b>	Hayley Gimblett
Educational Degree (s): include college or university, major, and dates	B.S. Social Work, University of Central Missouri (2012)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	*Trauma Informed Care Trainer Certification
Specialized Training Completed. Include dates and documentation of completion:	*Trauma Informed Care Trainer Certification, Truman Medical Center- Behavioral Health, 2014
# of years experience in area of service proposed to provide:	*4 years experience serving children/families affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Kansas City since 2012
Describe this person's responsibilities over the past 12 months.	*Conduct training for prospective volunteers enrolling in BBBS program. *Provide support services to mentors, youth and parents, contacting all parties on a regular basis.
Previous employer(s), positions, and dates	BBBS of Kansas City, Case Manager (2012-current)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	n/a
✓ Mentoring Services to Children and Families	*Deliver support services to parents and youth, contacting them to regularly to ensure youth/mentor match is progressing.
✓ Issues of Incarceration of the Parents	*Provide referrals for families/children affected by incarceration.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Conduct interviews, background and reference checks on prospective volunteers, determining program suitability. *Enroll and assess youth and families in program. *Match youth and mentors. *Provide monthly support services to parents and youth, contacting them to ensure match progressing, identify child/family needs and provide referrals.
Specify the approximate number of hours per month this person is proposed for services	85 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Recruiter (Kansas City)</u></b>	
<b>Name of Person:</b>	Tahir Atwater
Educational Degree (s): include college or university, major, and dates	*M.B.A University of Missouri Kansas City (2003) *B.S. International Business University of Missouri Columbia (2001)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	n/a
# of years experience in area of service proposed to provide:	*5 years experience working with children/families affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Kansas City since 2011, including serving as Case Manager for 3 years and Recruiter for last 2 years
Describe this person's responsibilities over the past 12 months.	*Recruitment and community outreach to identify and attract new volunteers to serve as mentors in our program.
Previous employer(s), positions, and dates	*Collective Brands, Sr. HR Analyst (2008-2009) *Applebee's, Project Manager/Operations Specialist (2003-2008)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	n/a
✓ Mentoring Services to Children and Families	*Identify and recruit prospective volunteers to serve as mentors to children affected by incarceration
✓ Issues of Incarceration of the Parents	

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Conduct presentations, tabling and other methods to identify and attract volunteers to serve as mentors for Amachi eligible children.
Specify the approximate number of hours per month this person is proposed for services	64 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Senior Case Manager (Kansas City)</b>	
<b>Name of Person:</b>	Elizabeth Newkirk
Educational Degree (s): include college or university, major, and dates	*M.S.W., University of Kansas (2012) *B.S. Journalism, University of Kansas (2003)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	*Licensed Master Social Worker, License #8652, exp 10/31/16
Specialized Training Completed. Include dates and documentation of completion:	n/a
# of years experience in area of service proposed to provide:	*Over 7 years experience working with children/families affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by Big Brothers Big Sisters of Greater Kansas City since 2009
Describe this person's responsibilities over the past 12 months.	*Interview volunteers, complete background and reference checks, assess and determine program suitability; plan and execute volunteer trainings; and create and support youth/mentor matches
Previous employer(s), positions, and dates	*KC Hospice & Palliative Care, Social Worker (Nov 2012- Apr 2013) *MMG Worldwide, Account Manager (Feb 2006-Nov 2007) *Crispin Porter Bogusky, Assist. Manager, Jan 2005- Feb 2006) *Service Management Group, Project Coord. (Oct 2004-Jan 2005)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Interview and assess volunteers, determine suitability to serve as mentor to children dealing with incarceration
✓ Mentoring Services to Children and Families	*Create youth/mentor matches, deliver ongoing support services to build strong relationships
✓ Issues of Incarceration of the Parents	*Provide mentors to children of incarcerated parents, plan and execute volunteer training sessions related to loss of a parent in the home due to incarceration

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	Case Management support including, but not limited to volunteer and client enrollment, match creation, and match support. *Complete interviews, background and reference checks on prospective volunteers *Enroll and assess youth and families in program. *Match youth and mentors and provide ongoing support services to parents, youth, and mentors ensuring relationship progress, identify child/family needs and provide referrals.
Specify the approximate number of hours per month this person is proposed for services	Approx. 75 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Sr. Relationship Manager (Eastern Missouri)</b>	
<b>Name of Person:</b>	Gloria Nolan
Educational Degree (s): include college or university, major, and dates	M.S. University of Central Missouri (2005)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training
# of years experience in area of service proposed to provide:	*Eight years experience working directly with children, families and volunteers, including serving as the Amachi Director of Knoxville Leadership Foundation
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri in 2015
Describe this person's responsibilities over the past 12 months.	*Establish and support relationships between children, volunteers, and families; supervise teams and assess for positive relationship development, youth outcomes and safety.
Previous employer(s), positions, and dates	*Knoxville Leadership Foundation, Amachi Director (Apr 2011-Nov 2014) and Recruitment Coordinator (Nov 2008-Apr 2011) *University of Tennessee, Resident Hall Director (June 2007-Aug2008)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Oversee entire Amachi program of 75 youth/mentor matches (Knoxville Leadership Foundation)
✓ Mentoring Services to Children and Families	*Provide support, assistance, and education to mentors, children, and families to ensure healthy relationship development.
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children with an incarcerated family member to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Facilitate process of establishing and supporting a relationship between families, children, and volunteers, including face-to-face meetings, monthly contacts, and providing ongoing communication, support, resources, and education.
Specify the approximate number of hours per month this person is proposed for services	68 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Sr. Relationship Manager (Eastern Missouri)</b>	
<b>Name of Person:</b>	Danielle Valleroy
Educational Degree (s): include college or university, major, and dates	B.S. Social Work, Southeast Missouri State University (2008)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training *Mental Health First Aid Certification
# of years experience in area of service proposed to provide:	*Eight years experience working directly with children, families and volunteers
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri since 2009
Describe this person's responsibilities over the past 12 months.	*Establish and support relationships between children, volunteers, and families; supervise teams and assess for positive relationship development, youth outcomes and safety.
Previous employer(s), positions, and dates	*BBBS Eastern Missouri (Cape Girardeau), Match Support Specialist (Aug 2008-Dec 2008) *Southeast Missouri State University - Child Enrichment Center, Childcare Provider (Nov 2006-Aug 2007)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Oversee program staff of four to drive strong mentoring relationships.
✓ Mentoring Services to Children and Families	*Provide support, assistance, and education to mentors, children, and families to ensure healthy relationship development; and coordinate outside services and resources.
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children of prisoners to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Facilitate process of establishing and supporting a relationship between families, children, and volunteers, including face-to-face meetings, monthly contacts, and providing ongoing communication, support, resources, and education.
Specify the approximate number of hours per month this person is proposed for services	42.5 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Sr. Relationship Manager (Eastern Missouri)</b>	
<b>Name of Person:</b>	Liz Kleiner
Educational Degree (s): include college or university, major, and dates	B.S. Psychology, Southern Illinois University at Edwardsville (2002)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training *Mental Health First Aid Certification
# of years experience in area of service proposed to provide:	*Twelve years experience working directly with children, families and volunteers
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri since 2004
Describe this person's responsibilities over the past 12 months.	*Oversee program staff of four, guiding them in developing strong relationships between children, volunteers and families; maintain caseload of youth/mentor matches; and supervise teams, assessing for positive child and relationship development and safety.
Previous employer(s), positions, and dates	*BBBS Eastern Missouri (Cape Girardeau), Match Support Specialist (Aug 2008-Dec 2008) *Southeast Missouri State University - Child Enrichment Center, Childcare Provider (Nov 2006-Aug 2007)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Oversee four program staff to drive strong mentoring relationships.
✓ Mentoring Services to Children and Families	*Provide support, assistance, and education to mentors, youth and families to ensure healthy relationship development; and coordinate outside resources and services.
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children of prisoners to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Establish and support relationships between families, children, and volunteers, including face-to-face meetings, monthly contacts, and providing support, resources, and education.
Specify the approximate number of hours per month this person is proposed for services	51 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Sr. Relationship Manager (Eastern Missouri)</b>	
<b>Name of Person:</b>	Patti Watson-Soluade
Educational Degree (s): include college or university, major, and dates	B.A. Political Science and Non-Profit Management & Leadership, University of Missouri-St. Louis (2010)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training *Mental Health First Aid Certification
# of years experience in area of service proposed to provide:	*Five years experience working directly with children, families and volunteers
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri since 2011
Describe this person's responsibilities over the past 12 months.	*Oversee program staff of four, guiding them in developing strong relationships between children, volunteers and families; maintain caseload of youth/mentor matches; and supervise teams, assessing for positive child and relationship development and safety.
Previous employer(s), positions, and dates	*Jubilee Community Church, Administrative Assistant (2009-2011)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Oversee four program staff to drive strong mentoring relationships.
✓ Mentoring Services to Children and Families	*Provide support, assistance, and education to mentors, youth and families to ensure healthy relationship development; and coordinate outside resources and services.
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children of prisoners to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Establish and support relationships between families, children, and volunteers, including face-to-face meetings, monthly contacts, and providing support, resources, and education.
Specify the approximate number of hours per month this person is proposed for services	68 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Relationship Specialist (Eastern Missouri)</u></b>	
<b>Name of Person:</b>	Dustin Leugring
<b>Educational Degree (s): include college or university, major, and dates</b>	B.A. Criminology and Criminal Justice, St. Louis University (2015)
<b>License(s)/Certification(s), #(s), expiration date(s), if applicable:</b>	n/a
<b>Specialized Training Completed. Include dates and documentation of completion:</b>	*Big Brothers Big Sisters Child Safety Training *Mental Health First Aid Certification
<b># of years experience in area of service proposed to provide:</b>	*Two years experience working directly with children, families and volunteers
<b>Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships</b>	*Employed by BBBS of Eastern Missouri since 2014
<b>Describe this person's responsibilities over the past 12 months.</b>	*Develop strong relationships between children, volunteers and families and supervise teams, assessing for positive child and relationship development and safety.
<b>Previous employer(s), positions, and dates</b>	*St. Louis University, Student Director (2012-2014)
<b>Identify specific information about experience in:</b>	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Supervise teams; provide information regarding policies and standards; coach mentors and families on managing expectations, building and sustaining healthy relationships.
✓ Mentoring Services to Children and Families	*Provide support, assistance, and education to mentors, youth and families to ensure healthy relationship development; and coordinate outside resources and services.
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children of prisoners to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

<b>Describe the person's planned duties/role proposed herein:</b>	*Establish and support relationships between families, children, and volunteers, including face-to-face meetings, monthly contacts, and providing support, resources, and education.
<b>Specify the approximate number of hours per month this person is proposed for services</b>	85 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Relationship Specialist, Part-Time (Eastern Missouri)</b>	
<b>Name of Person:</b>	Rochelle Albright
Educational Degree (s): include college or university, major, and dates	M.S.W. Washington University (2008)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training *Mental Health First Aid Certification
# of years experience in area of service proposed to provide:	*Nine years experience delivering mentoring and support services to children and families affected by incarceration and volunteers working with children of prisoners
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri since 2008
Describe this person's responsibilities over the past 12 months.	*Develop strong relationships between children, volunteers and families and supervise teams, assessing for positive child and relationship development and safety.
Previous employer(s), positions, and dates	*BBBS of Eastern Missouri, Relationship Specialist (May 2008-current) *BBBS of Eastern Missouri, Match Support Intern (Jan 2007-Jul 2007)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information regarding policies and standards to teams (parents, mentors and youth); coach teams on managing expectations; and build and sustain healthy relationships.
✓ Mentoring Services to Children and Families	*Big Sister (2003-2006)
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children of prisoners to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Establish and support relationships between families, children, and volunteers, including face-to-face meetings, monthly contacts, and providing support, resources, and education.
Specify the approximate number of hours per month this person is proposed for services	42.5 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Relationship Specialist (part-time) – Wester Region/St. Charles (Eastern Missouri)</b>	
<b>Name of Person:</b>	Jennifer Stenger
<b>Educational Degree (s):</b> include college or university, major, and dates	B.A. Education, Maryville University (2007)
<b>License(s)/Certification(s), #(s), expiration date(s), if applicable:</b>	n/a
<b>Specialized Training Completed.</b> Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training
<b># of years experience in area of service proposed to provide:</b>	*Over eight years experience delivering mentoring and support services to youth and families affected by incarceration
<b>Describe person's relationship to vendor.</b> If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri 2008-2013 and July 2015-current
<b>Describe this person's responsibilities over the past 12 months.</b>	*Develop strong relationships between children, volunteers and families and supervise teams, assessing for positive child and relationship development and safety.
<b>Previous employer(s), positions, and dates</b>	*BBBS of Eastern Missouri, Relationship Specialist (2008-2013, 2015-current) *Junior Achievement of Greater St. Louis, Receptionist and Special Events Coordinator (2013-2015) *Ritenour School District, Project Team Teacher and Substitute Teacher (2006-2008)
<b>Identify specific information about experience in:</b>	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information regarding policies and standards to teams (parents, mentors and youth); coach teams on managing expectations; and build and sustain healthy relationships.
✓ Mentoring Services to Children and Families	*Deliver direct support and guidance to volunteer mentors working with children of prisoners.
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children of prisoners to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

<b>Describe the person's planned duties/role proposed herein:</b>	*Same duties as described above
<b>Specify the approximate number of hours per month this person is proposed for services</b>	130 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Program Manager – Southern Region/Cape Girardeau (Eastern Missouri)</u></b>	
<b>Name of Person:</b>	Becky Simpher
Educational Degree (s): include college or university, major, and dates	B.A. Psychology, University of Missouri (2006)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training
# of years experience in area of service proposed to provide:	*Ten years experience working directly with children and families affected by incarceration and/or involved in the justice system themselves
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri since 2013 (Southern Region - Cape Girardeau office)
Describe this person's responsibilities over the past 12 months.	*Oversee team of four program staff members *Develop strong relationships between children, volunteers and families and supervise teams, assessing for positive child and relationship development and safety.
Previous employer(s), positions, and dates	*Beacon Health Center, Victims' Advocate (July 2010-May 2013) *State of Missouri, Children's Service Worker (Sept 2007-July 2010) *State of Missouri – Division of Youth Services, Youth Specialist (Dec 2006-Sept 2007)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information regarding policies and standards to teams (parents, mentors and youth); coach teams on managing expectations; and build and sustain healthy relationships.
✓ Mentoring Services to Children and Families	*Build and sustain mentoring relationship between adult volunteers and Amachi children
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children of prisoners to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Establish and support relationships between families, children, and volunteers, including face-to-face meetings, monthly contacts, and providing support, resources, and education.
Specify the approximate number of hours per month this person is proposed for services	51 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: Relationship Specialist – Southern Region/Cape Girardeau (Eastern Missouri)</b>	
<b>Name of Person:</b>	Amanda Seyer
Educational Degree (s): include college or university, major, and dates	B.A. Communication Studies, Southeast Missouri State University (2012)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training
# of years experience in area of service proposed to provide:	*Three years experience delivering mentoring and support services to children and families affected by incarceration
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri since 2013 (Southern Region - Cape Girardeau office)
Describe this person's responsibilities over the past 12 months.	*Develop strong relationships between children, volunteers and families and supervise teams, assessing for positive child and relationship development and safety.
Previous employer(s), positions, and dates	*HealthPoint Fitness, Childcare Worker (2010-2013) *Deer Creek Christian Academy, Preschool Director/Teacher (2012-2013)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information regarding policies and standards to teams (parents, mentors and youth); coach teams on managing expectations; and build and sustain healthy relationships.
✓ Mentoring Services to Children and Families	*Build and sustain mentoring relationship between adult volunteers and Amachi children
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and children of prisoners to establish and support the relationship of the child with a mentor, decreasing likelihood of the child's future incarceration.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Establish and support relationships between families, children, and volunteers, including face-to-face meetings, monthly contacts, and providing support, resources, and education.
Specify the approximate number of hours per month this person is proposed for services	85 hours/month

**EXHIBIT C****EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Enrollment Specialist – Southern Region/Cape Girardeau (Eastern Missouri)</u></b>	
<b>Name of Person:</b>	Rachel Huebel
Educational Degree (s): include college or university, major, and dates	B.A. Spanish and Global Studies, Southeast Missouri State University (2010)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training
# of years experience in area of service proposed to provide:	*Four years experience assessing, enrolling and matching youth/parents affected by incarceration in BBBS program
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri since 2012 (Southern Region - Cape Girardeau office)
Describe this person's responsibilities over the past 12 months.	*Enroll and assess youth and volunteers in BBBS program, including face-to-face interviews and evaluation using appropriate characteristic and criteria to match youth and mentors. *Timely data input entry
Previous employer(s), positions, and dates	*First Church of the Nazarene, Children's Programming Director (Jan 2011-May 2012) *Cooperative Baptist Fellowship, Social Coordinator Intern and Team Member/Logistical Leader (2010-2011)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information to volunteers and families on program principles, expectations and the rewards of involvement in a mentoring relationship
✓ Mentoring Services to Children and Families	n/a
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and families of incarcerated individuals to enroll their children in BBBS and educate volunteers on issues families facing in order to facilitate positive match experiences.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Same duties as described above
Specify the approximate number of hours per month this person is proposed for services	85 hours/month

**EXHIBIT C**

**EXPERTISE OF KEY PERSONNEL**

(Copy and complete this table for each key person proposed)

<b>Title of Position: <u>Enrollment Specialist (Eastern Missouri)</u></b>	
<b>Name of Person:</b>	Kaia Tammen
Educational Degree (s): include college or university, major, and dates	B.A. Psychology, University of Chicago (2015)
License(s)/Certification(s), #(s), expiration date(s), if applicable:	n/a
Specialized Training Completed. Include dates and documentation of completion:	*Big Brothers Big Sisters Child Safety Training
# of years experience in area of service proposed to provide:	*One year experience assessing, enrolling and matching youth/parents affected by incarceration in BBBS program
Describe person's relationship to vendor. If employee, # of years. If subcontractor, describe other/past working relationships	*Employed by BBBS of Eastern Missouri since 2015
Describe this person's responsibilities over the past 12 months.	*Enroll and assess youth and volunteers in BBBS program, including face-to-face interviews and evaluation using appropriate characteristic and criteria to match youth and mentors. *Timely data input entry
Previous employer(s), positions, and dates	*University of Chicago Laboratory Schools, Director of Aquatic Activities 2013-2015)
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Mentoring Program Administration	*Provide information to volunteers and families on program principles, expectations and the rewards of involvement in a mentoring relationship
✓ Mentoring Services to Children and Families	*Private aide and mentor to teenage girl (2014-2015)
✓ Issues of Incarceration of the Parents	*Work with formerly incarcerated parents and families of incarcerated individuals to enroll their children in BBBS and educate volunteers on issues families facing in order to facilitate positive match experiences.

**Staffing Methodology**

Describe the person's planned duties/role proposed herein:	*Same duties as described above
Specify the approximate number of hours per month this person is proposed for services	85 hours/month

**EXHIBIT D****PERSONNEL EXPERTISE SUMMARY**

(Complete this Exhibit for any additional personnel not included on previous Exhibit. Resumes may also be provided)

<b>Personnel</b>	<b>Background and Expertise of Personnel and Planned Duties</b>
<p>1. <u>Kate Dopuch</u> (Name) <u>Sr. VP Program Quality Assurance</u> (Title) <u>Program compliance, child safety</u> (Proposed Role/Function) <u>17 hours/mo</u> (Number of Hours per Month Person is Proposed to Provide Services)</p>	<p>Kate holds a B.S. in Psychology (2000) from Truman State University and began her career with BBBS of Eastern Missouri fifteen years ago as a program staff member providing mentoring and support services to Bigs, Littles and parents. She quickly advanced to a director level position, then Senior VP of Program, and now to her current position overseeing all agency policies and procedures. Under her leadership, the agency has achieved grown the number of active teams served annually by 30% and has been recognized for the highest retention rates in the nation (out of 340 affiliates). Kate also serves as a Big Sister. Planned duties include ensur delivery of quality services aligned with program policies, procedures and best practices.</p>
<p>2. <u>Kristen Slaughter</u> (Name) <u>Chief Operating Officer</u> (Title) <u>Compliance, oversee implementation</u> (Proposed Role/Function) <u>17 hours/mo</u> (Number of Hours per Month Person is Proposed to Provide Services)</p>	<p>Kristen holds a Masters Degree in Higher Education and Student Affairs from Florida State University. She has been employed at BBBS of Eastern Missouri since May 2001, beginning as the Director of School Based Programs, building partnerships and delivering mentoring and support services to Bigs, Littles and parents. Kristen was later promoted to Sr. VP of Performance Manager and most recently to her current role, overseeing all agency operations. Kristen has served as the lead administrator for the Amachi Statewide initiative since funding was initially received. Planned duties include: working closely with other BBBS agencies (subcontractors) to monitor project activities, ensure successful implementation, monitor progress toward goals, complete all reporting, etc. Kristen also serves as a Big Sister.</p>
<p>3. <u>Kary Thompson</u> (Name) <u>Sr. Director of Support</u> (Title) <u>Oversight of program support staff</u> (Proposed Role/Function) <u>34 hours/mo</u> (Number of Hours per Month Person is Proposed to Provide Services)</p>	<p>Kary began working at BBBS of Eastern Missouri in 2008 after earning a B.S. in Psychology from University of Missouri. She began as a Relationship Specialist supporting youth/mentor matches at Cole Elementary (St. Louis Public Schools) building strong relationships with parents, mentors and school staff to help youth succeed. In 2015, Kary was promoted to Sr. Director of Support, overseeing a team of 15. Planned duties include direct oversight of program staff, who support youth/mentor matches, to develop strong relationships and achieve successful youth outcomes. Kary also serves a Big Sister.</p>
<p>4. <u>Linda Maynard</u> (Name) <u>Sr. Director of Enrollment</u> (Title) <u>Oversee enrollment and operations</u> (Proposed Role/Function) <u>34 hours/mo</u> (Number of Hours per Month Person is Proposed to Provide Services)</p>	<p>Linda holds a B.S. in Human Service Agency Management from Missouri Valley College (2014). She has been employed at BBBS of Eastern Missouri since 2004 beginning as an intern, hired full-time and promoted to Grants and Outcomes Manager and now, to her current position. Linda has significant experience administering the BBBSEMO Amachi statewide project by enrolling and matching children of incarcerated parents and tracking grant progress coordinated with other BBBS agencies (subcontractors) to ensure project stayed on task. Planned duties include: oversight of Enrollment Team to build pipeline of Amachi children and ensure thorough and expedited matching process with volunteer mentors.</p>
<p>5. <u>Ericka Sanders</u> (Name) <u>Assistant to Sr. Director of Recruitment</u></p>	<p>Ericka holds an Associate's Degree from Fontbonne University and currently working towards a Bachelor's Degree. She has been employed at BBBS of Eastern Missouri</p>

<p>(Title)  <u>Recruit volunteers to serve as mentors</u>          (Proposed Role/Function)  <u>85 hours/mo</u>          (Number of Hours per Month Person is Proposed to Provide Services)</p>	<p>since 2014, beginning as an Assistant to the Director of Programs and moving to her current position where she directly supports the Sr. Director of Recruitment. Ericka is responsible for leading recruitment events and supporting the development of new and existing relationships with recruitment partners in order to identify and attract high-quality volunteers to serve as mentoring to children who have parents or a family member who is incarcerated.</p>
<p>6. <u>Gianna Shockley</u>          (Name)  <u>Child Outreach and Enrollment Manager</u>          (Title)  <u>Oversee enrollment and operations</u>          (Proposed Role/Function)  <u>68 hours/mo</u>          (Number of Hours per Month Person is Proposed to Provide Services)</p>	<p>Gianna has been employed with BBBS of Eastern Missouri for over nine years, beginning as a program staff member to build and sustain quality mentoring relationships between mentors, youth and parents affected by incarceration. In 2015, she was promoted to her current position where she works to establish community partnerships and conduct outreach in order to identify and build a pipeline of children with incarcerated parents to enroll in BBBS program. Gianna holds a Master's Degree in Political Science and also serves as a Big Sister in the BBBS program.</p>



**Big Brothers Big Sisters**  
of Eastern Missouri

## Section C: Method of Performance

### 1. Exhibit E

**EXHIBIT E****METHOD OF PERFORMANCE**

The vendor should present a written plan for performing the requirements specified in this Request for Proposal. In presenting such information, the vendor should specifically address each of the following issues:

1. Identify the number of children to be served by the vendor on an annual basis.

Service Area	# of new matches
Eastern Missouri	264
Central Missouri	17
Missouri Valley (Jefferson City)	8
Kansas City	52
Ozarks (Springfield/Joplin)	29
<b>Total</b>	<b>370</b>

2. Identify the cost per child and detailed justification demonstrating how the expenditure per child contributes to the delivery of the mentoring program.

The following represents our detailed cost per child. As you will see in our proposal the infrastructure and program process of Big Brothers Big Sisters is very thorough requiring a significant amount of paid professional staff time to implement and oversee. The table below is a detailed breakdown of how this time is spent in our process.

**Cost per Child = \$1,200**

The cost to serve one youth for one year through our model

Service	Cost
Volunteer Recruitment/Child Identification	\$120
Volunteer Screening ( <i>State Criminal Background and Child Abuse/Neglect Checks, Orientation, Interview, Reference Checks, Assessment and Recommendation</i> ).	\$130
Child & Parent Assessment	\$100
Team Creation ( <i>Pair youth and mentors together</i> )	\$50
Team Support and Supervision ( <i>Support and supervision services delivered to mentors, youth and parents; ABC data collection, analysis, and intervention wraparound services</i> )	\$600
Overhead ( <i>Insurance, Printing, Postage, Mileage, Occupancy</i> )	\$200
<b>Total</b>	<b>\$1,200</b>

The above expenditures are directly related to the delivery of high-quality services, following evidence-based practices which include:

- The BBBS Recruitment Staff conduct targeted **volunteer recruitment campaigns** designed to seek out those individuals who have the ability and desire to make an ongoing, long-term commitment to be a friend to a child who is facing adversity.
- All volunteer mentors are required to complete a **professional screening and training process**, designed in conjunction with the FBI and uniquely fitted for volunteer mentors. This process includes a written application, background checks and personal reference checks, orientation and personal interview, written assessment, recommendation and initial training all conducted by our professional program staff.
- Professional program staff work with schools, community organizations and families to identify children who want and need a mentor. Staff meet with both parents and children to complete an

**interview and assessment** to identify the child’s needs, the type of mentor that will work best, and the child and parent’s ability and willingness to become a part of our program. We recognize that our services are most effective when we target those children and parents who are supportive and willing to actively engage in the program.

- Program staff work to create the best possible match relationship, identifying and selecting those mentors and youth based on interests, preferences, geographic location, etc. Once a match has been determined, a “pre-match” phone call or visit with the volunteer and parent/child is completed to ensure that all parties agree. Once agreed, a “celebration” is arranged in which all parties meet with one another and our program staff.
- A **professional support staff member is assigned to each relationship** to oversee its development, providing ongoing (monthly or quarterly based on the age of the relationship) support and supervision services to mentors, children and parents, as well as wraparound support services to parents and families. This step is essential to ensuring the success of the relationship. (Note: title of program support staff member may vary by agency, i.e. Relationship Specialist/Manager, Match Support Specialist, etc.)
- BBBS of Eastern Missouri consistently tracks and reports on **key performance metrics** to measure the success of our program and our youth. Metrics include relationship retention rates, strength of relationships, relationship quality, ABC education data success, and youth developmental outcomes.

Each of the above activities is essential to building strong and enduring relationships that produce real and lasting impact among our youth. In fact, it is this commitment to quality that has been recognized by Philanthropedia, who recently ranked Big Brothers Big Sisters as the **best of the best on a list of the most recommended, high-impact national nonprofits serving at-risk youth.**

3. *Describe the initial screening and intake process and identify eligibility requirements to be accepted into the mentoring program.*

All aspects of our screening and intake process are **in accordance with general RFP requirements section 2.2.1** and are as follows for potential mentors:

Requirements of Mentors:

All prospective mentors must be professionally screened and complete all components of the screening process before matching which include:

Screening Components	Additional Information
Commitment to Time	All prospective mentors must make a <b>minimum of a 12 month commitment</b> to participate as a Big Brother or Big Sister mentor with a minimum weekly commitment of <b>one hour a week for a total of 4 hours minimum per month.</b>
Inquiry	Inquiry is typically completed over the phone. Program orientation is completed at this point as well as scheduling the initial interview if the prospective mentor is ready.
Application	The volunteer application captures pertinent contact and background information as well as the contact information of three references.
Interview	The interview is <b>one-on-one and face-to-face</b> and covers the prospective mentor’s background, childhood, occupational and educational information, home assessment, match preferences and their thoughts on their future. Interviews typically last approximately 90 minutes.
Assessment of suitability for the position	During the volunteer screening we look for a demonstration of the following attributes: a reasonably stable home life; appropriate motivation for service; reasonable flexibility and tolerance in approach to new situations and/or attributes and values different from his/her own; interest in and ability to work with children; respect for

	the safety of children; stable adjustment in vocation or work situations; healthy balance of age appropriate interests and activities; healthy balance of meaningful peer relations and healthy adjustment to childhood and adolescent socialization.
Three personal references	References include a relative and two friends they have known for at least two years with one being familiar with the prospective mentor home environment.
Home assessment	A home assessment is completed with information collected from both the prospective mentor interview and the personal reference familiar with the home environment. Should additional information be necessary in addition to these two tools, a program support staff member would make a visit to the home to view first hand.
Collection and assessment of relevant collateral information	On occasion, additional collateral information is needed based on information obtained from the interview or references. Examples include professional counseling report, need for additional reference, need for home visit, motor vehicle driving record check.
Completion of mentor training	Prior to being matched with a child, all volunteers must be trained. Training is one-on-one during the interview and covers topics such as match expectations, communication issues, problem situations, the "dos" and "don'ts" of being a mentor, and such other topics. In addition to providing an initial training before the match is made, the agency offers ongoing training and educational opportunities for all mentors based on the needs of the child.
Security Clearance (Child Abuse and Neglect, Criminal Background Check)	Both contractor employees and mentors must complete a Family Care Safety Registry. Not only is this required before match and employment but also on an annual basis throughout the length of the match/employment. Background information is also secured from other states if the prospective mentor has recently moved to Missouri.
Policy for criminal background investigations	It is the Board approved policy of BBBS that we complete a Family Care Safety Registry for each volunteer before they are matched, this background screening is also conducted annually, for every year a volunteer is matched in our program. The Family Care Safety Registry includes the following checks: <ul style="list-style-type: none"> <li>• Criminal History records maintained by the Mo. State Highway Patrol</li> <li>• Sex Offender Registry records maintained by the Mo. State Highway Patrol</li> <li>• Child Abuse/Neglect records maintained by the Mo. Dept. of Social Services</li> <li>• Foster Parent Licensing records maintained by the Mo. Dept. of Social Services</li> <li>• Employee Disqualification List maintained by the Mo. Dept. of Health and Senior Services</li> <li>• Employee Disqualification Registry records maintained by the Mo. Dept. of Mental Health</li> <li>• Child Care Licensing records</li> </ul>

Requirements of Youth:

All youth and parents must complete a screening process including:

Screening Components	Additional Information
Inquiry	Parents or caregivers must begin the inquiry stage for all youth. Inquiries are typically via phone, but also received from current offenders within Missouri State Institutions. During the inquiry, a

	brief orientation into the program is given to the caregiver and an interview is scheduled.
Application	Parents/Caregivers must complete a brief application that gives the agency basic demographic information on the family and youth.
Youth Interview	We conduct a one-on-one face-to-face personal interview with each youth enrolled in the program. This is a time for agency staff to get to know the youth, in order to identify the best match possible.
Training/Orientation to program components	Prior to beginning the interview, we conduct an orientation with each parent, covering topics that will help them support their youth's match. At the time of youth's interview we also conduct a Sexual Abuse Prevention training with the guardian's permission.
Parent/guardian interview	We conduct a one-on-one face-to-face personal interview with each parent/caregiver. During this interview, we gain a better understanding of the family background, home environment and the parent's preferences for matching their youth with a volunteer mentor.
Home visit and assessment	We conduct both the youth and the parent/guardian interview in the home. This allows us to better prepare the volunteer mentor for the experience they will have in both the home and neighborhood.
Collection and assessment of relevant collateral information	On occasion, additional collateral information is needed based on information obtained from parent or youth interview. Examples include professional counseling report, school or doctor's report.

#### Policy Eligibility Requirements

Prospective volunteers must participate in an intake process by a member of the enrollment department, or agency employed designee, to determine his/her eligibility to serve as a mentor. BBBS shall not discriminate on the basis of race, ethnic background, gender, sexual orientation, or religious conviction.

Prospective volunteers must meet the following criteria:

- At least 18 years old and no longer attending high school
- Must have a valid driver's license and minimum state liability insurance, if using an automobile as mode of transportation
- Make at least a one year commitment
- Demonstrate willingness to abide by agency guidelines and policies
- Demonstrate the following attributes – reasonable stable home life; appropriate motivation for service; reasonable flexibility and tolerance in approach in new situations and/or attributes and values different from his/her own; interest in and ability to work with children; respect for the safety of children; stable adjustment in vocation or work situation; healthy balance in age appropriate interests and activities; healthy balance of self-reliance and interdependence; ability to develop and maintain meaningful peer relations and healthy adjustment to childhood and adolescent socialization.
- Relate appropriately to the interviewer and/or BBBS staff
- Be supported by spouse or significant other
- Not use illicit drugs, alcohol, or controlled substances in a routine and dependent manner
- Not be in treatment for substance abuse (volunteer can only be considered after a non-addictive period of two years)
- Not be convicted of a felony (volunteer may only be considered after a two year final discharge from parole and probation and then demonstrate a pattern of emotional and behavioral stability)
- Not be hospitalized for a mental disorder within the past three years
- Not have a seven year driving record with a history of driving while intoxicated, or repetitive pattern of moving violations, license suspension or multiple (at fault) personal injury or property damage accidents
- Not falsify information during the course of the intake process
- Not be previously accused, arrested, charged, or convicted of child abuse, neglect, or molestation
- Married Couples are eligible to participate in Big Brothers Big Sisters. Couples will adhere to the current intake procedures required for individual volunteers, and are interviewed independently. If

one member of the couple is found unsuitable for the program, the couple is not accepted; nor can the other member of the Couple participate in the program as an individual volunteer (Big.)

- Individuals who are friends are eligible to participate in Big Brothers Big Sisters. TeamMates will adhere to the current intake procedures required for individual volunteers, and are interviewed independently. If one member of the TeamMate is found unsuitable for the program, the TeamMate is not accepted; nor can the other member of the TeamMate participate in the program as an individual volunteer (Big).

**Client Eligibility**

Prospective clients must participate in an intake process by a member of the Enrollment department, or agency employed designee, to determine his/her eligibility of program services. BBBS provides services on the basis of need for the service only and shall not discriminate on the basis of race, ethnic background, gender, sexual orientation, or religious conviction.

Prospective clients must meet the following criteria:

- 5-17 years of age\*
- 11 years old or younger if matching in a cross gender match
- Reside in Eastern Missouri’s service territory as defined by Big Brothers Big Sisters of America.
- Demonstrate a desire to participate in the program and abide by agency guidelines.
- Demonstrate need for service (economically disadvantaged, poor social skills, few peers, lack of adequate support from a stable role model, etc.)
- Must not be diagnosed as psychotic
- Custodial parent/guardian must demonstrate a supportive attitude toward the program and its policies and guidelines.
- To be considered in the Amachi Children of Prisoners Program a child must have a parent currently incarcerated in a state prison at the point of inquiry.

\* Can be amended for Special Projects approved by the Board of Directors

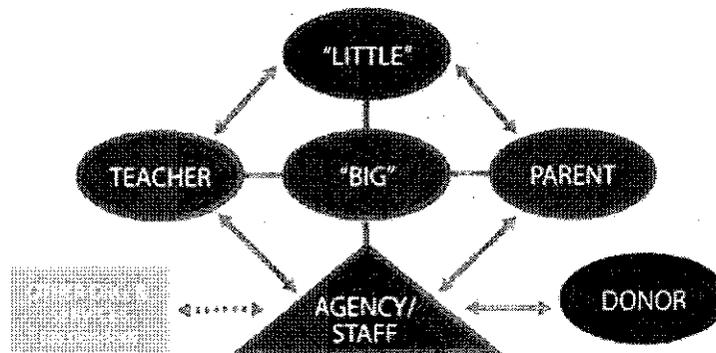
4. Provide copies of all forms used in the initial screening and intake process.

Please find attached copies under Exhibit E Attachments section entitled “Screening and Intake Process Forms.”

5. Describe the mentoring model utilized for the mentoring program and identify how the model is an established/recognized model that focuses on child safety, relationship development, quality, and conflict resolution.

Big Brothers Big Sisters delivers quality mentoring services through one model, known as 4:1+1®

**Relationship Model.** As shown below, this model uses a team approach, bringing together the four most important adults in a child’s (“Little”) life - parents, mentors or (“Bigs”), teachers, and our own professional program staff – in a positive and supportive way. That way, each child is surrounded by a team of caring adults, 24 hours a day, seven days a week. (Note: the +1 in this model represents the donor, who makes all of this possible).



**Relationship Development:** This is what Big Brothers Big Sisters is all about – building trusting and enduring relationships that last. This starts from the time of enrollment in our program, when staff work diligently to find the best mentor for each and every child and continues through the life of the match with regular communication with parents, youth and mentors to ensure the development of a successful relationship. A number of key tools are used to continually assess the development of each match, identify issues early-on and intervene. This includes the Strength of Relationship (SoR) survey, a scientific tool designed to measure relationship quality using a scoring scale system and flagging relationships falling below a set score (based on research) and “friendship levels,” an internal system used by professional program staff to rate each match monthly. A color coded system is used – green is a “true friendship” and red is a “struggling friendship.” Those matches designated as “red” and falling below the set SoR scale receive the highest level of support and resources into getting the relationship back on track. Our professionally trained and experienced program staff work with each party (parent, mentor and youth) until the problem is completely resolved.

**Quality:** This is our #1 priority.

As previously mentioned our model is based on a minimum of a 12-month commitment with visits at least four hours a month. The mentor mentee relationship is based on friendship development first and foremost followed by a trusting relationship built between all parties over time.

### **Overall Program Distinguishing Gold Standards**

#### **Established Model**

1. Vendor Longevity – BBBS of Eastern Missouri has served **over 62,000 children in its 102 years of service**. Although we have always served children of incarcerated parents, BBBS of Eastern Missouri launched a cohesive effort for these youth in 2003 and last year served over 400 youth with a parent incarcerated.
2. Subcontractor Longevity - All of our subcontractors have a similar history with Kansas City founded in 1964 and Big Brothers Big Sisters of the Ozarks celebrating over 30 years of services. **All of our subcontractors across the state have had a cohesive effort to serve children of incarcerated parents specifically for seven years and most have been doing this specific work for over twelve years.**

#### **Recognized Model**

1. **Missouri Standards on Mentoring** – Big Brothers Big Sisters was chosen by the State of Missouri in 2006 to write Missouri’s minimum standards related to youth mentoring programs administered by the Missouri Mentoring Partnership.
2. **Department of Corrections Memorandum** - Big Brothers Big Sisters Amachi Missouri is the **only mentoring partnership program that has a memorandum of understanding** with the Missouri Department of Corrections that includes not only working with children of inmates, but also working to support the re-entry of prisoners back into their families and communities. **Please find the signed MOU as an attachment to Exhibit E** referencing “question #5, Signed MOU with the Missouri Department of Corrections.”
3. (OJJDP) - **Office of Juvenile Justice and Delinquency Prevention** - grants Big Brothers Big Sisters with a **Model Program** title, rating its mentoring model as an exemplary prevention program. In order to receive an exemplary rating, results of research must **demonstrate eligible programs are of the highest caliber.**
4. Blueprints – Big Brothers Big Sisters was 1 of 11 programs selected as a **Blueprints Model Program** (from a review of over 600 programs). According to the Blueprints Model Program literature, in order for a program to be recognized as a Blueprint Model Program it must meet “criteria of a very high standard-one that is difficult to meet”. **Big Brothers Big Sisters is the only program in the state of Missouri to be identified by Blueprint for Violence Prevention as a prevention program that is effective in violence prevention.** Only 11 prevention and intervention programs were identified as meeting strict scientific standards of program

effectiveness. The 11 model programs, called Blueprints, have been effective in reducing adolescent violent crime, aggression, delinquency, and substance abuse.

5. **Substance Abuse and Mental Health Services Administration (SAMHSA) named BBBS an Effective Program** (Effective Programs meet all criteria of Model Programs with the exception of disseminating their work through SAMHSA). Only when a program demonstrates successful results on a consistent basis will it be potentially considered as an effective program.

#### Child Safety

1. **BBBS Professional Program Staff - Each mentoring relationship is assigned a professional program staff member** (i.e. Relationship Specialist/Manager, Match Support Specialist, Case Manager, etc.), who is committed to helping the volunteer and child build a strong friendship and assist with any problems or concerns when they arise. This support piece has been proven to be the greatest structural component in keeping matches together. The degree to which support is completed, including services for the family and our close relationship with family and school, certainly sets Big Brothers Big Sisters mentoring apart from others and is a key assurance of child safety.
2. **Strong Relationships - Big Brothers Big Sisters full-time Relationship Specialists carry a caseload of approximately 100 matches allowing them to personally build a relationship with the parent, child and mentor.** Contact with the parent/child and mentor happens every month and follows both legal and quality policy's set forth by the Board of Directors and in line with Big Brothers Big Sisters of America's national standards and evidence-based, proven model.
3. **Commitments - We are serious about providing a safe environment for our volunteers and children. In addition to our well established screening and supervision processes, we: (1) update our background checks annually; (2) provide safety training to our children (3) maintain comprehensive insurance on all our matches and (4) provide volunteers with a 24-hour emergency number.**

#### Relationship Development

1. **Strong Relationships - We understand that what happens in a family or at school can affect the mentoring relationship, therefore, we are also in regular contact with the parents/guardians and teachers.** We are available to assist the family or school in times of need. (i.e. Little Brother or Little Sister needs glasses or a bed; family needs utility assistance, Little Brother or Little Sister needs a tutor, etc.)
2. **Large Service Area - Our Missouri service area is geographically far reaching** and allows us to continue to serve children even when their families are in transition.
3. **One-on-One - Our matches are based on a one-to-one ratio; one mentor is matched with one child.**
4. **Time Requirements - We follow closely the findings of scientific research which requires that the "matched mentor" spend a minimum of 4 hours a month, in-person, with a child to build a successful relationship, resulting in positive changes.**

#### Quality

1. **Length of Match - We believe strongly that longevity matters, in fact, the research is clear on this topic. Our average length of match well exceeds the 12-month requirement in both our family initiated and school initiated programs and over 95% of our matches report that they either have a "true friendship" or a "developing friendship" with their Little Brothers and Little Sisters.**
2. **Commitment to Results - Our mentoring model is scientifically proven both nationally and locally and we track over 15 outcome areas monthly and annually to maintain that status. We are committed to making a measurable contribution to the collective effort to create: (1) Educated Citizens (2) Safe Neighborhoods and (3) Healthy Families.**
3. **Community and Faith Based Partners - Through our Amachi - Mentoring Children of Prisoners program, we have a strong connection to the community and faith-based community and have developed relationships that result in mentor recruitment and additional support services for both our community and school based programs.**

Conflict resolution

1. There are five key partners in any Big Brothers Big Sisters team – the child, mentor, parent, teacher, and our BBBS professional program staff, who serves as the “hub” of all services. The relationship our program staff develops with each partner is critical to situations where conflict resolution is required. A key benefit in our program is designated program staff (Relationship Manager) who work on-site at selected schools with direct access to the principal, teachers, counselors, social workers/other school staff and students Monday through Friday. It should be noted that the sixth vital partner on the team is the donor, who makes all of this work possible.
2. Should the situation require further assistance outside of our RS control, Big Brothers Big Sisters has a number of institutional partners that serve as referral sources such as counseling services.
3. Consistent and ongoing training serves as a proactive step to preventing conflict and teaching partners how to react in times of need.
4. Big Brothers Big Sisters also maintains an emergency pager system every day, 24 hours a day should an emergency situation arise on a match outing or at the home of one of our families. There have been a number of situations where this pager has successfully been used to get emergency support.

3<sup>rd</sup> Party Empirical Research

In 1995, Public/Private Ventures, a renowned research and social policy firm based in Philadelphia found that young people matched with a Big Brother or Big Sister are:

- 46% less likely to start using drugs;
- 27% less likely to start drinking;
- 52% less likely to skip school;
- 33% less likely to engage in violent behavior.

In 1999, an evaluation of five Big Brothers Big Sisters school-based mentoring programs found that:

- 64% of the students developed a more positive attitude toward school;
- 58% achieved higher grades;
- 55% were better able to express their feelings;
- 64% had higher levels of self-confidence;
- 62% were more likely to trust their teachers.

Most recently in 2009, Harris Interactive conducted proprietary research for Big Brothers Big Sisters of America on the **long term outcomes of children** matched with a Big Brother or Big Sister mentor for one or more years. The study surveyed adult Little Brother and Little Sisters against their peers (similar social and economic backgrounds) who did not receive Big Brothers Big Sisters mentoring. Findings indicated Big Brothers Big Sisters mentoring specifically is linked to breaking the cycle of poverty.

Among the study’s specific findings:

- Big Brothers Big Sisters alumni were **75% more likely** than non-alumni to **have received a four-year college degree.**
- Alumni were **39% more likely** than non-alumni to have a current household **income of \$75,000 or higher.**
- Approximately **two in three alumni** were **extremely or very satisfied with life** compared to just over one in three non-alumni.
- A majority of alumni (**62%**) **perceive themselves to have achieved a higher level of success** than their peers who were not involved in Big Brothers Big Sisters. This was twice as many as the 31% of non-alumni who report being more successful than other people they grew up with.

6. *Describe the one-on-one mentoring with a child who has an incarcerated parent that develops positive goals in areas such as academics, behavior, or career.*

- a. **Trusted friendship** - All Big Brothers Big Sisters mentoring relationships are structured around the prerequisite of building a friendship first and foremost. Our 102 years of service, coupled with scientific research indicates that when a child has a trusted and caring relationship with an adult, they are much more likely to listen to and learn from their mentor. Youth and mentors will meet on a regular basis (4-6 hours/month) engaging in socially acceptable activities to expand their horizons and simply spend time together. This support allows youth to build on their strengths, develop a stronger sense of significance, belonging, competence and self-worth.
- b. **ABCToday®** - Through a unique pilot started in Cape Girardeau and eventually expanding to the rest of the State, Big Brothers Big Sisters is securing education data, child-by-child and directly from the school system, for children matched with a Big Brother or Big Sister. Data pertains to attendance, behavior, classroom success in both reading and math and the child's ability to advance to the next grade level. This data is used to allow Relationship Specialists to set appropriate educational and behavioral goals based on facts, and implement a plan of action utilizing all of our team partners – the child, mentor, parent and teacher. These plans or interventions are implemented as needed to improve deficit areas and positive data is celebrated. Specific examples of this work include: working with Southeast Missouri State University to secure college student volunteers for children in BBBS program, who are struggling in reading and math; conducting attendance challenges for students and working individually with parents/families enrolled in BBBS to overcome transportation barriers, ultimately increasing school attendance among youth. BBBS of Eastern Missouri has developed the ABCToday® Tool, which tracks, sorts, analyzes and reports data on all youth attending participating schools. The tool combines the child's school data with the agency's information on the child's match and family life (i.e. poverty, strength of mentoring relationship) providing staff with a complete profile of each child. The tool also provides an early warning system, alerting when children begin to fall "off-track" in any of the ABC areas (according to thresholds set by the district) so that staff can intervene immediately.
- c. **Goal setting** – Big Brothers Big Sisters works from the initial point of match to determine goals for the match based on the child's education assets and needs. Our substantial Match Support model allows our program support to work one-on-one with each match to ensure educational goals are being met and alter the course of action as needed through a customized child-by-child process. All academic and behavioral goals are attained while ensuring the mentor stays in a friendship based and supportive role. For example, if a child is failing math and it is determined a tutor is needed, the agency finds a math tutor. The mentor does not tutor the child but they support the work the tutor is doing by getting the child ready to see the tutor, asking how the tutoring session went, what did they learn, and emphasizing the importance of math skills for their future.
- d. **College/Career Exploration** – BBBS of Eastern Missouri has a department, known as Big Futures, dedicated specifically to this work, including college campuses visits, "behind the scenes" job tours and workplace visits, guest speaker presentations from career professionals and one-on-one support by an assigned BBBS staff member. All of these activities and events are 100% voluntary, allowing the Little to "opt-in" to learn more about higher education and career life and generate genuine interest, rather than forced participation. For high school Littles, the support is more intense, and includes an assigned Big Futures staff member to help Littles create a customized post-secondary plan, FAFSA and financial aid support with full access to scholarship opportunities, ACT preparation, etc.

7. *Identify specific activities which demonstrate how a goal will be reached, and/or allows the child to demonstrate achievement of the goal.*

Goal	Specific Activities	Youth demonstrated achievement
Improve academics	<ul style="list-style-type: none"> <li>• Student performance data is collected from the school and reviewed by Big Brothers Big Sisters' staff.</li> <li>• Agency works to determine obstacles preventing achievement ranging from securing tutoring service to overcoming transportation barriers.</li> <li>• Agency and mentor celebrate and encourage strong preparation and attendance, especially on the first day of school with a school supply drive and a raffle for everyone who attended.</li> <li>• Mentor is encouraged to call a few days a week to check on school, homework and/or a big test.</li> <li>• Mentor is encouraged to attend school functions, get to know the teachers and ask about grades.</li> </ul>	The mentor asks for and celebrates grades, report cards and no missed days of school. The child is able to celebrate positive achievements.
Expand child's interest and horizons	<ul style="list-style-type: none"> <li>• Agency actively encourages youth/mentor match to engage in activities new to the child.</li> <li>• Agency encourages child to play an active role in determining the new activities he/she wants to do.</li> <li>• Agency encourages mentor to take the child outside of their neighborhood and explore new areas.</li> <li>• A program support staff member is assigned to each youth/mentor match, contacts them regularly and tracks their activities and offers suggestions of new, exciting opportunities, including offering free/discounted tickets for cultural and other community events (as available).</li> <li>• Program support staff plans group activities with other matches and parents to all participate in together, (i.e. tour of college campus or business, camping trip, fishing derby).</li> </ul>	n/a
Increase confidence and sense of self-worth	<ul style="list-style-type: none"> <li>• Agency provides professional training and support to mentor to help them build on their mentee's strengths, encouraging them to engage in activities where the child can be successful (i.e. meal preparing activity where the child successfully calculates out and measures the ingredients).</li> </ul>	The youth is successful in the activity at hand. Mentor communication ensures the child realizes their success and the mentor celebrates the success.

8. *Describe how mentors work with the child to set goals and accountability, provide a positive way of looking at life, model a new way to solve problems, introduce hope, provide focus, and provide a realistic vision of the future.*

a. **Mentor Role and Time** – The time our mentors spend with youth and the activities they participate in together all work towards achieving their goals. Activities are determined by the experiences the child

needs to achieve the goal and/or as a reward for a goal or milestone achieved. The mentor holds the child accountable for their behaviors and actions and the progress they make towards their goals. They offer constructive activities, encourage positive decision making, and demonstrate effective ways to resolve problems. They share with them their values, beliefs and experiences helping them envision a brighter future with many more opportunities and develop a more positive outlook.

- b. **Staff Role** – At the point of match introduction, goals are determined for the mentor and the program support staff member works back with the match to oversee execution. Once the match is established, mentors have the opportunity to revise goals as their experience with the youth grows. Mentors in conjunction with the youth determine a need and then set the goal with the support staff member who coordinates back with the parent/guardian. The support staff member then assists with activities, ideas and other agency resources (tutors, counseling) that may be beneficial.
9. *Describe how mentors will develop a relationship to gain the child's trust and respect, so that the child feels free to express their feelings and opinions about any subject that arises and feels no pressure to talk.*
- a. **Consistency** – Mentors are trained prior to their match and throughout the life of the match on the importance of following through on promises and being reliable with the commitments they make to their Little Brother/Sister. The mentors are trained to listen without judgment, be empathetic to the situations of the child, especially children of incarcerated parents, and the disappointments they may have experienced in the past.
  - b. **Friendship based activities** – The mentors are encouraged to engage in friendship based activities for the sole reason of developing a trusting and respectful relationship. Through activities like going to the park, baking cookies and going to the ballgame, youth are able to interact in a non-pressure environment.
  - c. **Communication** – Genuine, honest and respectful communication is a requirement for any friendship and a Big Brothers Big Sisters friendship is no different. Through our Relationship Development process, mentors continue to receive training on the importance of communication with their Little Brother/Sister. Communication with the family and the mentor's relationship with the family is also included in this ongoing training and certainly influences the youth's ability to trust and respect their Big Brother/Sister.
10. *Describe how mentors help the child cope with peer pressure, explore ways a child should be prepared to handle the consequences of their actions, become involved in socially acceptable activities, and would inhibit the child from initiating alcohol or drug use and delinquent behavior.*
- a. **True friendship** – When a mentor establishes themselves as a true friend in a trusted relationship with their Little Brother/Sister they become someone the child can listen to and learn from. Because of this, all of the positive role modeling the mentor does is absorbed by the child and ultimately, studies show, leads to increased self-worth and responsibility. When a child's Big Brother/Sister holds them accountable for their actions they start to hold themselves accountable for their own actions.
  - b. **Communication & accountability** – Communication is not only the key to developing a "true friendship" but also the key to holding our kids accountable for their decisions. Children need and want limits. Their mentor gives both positive and negative feedback to the youth and enforces limits for good and bad decisions.
11. *Identify how mentors take an interest in the child's school process and stress the importance of education to later success and influence good attitudes toward school, and their school performance.*
- a. **Asking** - Mentors simply ask and engage the child in conversation around their experience at school. When the child trusts and respects their mentor, the child cares about that mentor's opinion. The child also knows that someone cares about their success in school. Support staff train volunteers to ask

interactive questions – how was your day at school, what did you learn, how did that test go. Through asking questions and engaging the child in conversation, they can also role model and share experiences that the mentor has learned through their own experiences, i.e., that happened to me and here is how I handled it and what I learned.

**b. School activities** – Mentors are encouraged to attend activities at the child’s school such as plays, assemblies and sporting games. They are encouraged to meet the child’s teacher. We have had mentors choose to go along with the parent to parent teacher conferences. Our program support staff working on-site in partner schools help facilitate this interaction and extend invitations to school events. Many of our mentors have direct access to their Littles school during the school day and utilize the opportunity to have lunch with their Little.

**c. Agency role** – Our 102-year history has taught us that a relationship between our professional program staff and the teacher/school adds much value to not only the mentoring relationship but ultimately the child’s achievement and behavior at school. Through ABCToday®, we collect and track our Littles’ Attendance, Behavior and Classroom success from participating school districts. Program staff play a pivotal role in assessing the data, identifying where there are problems, asking key questions – why isn’t it working, how can we work with the mentor, parent and institutional partners, to determine a solution. Specifically, this includes questions around each of the ABCs - (1) attendance – are they getting to school, (2) behavior – are they behaving when they get there, (3) classroom success – are they at or above grade level in reading and math?

The table below highlights what this work looks like and specific responses each team member may be encouraged to do:

If child’s ABC data indicates problems in....	School	Parent/Guardian	BBBS Program Staff	Big Brother or Big Sister mentor
<b>Attendance</b>	<ul style="list-style-type: none"> <li>- Designate attendance contact to call on the schools behalf</li> <li>- Provide transportation</li> <li>- Inform parents/guardians of attendance policies and procedures</li> <li>- Random rewards</li> </ul>	<ul style="list-style-type: none"> <li>- Establish and enforce nightly/daily rituals</li> <li>- Establish a back-up plan to get to school</li> </ul>	<ul style="list-style-type: none"> <li>- Connect youth and/or parents to resources (glasses, uniforms, etc.)</li> <li>- Provide youth with agenda or planner</li> <li>- Reach out to individual parents for repeated absences</li> </ul>	<ul style="list-style-type: none"> <li>- Ask about school readiness (are you ready for school tomorrow? Ready for your test? Where’s your bus stop?)</li> <li>- Call Little and talk about their day</li> <li>- Schedule lunch with Little at school, using agenda</li> </ul>
<b>Behavior</b>	<ul style="list-style-type: none"> <li>- Promote/reinforce positive behavior</li> <li>- Offer in-school counseling services</li> </ul>	<ul style="list-style-type: none"> <li>- Involve child in extracurricular activities</li> <li>- Talk with child about their behavior</li> </ul>	<ul style="list-style-type: none"> <li>- Serve as liaison between school and parent, contacting parent to discuss problem behaviors</li> <li>- Small rewards or incentives for good behavior</li> </ul>	<ul style="list-style-type: none"> <li>- Role model good behavior and provide opportunities for students to practice good behavior</li> <li>- Praise good behaviors and improvements</li> </ul>
<b>Course performance in reading and math</b>	<ul style="list-style-type: none"> <li>- Recognize students with A or B grades in reading and math</li> </ul>	<ul style="list-style-type: none"> <li>- Create supportive learning environment</li> <li>- Practice flashcards with child at home</li> </ul>	<ul style="list-style-type: none"> <li>- Organize and coordinate tutoring services for Little</li> <li>- Conduct summer home visits and with math/reading worksheets for Littles</li> </ul>	<ul style="list-style-type: none"> <li>- Engage youth in experiential learning opportunities (i.e. cooking and math, shopping on a budget</li> <li>- Read a book together with their Little and complete book report</li> </ul>

12. *Describe how mentors show the youth how to trust others, express negative feelings more productively, and generally become more able to relate effectively with others.*
- a. **Role model** – Mentors role model appropriate ways of handling a situation. Often times, the youth has had many role models that may have shown them the exact way NOT to handle a situation. Simply by observing a caring adult handle a situation in a positive way they are able to learn to do the same. Although our relationships are based one-on-one, occasionally youth will have access to the mentor with their families (wife, children, and/or parents) and witness the mentor’s healthy relationship with their families. Through observation and conversations with the mentor, youth learn the importance of those relationships.
  - b. **Perspective** – Mentors are trained on how to teach kids perspective, other ways of handling situations, dealing with conflict, putting things into perspective and ways to view situations differently. Simply by conversation and posing another viewpoint, our mentors are able to redirect their mentee and help them relate more effectively with others.
  - c. **Respect** – Mentors role model respect in both their relationship with their Little Brother/Sister and family and other relationships. They are trained to respond to their Littles in ways that show no judgment and serve as an outlet for youth to openly share their thoughts, feelings, fears, and experiences. By watching their mentors and being a part of this relationship built on trust and respect, youth begin to exhibit those behaviors in their own relationships.
13. *Describe how mentors work with the child to have a positive attitude toward their sense of competence and self-worth.*
- a. **Positive feedback** – Because the mentors have developed a caring friendship with the child they are able to provide feedback in a way the child listens to and values. The mentor is trained to acknowledge positive decisions the child is making and encourage that behavior. They do this through a healthy and nurturing way often times in comfortable situations such as while watching a baseball game and mentioning in conversation.
  - b. **Redirection** – Not only do they provide positive feedback to good choices the child made but they also have the opportunity to redirect when a bad choice was made. They are coached by their Relationship Specialist to talk with the child about why they made the decision and help build their self-worth and responsibility to react differently the next time.
  - c. **Friendship** – Mentors, like any other friend, help make the best of a bad situation and build a more positive approach to a situation. They serve as a friend, advocate, coach, confidant to their Little, help the build their self-esteem and be a constant source of support in their life.
14. *Identify how mentors aid in career explorations and aid in expanding cultural horizons.*
- a. **College/Career Exploration and Preparedness** - Many Littles have direct access to college and career exploration activities led by BBBS agencies and particularly Eastern Missouri, with mentors playing a crucial role in engaging and supporting them as they prepare for the next step after high school. This includes job tours where Littles with their Bigs visit a variety of work places to learn about the different jobs; college campus tours giving Littles the opportunity to experience college life first-hand; college prep workshops and special “meet and greet” events for Bigs and Littles to meet with local college/university representatives and connect with other Bigs, Littles and BBBS staff. BBBS also host an annual “Take your Little to work day,” in which mentors bring Littles to visit their workplace and learn more about the different jobs. Throughout all of this, mentors are playing a crucial role in supporting, guiding, and encouraging their Littles. They are asking about their interests, hopes, dreams and plans for the future. They are bringing these Littles to BBBS college and career events. They are sharing with their Littles their own experiences helping them to envision such a future for

themselves. Mentors are working back with BBBS program support staff to share this information so that the agency can ensure each Little has the opportunity, resource and support they need to build a successful plan for the future, including direct access to scholarship opportunities with the intent of helping Littles graduate college or trade school debt free or minimal debt.

- b. **Cultural and Recreational Activities** - Mentors engage Littles in activities that both develop the mentoring friendship and allow them to explore new places and expand their horizons from visiting zoos and museums to attending plays and musical concerts. Additionally, each of the Big Brothers Big Sisters agencies also offers regular match activities for Bigs and Littles (along with parents) to come together as a group and engage in new and unique activities, such as a group art class or fishing derby. Together, all these activities, including individual and group, spark further conversations and learning.

15. *Describe the mentor training and provide a copy of the training curriculum.*

Big Brothers Big Sisters has learned throughout the years that training must take place not just before the match is made but through the life of the match as well. We estimate that our volunteers receive over 10 hours of training in a twelve-month period throughout the life of the match.

- a. **Prior to match** – Mentors receive baseline training prior to the match which includes
- What Big Brothers Big Sisters is all about – policies, mission, results, events and match activities.
  - Importance of developing a trusted friendship – the mentor’s role and how to develop and fulfill that role.
  - Understanding the young person – their backgrounds, child abuse and neglect signs and how to report those to their Match Support Specialist and safety tips.

All mentors must complete this training before being matched with a child. Training takes place in a one-on-one setting during the initial match interview. The mentor is given a training packet to take home which includes questions on scenarios that must be returned. Answers are included in the assessment of the volunteer and used to determine what additional areas the mentor may need further training. The assessment is also review by the program support team upon match to determine communication and coping skills of the mentor.

- b. **During the match** – The most beneficial piece of our training happens during the life of the match while the mentor specifically knows the situation of the child they are working with. For example, training on how to handle a child with ADHD is much more pertinent to the mentor when they know they are matched with an ADHD child vs. training prior to the match when they are unsure of the child they will be matched too. Training during the match is customized around common issues our mentors must address. Professional program support staff determine training needs based on the situations our mentors are facing and personally invite mentors on their caseload who would benefit. Past training topics include: sessions around the effects of parental incarceration on the child, needs of children in the Amachi program and the effects of bullying.
- c. **Amachi specific training** - Along with the core mentoring training, mentors are given materials designed to address the specific needs of children of incarcerated parents. The agencies work with experts in the corrections, foster care and juvenile justice fields to design training and educational materials for the volunteers matched with this population of youth.
- d. **Match Support** – Because every match is assigned a professional program staff member through the life of their match, the mentor receives a significant amount of one-on-one training customized to their situations on a regular basis. This training is many times situation based and includes redirection and action steps.

Please find attached copy of training guide under Exhibit E Attachments section entitled “Volunteer Training.”

16. *Describe the services provided to children and families after they have completed the mentoring program.*

**Follow Up Support** - BBBS of Eastern Missouri provides an extensive follow up plan designed to support Littles through high school graduation on to their post-secondary years. The agency considers completion of our program at age 25 when we hope our "Alumni" Littles are employed and earning a living wage jobs, defined as \$30,000 or more annually. Until age 18, all Littles receive ongoing profession support services from BBBS program staff, who contact them on a regular basis, coordinate services and resources for them, ensure all needs are met, and assisting them in preparing for the next step after high school (college/trade school entry or other plans). This one-on-one support from staff continues after graduation to help Alumni Littles during their post-secondary years through regular contact, visits on campus, connecting them to appropriate people and resources on campus, etc. Specific examples of this work have included FASFA/financial aid support, assisting with class selection and enrollment, and rides to appointments with guidance counselors.

It is also important to note that if a child's match has closed for a positive reason (relocation, life change with mentor, etc.) they are applicable to be re-matched with a new mentor. BBBS Enrollment Staff immediately begin a reassessment on the child, update their file and determine preferences for a new match.

#### EXHIBIT E, continued

17. *Identify the program standards and describe how support, monitoring, auditing, training, and quality assurance will be provided through those program standards.*

Big Brothers Big Sisters agencies have very strict and specific standards in the area of support, monitoring, auditing, training and quality assurance. Many of these are required by BBBSA.

**Support and Monitoring** – Every match is supported and monitored by a trained program professional (i.e. Relationship Specialist/Manager, Match Support Specialist, Case Manager, etc.). Every program staff must have a minimum of a bachelors' degree. The minimum standards require that each match must be contacted monthly for the first year of the match and quarterly after the first year. Of course, depending on many circumstances, the match may be contacted even more frequently. On each call, there are a number of questions that are asked to determine the "strength of the relationship" and there are also very specific questions that must be answered regarding child safety. The support and monitoring process also includes wrap around services. For example, if a child needs glasses, the agency will work to help find a sponsor.

**Auditing** – There are several levels of audits that are conducted within BBBS of Eastern Missouri. Internal audits involve the review of at least 5% of active match files. These audits are conducted to ensure that all agency policies and procedures are being carried out on a regular basis. External audits involve the review of files by local Boards and BBBSA. In addition, some agencies have been added to the national Agency Information System (AIM) and now have reports tracking all monitoring and support compliance issues.

#### Training

**Local Efforts** – Every Big Brothers Big Sisters agency is required to have a comprehensive Program Management Manual (PMM) that serves as the basis of all location training programs. Each PMM must address specifically the standards set forth by BBBSA and have supportive local policies and procedures which guide the actions of all program staff. All policies and procedures that are created must be approved by the local Board of Directors. This PMM is used as an essential training tool. The PMM outlines exactly how to conduct a volunteer interview and how to handle a crisis such as a mandatory report. The PMM is the basic and most essential element of any training program.

In addition to the extensive training with the PMM, there are also other training modules including brown bag lunches, case studies, issue reviews. Each one of these training methods are hosted by an agency on a regular or as needed basis. Training modules address "real life" situations and generate a great deal of conversation among program staff members.

BBBS of Eastern Missouri has an extensive training program, known as "Be There Academy," which includes regular (quarterly at minimum) trainings utilizing guest speakers and experts from the field to address emerging issues, enhance relationship-building skills, etc.

**National Support** – Big Brothers Big Sisters of America (BBBSA) has an extensive online training program, including child safety training. Every agency has access to these programs and trainings, typically required for all staff. In addition, BBBSA hosts many different training programs at regional and national conferences and at least monthly online webinars and/or conference calls. Ensuring that staff is fully equipped with the right training and the #1 priority of BBBSA and every local BBBS agency.

**Quality Assurance –**

**Policies Established by Local Boards** – The most fundamental feature of any great quality assurance program is the development and approval of standard policies and procedures. All BBBS agencies have created and adopted a wide range of policies and procedures that govern agency operations.

Once adopted, each agency, on an annual basis must complete a review of each policy and procedure and ensure its full implementation. This quality assurance review is a part of the national mandate and each agency must complete and return to BBBSA each year.

In addition to the review of policies and procedures, BBBS agencies have a number of other efforts to ensure quality.

**Strength and Length of Relationships** – These are the two most important quality standards and are reviewed on a regular basis by program staff, using relationship retention rates and the Strength of Relationship (SoR) survey. Relationship longevity is the foundation of what we do. It is defined by the percentage of children paired with the same mentor for at least 12 months, and reported monthly. The SoR is a research-based survey tool used to measure how the mentoring relationship is progressing to focus on developing strong, long-lasting relationships.

**Youth Outcome Survey (YOS)** – Pre/post survey for youth that is comprised of eight (8) measures: scholastic competency, educational expectations, academic achievement, social acceptance, parental trust, risk avoidance, truancy and presence of a special adult.

**File Reviews** – Every year, each agency must review at least 5% of active files to ensure that all elements of the file are completed and up to date. This review ensures that all critical information is up to date – criminal background checks, interviews and assessments, collateral information, and supervision and support notes.

18. *Identify outcomes measured by the vendor such as improvements seen in the youth by mentors, teachers, and parents in areas including self-confidence, academic performance, etc., as well as benchmarks utilized to determine the success of the vendor's mentoring program.*

**a. Outcomes – Youth Outcomes Survey (YOS)**

BBBS agencies use the YOS (as described above to measure youth outcomes). This survey consists of 32 questions that measure three (3) core areas – relationships, academics and ability to avoid risk behaviors. Specifically, within these core areas, the following eight (8) categories are measured:

- Social acceptance
- Parental trust
- Scholastic competency
- Presence of special adult
- Education Expectations
- Attitudes toward risk (smoking, drinking, drugs, skipping school, hitting, breaking rules in school, being late for school)
- Truancy
- Grades

**b. Benchmarks – Strength and Length**

BBBS use these two benchmarks as key indicators of program success:

1. **“Strength”** of the mentoring friendship - BBBS uses the SoR (as describe above) to measure the progress of each mentoring relationship, identify issues early-on and determine next steps to keep the child and relationship progressing. The SoR survey is administered to Bigs and Littles after three months of being matched, at their one year anniversary and annually thereafter. Surveys consist of 15 questions on the following relationship qualities: coping, disappointment, safety, importance and closeness and are scored on a five-point scale. Relationships falling below a score of 3.7 are considered “red” matches and receive the highest level of support and resources into getting the relationship back on track. In 2015, BBBS of Eastern Missouri reported an SoR score of 4.04.

Additionally, each month, support staff (i.e. Relationship Specialist/Manager, Match Support Staff, etc.) assign a **color code to each match** – green is a “true friendship” and red is a “struggling friendship.” Our goal is to develop **“true friendships”** among our matches, which is defined as a match who will remain in contact long after Big Brothers Big Sisters involvement. Like the SoR, red matches receive the highest level of support and resources into getting the relationship back on track. All matches in their first six months are considered red matches. Mentors are surveyed on an annual basis as to what they consider their friendship level to be. At the end of 2015, 52% of matches at BBBS of Eastern Missouri were green and just 3% were red.

2. **“Length”** of the mentoring friendship - **Long lasting relationships are a key indicator of a mentoring programs success.** If mentoring relationships are staying together, most likely all other steps are taking place as they should from the initial screening process to match support. There are two key metrics that track length of match quality:
  - **Relationship Retention Rate** – As described above, this metric indicates **how many of our matches are meeting the 12-month commitment.** It is the best metric to truly determine how many matches are really lasting beyond the 12 months. At BBBS of Eastern Missouri, **83% of children matched in 2015 celebrated a 12-month relationship anniversary with the same Big.** BBBS of Eastern Missouri has the highest retention rate among all 340 BBBS agencies in the nation!
  - **Average Length of Match** – This metric indicates what the average span of a mentoring relationship is when compared to all matches served on an annual basis. Currently, the average length of match at BBBS of Eastern Missouri is over 22 months. Many of our matches last five, ten and even fifteen years!

19. *Identify the measures and benchmarks of the outcomes specifically identified herein.*

- Outcome - Youth Outcomes Survey:
  - 65.7% of Amachi matches experience a sense of social acceptance
  - 83.1% of Amachi matches avoid risky behaviors (i.e. using tobacco, taking drugs, drinking alcohol, skipping school, hitting someone, or breaking rules in school)
  - 94.8% of Amachi matches experience a sense of parental trust
  - 92.4% of Amachi matches have positive educational expectations
  - 66.0% of Amachi matches have a sense of scholastic competence
- Benchmark Measures – Based on our experience of tracking retention metrics over the past seven years, we anticipate that 72% of children will celebrate a 12-month anniversary with their Big.

20. *Describe and submit the program evaluation tool.*

Youth Outcomes Survey (YOS) – As described previously, this research-based tools was designed by Big Brothers Big Sisters of America in partnership with Public/Private Ventures. The YOS was specifically chosen for its ability to track dimensional changes in youth linked with long term outcomes and to collect baseline data and compare with results. It includes pre and post surveys consisting of 32 questions that measure three core areas: relationships, academics and risk behaviors. Survey questions were taken from two Public/Private Venture studies where reliability and validity have been established. Program staff administer surveys to youth prior to being matched with their mentor and then, annually thereafter. Staff

will typically conduct the surveys by phone or in-person with youth. Please find the YOS tool attached under Exhibit E Attachments section entitled "Program Evaluation Tool."

21. *Organizational Chart - The vendor 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.*

- *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 vendor's organization.*

Please find attached copy under Exhibit E Attachments section entitled "Organizational Chart."

22. *Along with a detailed organizational chart, the vendor should describe the following:*

- *How services of the contract will be managed, controlled, and supervised in order to ensure satisfactory contract performance.*

Work conducted by BBBS of Eastern Missouri and the subcontractors efforts will be managed, controlled and supervised by BBBS of Eastern Missouri Chief Operating Officer. Their efforts will include:

- **Weekly goal tracking** - Each month, grant obligations will be tracked and reviewed.
- **Reporting** - All reporting requirements will be presented to all subcontractors in an initial training session. Agency liaisons will be appointment and will be expected to complete monthly reports on goals and other requirements for the grant each month.
- **Monthly Conference Calls** - These calls will be standing meetings and the meeting agenda will review the information to date and allow the team to do troubleshoot and brainstorm as needed
- Local Board and CEOs will be expected to sign **Memorandums of Agreement** accepting all reporting and compliance procedures.

- *Total Personnel Resources - The vendor should provide information that documents the depth of resources to ensure completion of all requirements on time and on target. If the vendor has other ongoing contracts that also require personnel resources, the vendor should document how sufficient resources will be provided to the State of Missouri.*

BBBS of Eastern Missouri, the largest one-to-one mentoring program in the State of Missouri, will assume a great deal of the "performance and compliance" listed in our proposal. We have demonstrated our capacity to do such work as we have, for the past eleven years; and we have been selected by the Missouri Department of Social Services, to train, educate and monitor the agencies within the Missouri Mentoring Partnership (MMP).

Big Brother Big Sisters agencies that serve as subcontractors have a long history of providing one-to-one mentoring programs to diverse populations of children and volunteers and are supported by the additional educational resources of Big Brothers Big Sisters of America. As represented throughout this proposal and in the organizational chart and budgets, appropriate staff members and time has been allocated to support the scope of work in this grant proposal.

BBBS of Eastern Missouri and subcontractors have a proven track record of delivery with the Missouri Department of Corrections. We have successfully managed this specific Amachi program grant along with our subcontractors for the past twelve years meeting 100% of grant goals!

23. *Economic Impact to Missouri - the vendor should describe the economic advantages that will be realized as a result of the vendor performing the required services. The vendor should respond to the following:*

- *Provide a description of the proposed services that will be performed and/or the proposed products that will be provided by Missourians and/or Missouri products.*

Big Brothers Big Sisters will provide the infrastructure for 370 Missourians to serve as mentors to 370 Missouri youth. This infrastructure shall include recruiting the mentor, screening the mentor and parent/child and professionally supporting the mentoring relationship.

- Provide a description of the economic impact returned to the State of Missouri through tax revenue obligations.

Children of prisoners are:

- Seven times more likely to end up behind bars (U.S. Department of Health and Human Services);
- Significantly more likely to be expelled or suspended from school, perform below grade level, and eventually fail or drop out of school (Prison Fellowship);
- More likely to engage in risky behaviors, including drug and alcohol use (Purdue University, Effects of Incarceration on Children).

The average cost of incarceration is approximately \$20,873 per inmate per year. (Missouri Department of Corrections, 2011). Missouri state government spends approximately \$1.3 billion on the burden resulting from substance abuse annually (Missouri Division of Alcohol and Drug Abuse). A dropout will end up costing taxpayers an average of \$292,000 over a lifetime due to cost of incarceration and other risk factors, such as how much less they pay in taxes (Frontline).

Contrarily, the cost to serve one child in Amachi through Big Brothers Big Sisters for one year is \$1,200. In 2015, **98.1% of the youth involved in our mentoring programs avoided juvenile delinquency; 90% avoided risky behaviors (drug/alcohol use, skipping school); 74% had high educational expectations and 72% had scholastic competence.** At BBBS, we do not simply work to prevent youth delinquency and risk behaviors, we work to keep them on track in school and progressing forward so that they can become the next generation of educated citizens and productive members of Missouri’s workforce. Our work has a direct and positive impact on Missouri’s economy.

A study conducted by the Boston Consulting Group found that Big Brothers Big Sisters mentoring programs generate an **average social return on investment of \$18 for every dollar invested.** For the most economically disadvantaged participants in the program, the impact is even higher with an average return of **\$23 for every dollar invested.** The study also showed that each former Little involved in the research program was on track to generate an average of **\$32,154 in additional tax revenue; \$49,819 in increased consumption; and \$5,856 in additional charitable volunteering.**<sup>1</sup>

Based on the estimated return on investment identified above, **Big Brothers Big Sisters projects that a \$443,594 investment into Big Brothers Big Sisters mentoring for the economically disadvantaged youth would provide a return on investment of over \$10 million.** This includes benefits to the individuals (youth) and the benefits to Missouri at large through reduced spending on criminal justice and education, reduced public healthcare costs and the increased future taxes that those individuals will pay.

- Provide a description of the company’s economic presence within the State of Missouri (e.g., type of facilities: sales offices; sales outlets; divisions; manufacturing; warehouse; other), including Missouri employee statistics.

Proposed service area	# of facilities (all office space)	# of Missouri employees
Eastern Missouri	3	55
Central Missouri	1	9
Missouri Valley	1	4
Kansas City	4	22
Ozarks	3	14
<b>TOTAL</b>	<b>12</b>	<b>104</b>

<sup>1</sup> Boston Consulting Group, (2013). BBBS Social Return on Investment Study.



**Big Brothers Big Sisters**  
of Eastern Missouri

### Attachments for Exhibit E

1. Question #4 – Screening and Intake Process Forms
2. Question #5 – MOU with Missouri Department of Corrections
3. Question #15 – Volunteer Trainings
4. Question #20 – Program Evaluation Tool (YOS)
5. Question #21 – Organizational Chart



**Big Brothers Big Sisters**  
of Eastern Missouri

## Attachments for Exhibit E

### 1. Question #4 – Screening and Intake Process Forms

**Note:** Big Brothers Big Sisters is unable to submit several other key forms in our screening and intake process (interviews, reference forms, and doctor reports) as these forms are critical in the screening process for volunteers to ensure the safety of the children matched in our program. Releasing these forms to the public would compromise our ability to maintain a system to protect children.



**Big Brothers Big Sisters**  
of Eastern Missouri

**Parent/Guardian Signature Form**

Child Name: \_\_\_\_\_ Child Date of Birth: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_ Parent Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_ Apt. #: \_\_\_\_\_

City: \_\_\_\_\_ County: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ Work Phone: (\_\_\_\_) \_\_\_\_\_ Cell Phone: (\_\_\_\_) \_\_\_\_\_

Occupation: \_\_\_\_\_ Employer: \_\_\_\_\_ Email address: \_\_\_\_\_

What is the best way to contact you?  call home  call work  call cell Time: \_\_\_\_\_  Email

***In case of an emergency, please contact (other than self):***

Emergency Contact Person: \_\_\_\_\_ How do you know him/her? \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_  Cell  Home Alternate Number: (\_\_\_\_) \_\_\_\_\_  Cell  Home

**Annual Household Income:**

- Less than \$10,000
- \$10,000- \$14,999
- \$15,000- \$19,999
- \$20,000- \$24,999
- \$25,000- \$29,999
- \$30,000- \$34,999
- \$35,000- \$39,999
- \$40,000- \$44,999
- \$45,000- \$49,999
- \$50,000- \$59,999
- Other, please specify: \_\_\_\_\_

**Highest level of education completed:**

- Less than high school
- High school graduate (includes equivalency)
- Some college
- Bachelor's/Associate's/Certificate
- Master's or above

**Does your child qualify for free and reduced lunch:**

- Yes  No

**Is either parent active or retired military:**

- Yes  No

**Statement of Understanding:**

- I give my permission for my child to participate in the Big Brothers Big Sisters program.
- I understand that the BBBS agency is not obligated to match my child with a volunteer and that as a part of the enrollment process I might be asked to provide additional personal information.
- The Big Brothers Big Sisters professional staff may share such information with the other party(ies) when we feel it is in the best interest of the match. While the youth and the volunteer in the potential match are described to each other, no full names are used until a match has been agreed to by all persons. Any person in the proposed match has the right to not accept a match upon the information provided.
- I will not hold Big Brothers Big Sisters responsible for any damages which may occur because of participation of my youth in agency activities.
- If my child is matched with a Big Brother or Big Sister, I agree to support my child's match and to immediately report any concerns I might have to the Big Brothers Big Sisters staff.

- I give permission for the school to provide social and academic information about my child to Big Brothers Big Sisters of Eastern Missouri (e.g. report cards, attendance reports, behavior reports) and the Big Brothers Big Sisters professional staff may share pertinent information with school parties when it is in the best interest of the match and/or child.
- I give permission to have my child complete a questionnaire containing questions about school, home life, and personal interests.
- I give permission to have my child talk to a BBBS staff person about personal safety.

**Parent/Guardian Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Media Release**

I give permission to use my youth's visual/audio files and name for the purpose of publicity and reporting efforts by Big Brothers Big Sisters of Eastern Missouri.

**Parent/Guardian Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



# Big Brothers Big Sisters of Eastern Missouri

**SAINT LOUIS [ ]**  
501 N. Grand Blvd., Suite 100  
St. Louis, MO 63103  
Phone: (314) 361-5900  
Fax: (314) 361-4484

**SAINT CHARLES [ ]**  
28 Portwest Ct.  
St. Charles, MO 63303  
Phone: (636) 939-2227  
Fax: (636) 928-3329

**CAPE GIRARDEAU [ ]**  
1610 N. Kingshighway Suite 305  
Cape Girardeau, MO 63701  
Phone: (573) 339-0184  
Fax: (573) 339-1518

## VOLUNTEER APPLICATION

*Thank you for taking the time to answer a few questions which will help us more effectively process your application.  
All information will be kept confidential.*

**(PLEASE PRINT)**

Name: \_\_\_\_\_  
(First) (Middle) (Last)

Local Address: \_\_\_\_\_  
(Street) (City) (County) (State) (Zip)

Permanent Address: \_\_\_\_\_  
(Street) (City) (County) (State) (Zip)

Home Phone: ( ) \_\_\_\_\_ Work Phone: ( ) \_\_\_\_\_ Cell Phone: ( ) \_\_\_\_\_

What is the best way to contact you?  Call at Home  Call at Work  Call on Cell Time: \_\_\_\_\_  Email

E-mail Address: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Gender: \_\_\_\_\_ Ethnicity: \_\_\_\_\_ Marital Status: \_\_\_\_\_

Occupation: \_\_\_\_\_ Name of Employer: \_\_\_\_\_ Work Hours: \_\_\_\_\_

Name of School: \_\_\_\_\_ Anticipated Graduation Date: \_\_\_\_\_

Highest Level of Education:  Some High School  High School Graduate  Some College  Associate Degree  
 Bachelors Degree  Masters Degree  PHD  JD

Do you have a driver's license?  Yes  No

If yes, state of issue: \_\_\_\_\_ License Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

How did you hear about BBBS?  BBBS Website  Another Big  Media  Other Source

Please share more: \_\_\_\_\_

**Please include with your application:**

- Four references required (see other side of application)
- A copy of your driver's license
- A copy of your current car insurance card

## Reference Information

Email addresses are required for all references.

Please let your references know that we will be contacting them, and that the reference must be completed to ensure timely processing of your application.

**Spouse (if applicable), if not then list a Relative:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Years Known: \_\_\_\_\_

Phone: \_\_\_\_\_  Home  Cell  Work Email: \_\_\_\_\_

**Reference from current work or school:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Years Known: \_\_\_\_\_

Phone: \_\_\_\_\_  Home  Cell  Work Email: \_\_\_\_\_

**Friend that you have known for at least 2 years:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Years Known: \_\_\_\_\_

Phone: \_\_\_\_\_  Home  Cell  Work Email: \_\_\_\_\_

**Friend that you have known for at least 2 years and who is familiar with your current living environment:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_ Years Known: \_\_\_\_\_

Phone: \_\_\_\_\_  Home  Cell  Work Email: \_\_\_\_\_

**Statement of Understanding**

*I understand that:*

- 1) The references I listed will be contacted by mail, telephone, or email.
- 2) The information I provided may be used to conduct a background check, to include driving records check, criminal background check, and other records where required by local, state, or federal law for volunteers working with youth.
- 3) As per agency policy, the agency is not obligated to give a reason for the decision of not accepting an application.
- 4) Other BBBS agencies or youth organizations where I have worked or volunteered may be contacted.
- 5) The Big Brothers Big Sisters professional staff may share such information with the other party(ies) when we feel it is in the best interest of the match. When the youth and the volunteer in the potential match are described to each other, no names are used until a match has been agreed to by all persons. Any person in the proposed match has the right to not accept a match based upon the information provided.
- 6) If I am accepted as a Big Brother/Big Sister, I understand my obligation to meet with my Little Brother/Sister regularly and to inform BBBS agency staff as to the status of my match relationship every month. I further agree to accept the supervision of the BBBS staff and discontinue my service if requested to do so by the agency.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Media Release**

*Big Brothers Big Sisters of Eastern Missouri provides a variety of activities in which our matches participate. On most occasions photographs of the matches are taken for use in our newsletter, brochures, videos or other media materials in which we tell our story to the public. Upon acceptance into the program, we request your permission to use any visual/audio files in which you may appear, along with your name, for publicity and reporting efforts.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Revised 1/2014



Missouri Department of Health and Senior Services  
Family Care Safety Registry

FCSR USE ONLY

Register online at [www.health.mo.gov/safety/fcsr](http://www.health.mo.gov/safety/fcsr) OR mail this form, copy of Social Security card, and payment to Missouri Dept. of Health and Senior Services, Fee Receipts, PO Box 570, Jefferson City, MO 65102.

## WORKER REGISTRATION

<b>REGISTRATION TYPE (Check all that apply. Complete column on right only if Long Term Care/Personal Care selected from left.)</b>			
<input type="checkbox"/> Adoptive Parent (Agency Name: _____) <input checked="" type="checkbox"/> Child Care <input type="checkbox"/> Foster Parent/Family Member of Foster Parent (County Office: _____) <input type="checkbox"/> Hospital <input type="checkbox"/> Long Term Care/Personal Care (Please choose subcategory at right →.) <input type="checkbox"/> Mental Health/Psychiatric Hospital <input checked="" type="checkbox"/> Voluntary (Select voluntary if no other registration type applies.)		<b>Long Term Care / Personal Care Subcategories (Complete if LTC/PC selected at left.)</b> <input type="checkbox"/> Adult Day Care <input type="checkbox"/> Assisted Living Facility <input type="checkbox"/> Hospice <input type="checkbox"/> Hospital LTAC/Swing Bed <input type="checkbox"/> Mental Health – Residential Facility/ICF <input type="checkbox"/> Nursing Facility/Skilled Nursing <input type="checkbox"/> Personal Care – Home Health <input type="checkbox"/> Personal Care – In-Home Services <input type="checkbox"/> Personal Care – Consumer Directed Services/Center for Independent Living <input type="checkbox"/> Personal Care – HCY/PDW/DDD/Other	
A one-time registration fee of <b>\$12.00</b> applies to all categories except Foster Parents. Foster Parents must list the Children's Division county office.			
Register only once. If you believe you have already registered, check our website at <a href="http://www.health.mo.gov/safety/fcsr">www.health.mo.gov/safety/fcsr</a> or call, toll free, 866-422-6872.			
<b>SOCIAL SECURITY NUMBER (Mail copy of card with form.)</b>			
_____			
<b>PERSONAL INFORMATION (Provide all names you have used, starting with most recent. Include legal names and nicknames.)</b>			
LAST NAME	FIRST NAME	MIDDLE NAME	SUFFIX (Jr., Sr., II, III)
MAIDEN NAME (if applicable)	PRIOR NAMES USED (if applicable, list first and last names.)	DATE OF BIRTH (mm-dd-yyyy)	GENDER <input type="checkbox"/> M <input type="checkbox"/> F
<b>CONTACT INFORMATION</b>			
MAILING ADDRESS (Enter your street address or post office box. This address must be different from Employer Address.)			
CITY	STATE	ZIP CODE	COUNTY
TELEPHONE ( ) -	EMAIL (Optional)	COUNTRY (Complete only if U.S. territory/outside U.S.)	
<b>EMPLOYER ASSOCIATED WITH THIS REGISTRATION (Complete either left or right column, not both.)</b>			
<input type="checkbox"/> My current/potential child care, long term care or mental health care employer is:		<input type="checkbox"/> No Employer, because I am a(n):	
EMPLOYER NAME <b>BIG BROTHERS BIG SISTERS OF EASTERN MISSOURI</b>		<input type="checkbox"/> Adoptive Parent <input type="checkbox"/> Foster Parent/Family Member <input type="checkbox"/> Home Child Care Provider <input type="checkbox"/> Private Pay/Private Duty <input type="checkbox"/> Student <input type="checkbox"/> Volunteer <input type="checkbox"/> Other (Explain: _____)	
EMPLOYER ADDRESS <b>501 N GRAND, STE. 100</b>			
EMPLOYER CITY	STATE	ZIP	
<b>SAINT LOUIS</b>	<b>MO</b>	<b>63103</b>	
EMPLOYER TELEPHONE	EMPLOYER CONTACT NAME	EMPLOYER CONTACT TITLE	
<b>(314) 361 - 5900</b>	<b>S. LENHART</b>	<b>OPERATIONS</b>	
<b>REGISTRATION AGREEMENT</b>			
The information provided is complete and accurate to the best of my knowledge. I understand it is unlawful to withhold or falsify information required on this form. I grant my permission for the Missouri Department of Health and Senior Services (DHSS) to obtain any and all background information authorized by law to process this request. Furthermore, I authorize the DHSS to release the fact that I am a registrant in the Family Care Safety Registry (FCSR) and any related background information to the requester of the FCSR for employment purposes only, as provided in §210.921, subsection 1, subdivisions (1) and (2), RSMo. For purposes of the FCSR, "employment purposes" includes direct employer/employee relationships, prospective employer/employee relationships, and screening and interviewing of persons or facilities by those persons contemplating the placement of an individual in a child care, elder care or personal care setting. I understand that if I dispute the information contained in the FCSR I have the right to appeal the accuracy of the transfer of information to the FCSR within thirty (30) days of receiving the results of the background screening.			
<b>NOTICE:</b> The FCSR may choose to deposit the check enclosed electronically as an ACH debit entry to my designated bank account. I understand that my signature below authorizes my financial institution to deduct this payment from my account. In the event that DHSS or its subcontractor is unable to secure funds from my account or I provide insufficient or inaccurate information regarding my account, my obligation to the DHSS will remain unpaid and further collection action may be taken by the DHSS or its subcontractor, including, but not limited to, returned check fees.			
<b>SIGNATURE OF APPLICANT (Must be signed in blue or black ink.)</b>		<b>DATE OF SIGNATURE (Must be within six months of submission.)</b>	
		- -	

## WHAT IS THE FAMILY CARE SAFETY REGISTRY?

The Family Care Safety Registry (FCSR), administered by the Missouri Department of Health and Senior Services (DHSS), provides families and employers with a method to obtain background screening information. The Registry, through various state agencies, offers several resources to screen child care, long term care and mental health workers:

- State criminal history and sex offender registry records maintained by the Missouri State Highway Patrol
- Child abuse/neglect records maintained by the Missouri Department of Social Services
- The Employee Disqualification List maintained by the Missouri Department of Health and Senior Services
- The Employee Disqualification Registry maintained by the Missouri Department of Mental Health
- Child care facility licensing records maintained by the Missouri Department of Health and Senior Services
- Foster parent records maintained by the Missouri Department of Social Services

## WHO HAS TO REGISTER?

Any person hired on or after January 1, 2001, as a child care worker or elder care worker, hired on or after January 1, 2002, as a personal care worker, or hired on or after January 1, 2009, as a mental health worker, as provided in §210.906, RSMo, is required to make application for registration in the Family Care Safety Registry within fifteen (15) days of the beginning of employment. **Such person who fails to submit a completed registration form to the DHSS without good cause, as determined by the department, is guilty of a class B misdemeanor.** Employees and volunteers from non-state and/or federally regulated entities are NOT REQUIRED to register with the FCSR.

## HOW DO I COMPLETE THE REGISTRATION FORM?

**Registration Type** – Check at least one box from the left column for type of registration that best describes your worker category. If no other type applies, select "Voluntary." (A "voluntary registrant" is a person who is not mandated to register with the Family Care Safety Registry pursuant to §210.900 *et seq.*, RSMo.) If you checked Long Term Care / Personal Care, please also make one or more selections from the column on the right for subcategory.

**Social Security Number** – You must provide your Social Security number pursuant to 19CSR 30-80.030(1). This identifying information, including Social Security number, will be used for internal identification purposes and to conduct background screenings for the resource information listed in paragraph one above.

**Personal Information** – List your current Last Name, First Name, Middle Name, and any suffix associated with your last name. List any other names by which you may have been known, including maiden names, past married names, and nicknames (attach additional sheets if needed). For identification purposes, list your gender and date of birth.

**Contact Information** – List your address including street address or post office box, city, state, ZIP code, and county. Include your telephone number. We will use this information to notify you of registration results and any background screenings conducted.

**Registration Agreement** – Sign and date the registration form. Your signature will authorize the Family Care Safety Registry to conduct the background screening outlined in §210.903.2, RSMo and to provide the information to requesters for employment purposes, as provided in §210.921.1, RSMo.

**Employer Associated with this Registration** - If you are currently employed by or are seeking employment with a child care or long term care provider, please list the facility name, address, telephone number, and contact person. If registration is not for employment purposes, make a selection from column on right.

## WHERE DO I SEND MY REGISTRATION FORM?

Send your completed registration form and photocopy of Social Security card and required fee to the **Missouri Department of Health and Senior Services, ATTN: Fee Receipts, P.O. Box 570, Jefferson City, MO 65102.** If you have questions, please call the Registry using the toll-free telephone number, **866-422-6872.**

## WHEN WILL I KNOW THE RESULTS OF MY BACKGROUND SCREENING?

After the background screening has been completed, you will be notified in writing of the results that will be recorded in the Family Care Safety Registry. You will also be notified in writing each time background screening information is provided. The notification will contain the name and address of the person who made the request and the background information disclosed. The person making the request will be informed that information will be released for employment purposes only, pursuant to §210.921.1, RSMo. Any person using Registry information for any other purpose is guilty of a class B misdemeanor. In addition, state agencies can request information for licensure or regulatory purposes. Prior to disclosing information, the Registry obtains the name and address of the requester, and determines that the request is for employment or regulatory purposes. To ensure you receive these notifications, it will be important for you to notify the Family Care Safety Registry when you have a change in your mailing address. You can send address changes to Family Care Safety Registry, P.O. Box 570, Jefferson City, MO 65102.

## WHAT IF I DON'T AGREE WITH THE RESULTS OF MY BACKGROUND SCREENING?

As provided in §210.912, RSMo, you have the right to appeal the information transferred to the Family Care Safety Registry. Your right to appeal is limited to the accuracy of the *transfer* of information from the state agency that maintains the background information and does not include a right to appeal the accuracy of the *substance* of the information transferred. An appeal must be filed in writing to the Office of the Director, Missouri Department of Health and Senior Services, P.O. Box 570, Jefferson City, MO, 65102, within 30 days of receiving the results of the background screening determination. An administrative appeal shall be set within 30 days of the filing of the appeal and a decision shall be made within 60 days. This right to appeal is in addition to any other appeal rights granted by state law.

## WHAT INFORMATION WILL BE DISCLOSED BY THE FAMILY CARE SAFETY REGISTRY?

Disclosure of background information on a person registered in the Family Care Safety Registry will be limited. A Registry worker will first confirm whether the person in question is registered. If the person is registered, the Registry worker will disclose whether the person's name is listed in any of the background checks pursuant to §210.903, subsection 2, RSMo, and if so, which one(s). Specific information will be disclosed by the Registry pursuant to §210.921, subsection 1, subdivision (2).



**Big Brothers Big Sisters**  
of Eastern Missouri

Attachments for Exhibit E

2. Question #5 – MOU with Missouri Department of  
Corrections

Vendor

**Memorandum of Understanding  
For the Amachi Program**

**Between  
The Missouri Department of Corrections  
Division of Offender Rehabilitation Services  
2729 Plaza Drive  
Jefferson City, MO 65102  
And  
The Big Brothers, Big Sisters of Missouri**

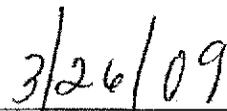
In consideration of the mutual agreements contained herein, the Big Brothers Big Sisters (hereinafter referred to as the "contractor") agrees to provide services for the Missouri Department of Corrections, Division of Offender Rehabilitation Services (hereinafter referred to as "DOC") under the following terms and conditions hereby agreed upon:

1. Effective upon the signature of both parties, the contractor agrees to provide services in accordance with the Scope of Work that is attached hereto (Exhibit A) and incorporated herein in its entirety. The contractor shall agree that the language of this Memorandum of Understanding shall govern in the event of a conflict with provisions in the Scope of Work.
2. This agreement shall not bind, nor purport to bind, the parties for any commitment in excess of the stated period. Upon the mutual agreement for both parties, this agreement may be renewed for 2 additional one-year periods, or any portion thereof.
3. The contractor represents itself to be an independent contractor offering such services to the general public and shall not represent itself or its employees to be an employee of the DOC. The contractor shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc.
4. The contractor shall be responsible for any and all injury or damage as a result of the contractor's negligence involving any equipment or service provided under the terms and conditions, requirements and specifications of this agreement. In addition to the liability imposed upon the contractor on account of personal injury, bodily injury (including death), or property damage suffered as a result of the contractor's negligence, the contractor assumes the obligation to save the DOC, including its agencies, employees, and assignees, from every expense, liability, or payment arising out of such negligent act. The contractor also agrees to hold the DOC, including its agencies, employees, and assignees, harmless for any negligent act or omission committed by any subcontractor or other person employed by or under the supervision of the contractor under the terms of the contract. The principals herein further agree that any subcontractor of the contractor shall indemnify, save, and hold the DOC, its officers, agents, and employees, harmless from and against any and all loss, cost (including attorney fees), and damage of any kind related to this agreement. However, the contractor shall not be responsible for any injury or damage occurring as a result of any negligent act or omission committed by the DOC, including its agencies, employees, and assignees.
5. This agreement is not intended to create any rights, liberty interest, nor entitlements in favor of any incarcerated offender. The agreement is intended only to set forth the rights and responsibilities of the parties hereto. It is the expressed intention of the parties hereto that any entity, other than the parties hereto, receiving services or benefits under this agreement shall be deemed an incidental beneficiary only.

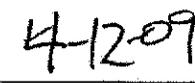
6. The contractor shall provide all equipment and supplies required for the provision of the services. The contractor shall provide all necessary and required insurance for the contractor's staff and equipment. DOC shall not be liable in the event of loss and/or shrinkage, and/or damage of any of the contractor's equipment or supplies. Title to any leased and/or purchased supplies and equipment procured by the contractor as a result of this agreement shall be held by and vested in the contractor.
7. The contractor understands that the State of Missouri is not obligated for any payments under the terms of this agreement.
8. The parties agree that any change to this agreement including those that are necessary as a result of a statute, rule or regulation, or court order adopted after the effective date of this agreement shall be accomplished by written and signed amendment between the parties
9. This agreement contains the entire agreement and understanding between the parties and supersedes any other agreement concerning the subject matter of this transaction, whether oral or written. No modification, amendment, renewal, extension or other alteration of this agreement shall be effective unless mutually agreed upon in writing by the parties. No breach of any term, provision, or clause of this agreement shall be deemed waived or excused unless such waiver of consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of a breach of other whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.
10. Further, it is agreed upon by the parties that this agreement shall terminate on the part of all parties in any of the following events:
  - a. At 11:59 p.m., June, 30, 2009.
  - b. Upon receipt of written notification from DOC of the failure of the contractor and/or their staff to abide by all Missouri Department of Corrections policies and procedures.
  - c. Following receipt of thirty-days (30) written notice of intent to cancel by either party, without cause.
  - d. Funding is not appropriated at a sufficient level to continue services

*Signed and agreed hereto:*

  
\_\_\_\_\_  
Big Brothers Big Sisters

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Tom Clements, Director  
Division of Adult Institutions  
Missouri Department of Corrections

  
\_\_\_\_\_  
Date

## EXHIBIT A -- SCOPE OF WORK

### Contractor's Responsibilities:

1. The contractor shall provide the Amachi program to children of offenders incarcerated at Chillicothe Correctional Center, Fulton Reception and Diagnostic Center, Eastern Region Reception and Diagnostic Correctional Center, Western Region Diagnostic and Correctional Center and the Women's Eastern Reception and Diagnostic Correctional Center, upon the offender's request and completion of the Amachi referral form.
2. The contractor shall conduct training annually to designated DOC staff at locations and times as mutually agreed to by both parties.
3. The contractor shall develop and make available a brochure for the offender population educating offenders on the Amachi program.
4. The contractor shall provide the program as outlined in Attachment A.
5. The contractor shall provide informational sessions to the offender population as requested by DOC.
6. The contractor shall notify the offender in writing of the receipt of the offender's referral (See Attachments B and C), and the approximate timeline for a match or advising that the offender's children are not within the Amachi's catchment area.
7. The contractor shall notify the DOC liaison upon a match being made with an offender's child.
8. The contractor shall provide DOC with quarterly reports showing the number of referrals by institution, the number of matches completed, the number of referrals that fell outside the catchments area and the number of pending referrals.
9. The contractor shall meet with the DOC quarterly via video conferencing to discuss the report.
10. The contractor shall report any specific concerns related to the offender to the Reentry Liaison.

### DOC's Responsibilities:

1. DOC shall educate newly incarcerated offenders during reception and orientation about the program.
2. DOC will supply the lobby of each Probation and Parole office with the Amachi program brochures.
3. DOC will provide interested offenders with Amachi referral forms.
4. DOC will forward all completed referral forms to the contractor.
5. DOC will designate a Reentry Liaison to work specifically with the contractor on all matters relating to the program and referred offenders.
6. The DOC liaison will forward any public information regarding the offender's offense and the offender's presumptive parole date to the contractor.
7. The DOC liaison will attend quarterly meetings via teleconference.

## DOC/Amachi Program Procedures

Process	Procedure	Notes	Forms
Inquiry			
Referrals from DOC	<p>There will be three main sources for referrals from offenders to BBBS within the partnership. These sources are:</p> <ol style="list-style-type: none"> <li>1. <b>New Offenders:</b> DOC staff share information about BBBS at intake at the named facilities outlined in the plan of action below.</li> <li>2. <b>Current Offenders:</b> BBBS Staff visit correctional facility to educate offenders on a mutually agreeable time and date. <ul style="list-style-type: none"> <li>• <b>Caregivers:</b> Information is available in the Visiting Rooms in the facilities below.</li> </ul> </li> <li>3. <b>Offenders that are on Probation and/or Parole:</b> Information will be available in the lobbies of the Probation and Parole Offices listed below.</li> </ol>	<ul style="list-style-type: none"> <li>• BBBS staff will train DOC staff at the appropriate facilities on how to educate new offenders about the Amachi program.</li> <li>• BBBS will develop a brochure for DOC to help educate the offender and the caregivers about the Amachi program.</li> </ul>	<b>Introductory Amachi Brochure</b>
	<p><b>Plan of Action to "Open" the above three sources for referrals:</b></p> <ol style="list-style-type: none"> <li>1. <b>New Offenders:</b> All Diagnostic Centers.</li> <li>2. <b>Current Offenders:</b> BBBS Staff will begin their visits with Chillicothe and Vandalia Correctional Facilities. There will also be information available in those visiting rooms.</li> <li>3. <b>Offenders that are on Probation and/or Parole:</b> The District Offices will be chosen as they are needed by region, on a case by case scenario.</li> </ol>	<ul style="list-style-type: none"> <li>• The Plan of Action can be shifted during the scope of our partnership, but will need to be mutually agreeable between both partners.</li> </ul>	
	Offender is interested in the Amachi program and completes the referral form.	<p>In all cases, the offender will fill out a form that will require the following information:</p> <ul style="list-style-type: none"> <li>• Offender Register Number</li> <li>• Child's Demographic Information</li> <li>• Crime</li> <li>• Sentence Length</li> <li>• Expected Release Date</li> <li>• Ask Offender to explain their</li> </ul>	<p>Amachi Child Referral Form, see attached documents:</p> <ul style="list-style-type: none"> <li>• Offender Referral Form</li> <li>• Probation/Parolee Referral Form</li> </ul>

		<p><b>Relationship with the Caregiver</b></p> <ul style="list-style-type: none"> <li>Any additional information about their child</li> </ul>	
	DOC staff will forward the referral form to their liaison at BBBSEMO by mailing the original form.	BBBS requests that the forms are mailed immediately, so that the agency can quickly start to process the information.	
<b>BBBS Processing Steps</b>	BBBSEMO receives a referral from DOC and will distribute to the appropriate BBBS agency in Missouri.		
	BBBS will then determine the child's eligibility for program participation. This will include making an introductory phone call to the caregiver.	<p><b>Criteria for Eligibility:</b></p> <ul style="list-style-type: none"> <li>Does the child live in the BBBS service area?</li> <li>Is BBBS accepting applications in the area where that child lives? (i.e. Is the waiting list open in that area?)</li> <li>Does the child want to be in the program?</li> <li>Does the caregiver consent to the child's participation in the program?</li> </ul>	
	If the child is NOT eligible to participate in BBBS for any of the above reasons we will communicate in two ways: Sending a letter directly to the offender and we will advise the offender of the reason the referral was not accepted. Explaining referrals accepted and denied in our quarterly report to DOC.	BBBS will check the offender website to ensure that we are mailing the letter to the accurate location.	
	BBBS will communicate to DOC if their is a major overload to the system that would affect the entire state. <i>See Reporting Section.</i>		
<b>Enrollment</b>			
	BBBS will enroll the child and caregiver into the program, by conducting an in home interview with community based participants and an interview in school for school based participants.	<p>During the Community Based interview, BBBS will ask questions about the incarcerated parent, to both the caregiver and child (if they are aware of the parent's incarceration).</p> <p>Also, BBBS will ask the caregiver to sign a permission to release information that will allow BBBS to share information about the match with DOC staff and the offender.</p>	<p><b>Parent and Child Interview Format at the discretion of the local agency.</b></p> <p><b>Caregiver Permission to Release Form, see attached document.</b></p>
<b>Matching</b>			
	When Pre-Matching the volunteer we will let them know that their Little's parent is incarcerated. We will share the following information with the potential Big: <ul style="list-style-type: none"> <li>Offender's Crime &amp; Length of Sentence</li> <li>Potential for Re-entry</li> </ul>	<p>Beyond the information about the offender, we want to share the following information with the new volunteer:</p> <ul style="list-style-type: none"> <li>Emphasize that the offender initiated the inquiry into the program and they want the volunteer in their child's life.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Suggestions for communication with the offender: all communication should be done with the guidance of BBBS</li> </ul>	<ul style="list-style-type: none"> <li>• Explain how having an incarcerated parent affects this child.</li> <li>• Explain some typical traits we see in Amachi children.</li> </ul> <p><i>Information will be taken from the family and friends booklet, created by DOC, and will be adapted for the mentoring relationship..</i></p>	
	Once the child is matched in the program we will encourage the Caregiver to keep the offender informed about the progress of the match.	<ul style="list-style-type: none"> <li>• We will communicate with DOC the number of Amachi children matched on a quarterly basis.</li> <li>• <i>If DOC has a specific question regarding a specific child, we would only be able to share specifics if the caregiver signed the release of information.</i></li> </ul>	
<b>Match Support</b>			
	At a minimum, the National Standard for the Match Support Contact Schedule should be followed based on the child's participation in either the community or school based program.		
	<p>We would like to offer three regular trainings for our Bigs that are matched with an Amachi Little.</p> <p><b>Training Topics</b></p> <ul style="list-style-type: none"> <li>• How incarceration affects your Little.</li> <li>• How to communicate with the offender while they are in prison.</li> <li>• What to expect when the parent is released from prison.</li> </ul>	<ul style="list-style-type: none"> <li>• DOC will be active both in the creation and the facilitation of these trainings.</li> </ul>	
	<p>BBBS would help facilitate communication with the offender on an individual basis, based on the following factors:</p> <ul style="list-style-type: none"> <li>• Offender/Care Giver Relationship</li> <li>• Child/Offender Relationship</li> <li>• Volunteer's Comfort</li> </ul>	<ul style="list-style-type: none"> <li>• Should a match wish to initiate contact, BBBS would notify the DOC liaison when appropriate.</li> </ul>	
<b>Re-Entry</b>			
Step 1	Sixty Days prior to anticipated release date our staff will contact DOC to confirm the release date and request additional information. (BBBS will provide the name and number of the offender by e-mail to collect this information.)	<p>Information that we would like to have access to at this time:</p> <ul style="list-style-type: none"> <li>• Transition Accountability Plan (TAP) , if the offender has given permission for its release</li> <li>• Contact information for Probation/Parole Officer, if available</li> </ul>	
Step 2	BBBS will start having conversations with care giver to discuss plan	BBBS will encourage continued communication with offender.	

Step 3	BBBS will have conversation with Little to find out their thoughts/feelings on parent's re-entry.		
Step 4	BBBS will have conversations with the Big to discuss what they can do to help the child during this time, discuss parent that is re-entering, discuss any contact they might have with offender, etc.	BBBS will create a safety plan for Bigs to have access to throughout their entire match, but will reinforce at this time.	
Step 5	When parent comes home, BBBS will encourage time for the family to bond. BBBS may encourage a short break between match (but still urging them to maintain communication) to allow the family some space.	This period will be on average 2-4 weeks, but will be determined on a case by case scenario.  BBBS will also provide other family strengthening opportunities when possible (for example, tickets to an event).	
Step 6	BBBS will initiate a meeting with ALL parties involved (RE-Match Party).		
Reporting			
	<p>BBBS will generate a quarterly report and will send it to the DOC liaison to communicate successes and challenges in multiple areas. The DOC and Amachi BBBS team will meet on a quarterly basis to discuss this report.</p> <p><b>Reporting Topics will include:</b></p> <ul style="list-style-type: none"> <li>• Referral Updates <ul style="list-style-type: none"> <li>○ Number of Referrals received per facility</li> <li>○ Number of Referrals that we were unable to process due to: <ul style="list-style-type: none"> <li>▪ Residence of the child</li> <li>▪ Caregiver unsupportive of the program</li> <li>▪ Program Availability</li> </ul> </li> <li>○ Where referrals may need to stop, if an agency is "full"</li> </ul> </li> <li>• Number of children enrolled</li> <li>• Number of Matches Made</li> <li>• Number of Matches expected to make the next quarter</li> <li>• Number of Matches Closed</li> <li>• Match Retention Rate</li> <li>• Re-entry Updates</li> </ul>	<p><i>It should be noted that all information will be broken down further into the following categories:</i></p> <ul style="list-style-type: none"> <li>• Regionally</li> <li>• Whole Amachi vs. DOC referrals</li> </ul> <p><i>If the system becomes over/underwhelmed with referrals before it is time for a quarterly report BBBS will communicate this on an as needed basis to the DOC liaison.</i></p>	



# AMACHI CHILD REFERRAL

*"Who knows but what God has brought us through this child."*

Big Brothers Big Sisters, along with the Missouri Department of Corrections are building partnerships throughout Missouri to recruit volunteers to serve as mentors/friends to children affected by incarceration. Our mentoring program provides children with adult role-models and an opportunity to build meaningful relationships. If you think your child would benefit from having a mentor/adult friend through the Amachi program, please fill out the form below! We will then call and get consent from your child's current care-giver and begin the enrollment process based upon their approval and eligibility. Please Note: **ACCEPTANCE INTO THE PROGRAM IS BASED UPON LOCATION and MENTOR AVAILABILITY**

### Offender

FIRST NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_ REGISTER NO. \_\_\_\_\_

INSTITUTION: \_\_\_\_\_ OFFENSE: \_\_\_\_\_

SENTENCE LENGTH: \_\_\_\_\_ PROJECTED RELEASE DATE: \_\_\_\_\_

PRIOR CONVICTIONS FOR VIOLENT OFFENSES: \_\_\_\_\_

### Your Child's Care Giver

FIRST NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

HOME PHONE: \_\_\_\_\_ WORK PHONE: \_\_\_\_\_

HOW RELATED TO OFFENDER: \_\_\_\_\_

TYPE OF RELATIONSHIP WITH OFFENDER:  GOOD  FAIR  POOR  
If poor, please explain: \_\_\_\_\_

### Your Child

FIRST NAME: \_\_\_\_\_ LAST NAME: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_ AGE: \_\_\_\_\_ RACE: \_\_\_\_\_

MALE: \_\_\_\_\_ FEMALE: \_\_\_\_\_

IS YOUR CHILD AWARE OF YOUR INCARCERATION?  YES  NO  
HAVE YOUR PARENTAL RIGHTS BEEN TERMINATED?  YES  NO

ADDITIONAL COMMENTS: \_\_\_\_\_

I WOULD LIKE TO ENROLL MY CHILD IN THE BIG BROTHERS BIG SISTERS MENTORING PROGRAM AND GIVE CONSENT TO THE ABOVE LISTED CAREGIVER TO PROCEED WITH THE ENROLLMENT PROCESS.

OFFENDER'S SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

#### FOR DOC STAFF USE ONLY:

\*Please Advise the Offender to Complete One Form Per Child

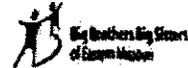
\*Mail the original copy to: BBBS, ATTN: AMACHI REFERRALS, 501 North Grand Ave. St. Louis Missouri 63103

DOC STAFF NAME & SIGNATURE (verifying that the above offender information is accurate) \_\_\_\_\_

DATE \_\_\_\_\_



### AMACHI Probation/Parole Parent Inquiry



For over 90 years, Big Brothers Big Sisters of Eastern Missouri has been bringing a little magic into lives of children in the St. Louis community by matching them with mentors in fun and rewarding relationships.

Your child and their Big will spend time getting to know one another and building a bond that can last a lifetime. Your child's Big will be able to share experiences, help your child with homework, teach your child their favorite sport or hobby, and provide information about planning for the future! Most importantly, your child will have a new friend!

If this sounds like a program that you would be interested in enrolling your child in, please fill out the attached informational sheet and mail it to us. If you have any questions, please feel free to either check out our website at [www.bbbsemo.org](http://www.bbbsemo.org), or call our Enrollment Relations Specialist at (314) 361-5900 ext. 17. Thanks!

Please fill out the information below and put it in the mail. You will be hearing from our Enrollment Relations Specialist soon!

ACCEPTANCE INTO THE PROGRAM IS BASED UPON LOCATION AND MENTOR AVAILABILITY

Date: \_\_\_\_\_

Youth's Name: \_\_\_\_\_ Youth's School: \_\_\_\_\_

Youth's Grade: \_\_\_\_\_ Youth's Date of Birth: \_\_\_\_\_ Youth's Gender: M F

Parent's Name \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Relationship To Youth: \_\_\_\_\_

Address: \_\_\_\_\_ Apt #: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

THANK YOU!



Big Brothers Big Sisters  
of Eastern Missouri

#### THREE WAYS TO ENROLL YOUR CHILD.....

1. Put this postcard in the mail
2. Call (314) 361-5900 ext. 17
3. Apply online at [www.bbbsemo.org](http://www.bbbsemo.org)

BIG BROTHERS BIG SISTERS  
OF EASTERN MISSOURI  
4625 LINDELL BLVD. STE. 501  
ST. LOUIS, MO 63108-9639



## Attachments for Exhibit E

### 3. Question #15 – Volunteer Trainings



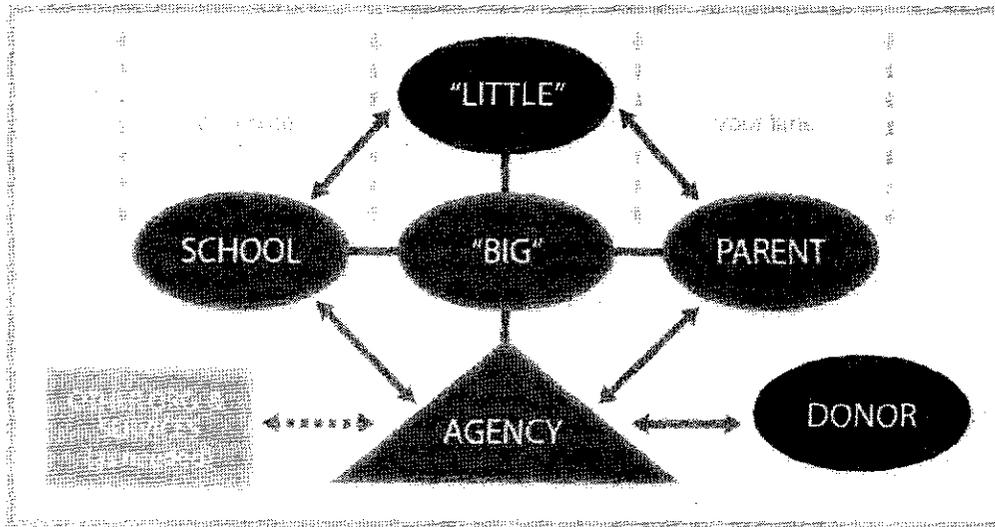
**Big Brothers Big Sisters**  
of Eastern Missouri

## **VOLUNTEER TRAINING GUIDE**

**Mission:** To build trusting and enduring relationships that encourage and support young people.<sup>sm</sup>

# How we make make a difference in the life of a Child

## Our Model



## ABCToday

We are deeply committed to our Littles having success in and out of the classroom. Through our ABCToday! program, staff partner closely with districts schools, teachers and parents to keep track of:

- Attend school,
- Behave when they get there
- Classroom Success in reading and math

We look for ways to celebrate where they are doing well, and seek to support areas where a Little might be struggling.

## Our Impact

Studies have found that being in the Big Brothers Big Sisters program does have a positive impact on children and that they do benefit greatly. In 1995, Public/Private Ventures (P/PV) conducted a study to determine the impact that being in the Big Brothers Big Sisters program had for children. The study found that Little Brothers and Little Sisters are:

- 46% less likely to begin using illegal drugs;
- 27% less likely to begin using alcohol;
- 52% less likely to skip school;
- 37% less likely to skip class;
- More confident in their schoolwork performance;
- Able to get along better with their families.



## It Takes a Little Extra

**ACCEPTING** - to look beyond differences. A successful Big will:

- Appreciate what makes their Little unique... their silly sense of humor or their ability to speak their mind.
- Put biases aside to learn about their Little's culture and lifestyle.

**FUN** - to try new things and be a kid again! A successful Big will:

- Share interests and talents as well as explore their Little's interests and even find new interests together.
- Introduce their Little to something they've never tried, like Thai food, sewing or painting.

**TENACIOUS** - to endure and overcome obstacles. A successful Big will:

- Do whatever it takes, like making consistent phone calls or meeting with their Relationship Specialist when challenges arise.
- Commit to building a strong relationship, even when it takes longer than expected to connect with their Little.
- Persevere through challenges, like having to stop by their Little's house when the phone is disconnected.

**RESPECTFUL** - to build a trusting team. A successful Big will:

- Be mindful of the challenges their Little's family may face, whether it is a financial problem or lack of transportation.
- Respect the boundaries of the program and understand their role as a supporter of their Little, rather than a parent, teacher, therapist or babysitter.

**FLEXIBLE** - to find the time to be there and to embrace the unexpected. A successful Big will:

- Adapt to changes in plans if their Little's schedule changes at the last minute or if they can't reach their Little.
- Embrace the unexpected, like changing Magic House plans to studying at the library when their Little is struggling at school.

**CONSISTENT** - to be a reliable friend. A successful Big will:

- Plan regular outings and communication, even if they are busy.
- Change plans only if necessary and communicate the change right away with a plan to reschedule.
- Follow through with promises
- Be There for their Little even when their day didn't go as planned.

### Early Development Stage

Generally Within First 3-4 Months:

- You are trying to get to know each other.
- Your Little may seek your approval or try to impress you.
- Some Littles may be quiet & trying to determine if you will stay matched.
- Trust is earned and built over time!

#### Be There!

- Without prying, learn facts about your Little and reference them in your conversations: e.g. favorite things, best friend, where they've traveled.
- Be consistent and flexible; setting a schedule at first can help build structure and rapport.
- Be patient and remember that relationships have ups and downs, this is typical.
- You will need to initiate calls; your Little will most likely not be comfortable

### Growth Stage

Approximatley 4 Months to 1 Year:

- This may be a turning point in your relationship.
- It is common that your Little will begin testing you to see how much he/she can get away with.
- Your Little may still be hesitant to trust you.

#### Be There!

- Show your Little that he /she can trust you, through reliability, consistency, kindness, patience, and time together.
- Keep in regular contact with your Relationship Specialist & the Parent .
- Recognize and praise accomplishments!
- If you need to give advice or address behavior problems, give reasons and avoid "shoulds."
- Set appropriate boundaries kindly, but firmly.

**4:1+1= The Team  
(Big, Parent, Child,  
BBBS Staff, School &  
Donor)**

### Maturity Stage

Around the One-Year Annivserary Date

- Your relationship may feel more easygoing and activities are less structured.
- You will see the maturity of your Little as he/she grows and develops.
- Your Little may be getting older and more interested in extracurricular activies which means you don't spend as much time together, this is normal and should not be received as negative.

#### Be There!

- Develop long term shared interests; activities that you will do together that you both enjoy.
- Identify past shared experiences and enjoy shared "jokes."
- Learn something new, together!
- Good communication is key!

### Transition and "Closure"

- Circumstances arise, and when they do, you or your Little may decide it is time for a change—for a "transition."

#### Be There!

- Celebrate the experience as much as you can together - highlights and hurdles.
- Make a plan for some form of continued contact that feels appropriate to your circumstances.
- If the transition of ending the relationship is not approached carefully, a child can be hurt by the experience. Just like with any friendship, this is an ending of a personal relationship, but remember that we are here to help!
- Your Relationship Specialist will work with you, the child and his/her parent to help you with this transition.

# **Big Brothers Big Sisters of Eastern Missouri Policies**

## **1. HOME VISITS**

- Visiting the volunteer's home becomes an option after 30 days from your first match meeting.

## **2. OVERNIGHTS & OUT-OF-TOWN VISITS**

- An option 6 months or more after meeting, if all parties agree this is an appropriate activity.
  - Volunteer *must* seek parental permission before event.
  - **UNDER NO CIRCUMSTANCES** should a Volunteer & Child sleep together in the same bed, sleeping bag, or be in the same place while changing clothes.
  - Out-of-town visits are considered any location which is more than 30 miles outside of the BBBS Service area. (Our service area consists of St. Louis City & Co., St. Charles Co., Jefferson Co., Scott City & Cape Girardeau)

## **3. ALCOHOL & ILLEGAL DRUGS**

- Smoking, the consumption of alcohol, and the usage of illegal drugs are not allowed before or during match activities.

## **4. FIREARMS**

- Volunteers who own a firearm, or have a firearm in his/her home, must agree to the following policy:
  - Inform the agency of the ownership or presence of a firearm in the household any time during your match.
  - Firearms and ammunition must be inaccessible to a child at all times.
  - Agency will disclose to the Parent/Guardian ownership or presence of a firearm, as well as the agency's policy.
  - Volunteer must obtain parental permission and inform your Relationship Specialist before participating in any activity dealing with firearms (i.e. hunting trips, target practice, skeet shooting).

## **5. LIABILITY**

- As the screened Volunteer, you are the only one responsible for your Little.
  - Under no circumstances should anyone but you drive your Little
  - You should never leave your Little alone or in the care of others (i.e. significant other, friend).

## **6. BACKGROUND CHECKS & UPDATES**

- Volunteers complete a background check and update form (which includes current auto insurance and driver's license information) on a yearly basis.

## **7. AGENCY CONTACT**

- Volunteers, families, and littles will stay in contact with their Relationship Specialist on a monthly (matches less than one year) and quarterly basis (matches over one year). Always contact with any questions/concerns.

## Child Abuse and Neglect

- ❖ The following information is to help you gain a clearer understanding of what child abuse and neglect is, and what to do if a situation arises that may suggest that your Little could be experiencing child abuse and/or neglect. **ALWAYS CONTACT YOUR RELATIONSHIP SPECIALIST WITH ANY CONCERNS**

### General Information

- Big Brothers Big Sisters is required by law to report child abuse or neglect—either actual or suspected.
- Disagreeable and bad parenting does not necessarily constitute child abuse or neglect.
- Values on how we were parented or how we would parent can dictate our beliefs and we need to be careful to not cause friction.
- It is not the role of the Big or the agency to teach or demand good parenting skills.
- Kids rarely disclose sexual abuse, as they believe that the consequences of disclosing the abuse will get them or someone they care about into trouble.
- Some victims may try to hide the abuse – many feel they are somehow guilty or caused the abuse. Of course, this is never true.

### Four Types of Child Abuse

#### 1. Neglect

- *When a child's essential needs are not met (physical or educational).*
  - Physical neglect can include not providing adequate food, clothing, medical care, supervision (including abandonment), or weather protection (heat, winter wear, etc.).
  - Educational neglect can consist of not providing appropriate schooling or special educational needs, and also failure to send children to school regularly.
  - Victims of abuse may be hungry, dirty, tired, dressed inappropriately, or lack medical care.

#### 2. Emotional Abuse

- *When a child does not receive the love, affection, and support required for a healthy psychological development.*
  - Can include belittling the child, using derogatory comments, habitual blaming, and etc.
  - May be difficult to identify because victims may suffer from psychological and emotional disorders such as depression, apathy, and behavioral problems

#### 3. Physical Abuse

- *When a child suffers from physical injuries inflicted by parents or other adults.*
  - Injuries can include broken bones, bruises, welts, bites, burns or cuts. Victims may try to hide the signs of abuse and often make excuses such as "I fell," "I bumped into a door," etc.

#### 4. Sexual Abuse (Molestation)

- *When adults use children for sexual pleasure.*
  - Abusive behavior may range from inappropriate touching, viewing, or rape. The victim's clothing or undergarments may appear torn and bloody. The child may have bruises, tears, redness, or pain in the areas of the mouth, anus, or genitals.

## Safety Tips, Laws And Other Important Guidelines

- Big Brothers Big Sisters strongly encourages the use of appropriate safety gear on all of your outings and be aware that some gear is required by law.
- Missouri and Illinois law states that all children must wear a seat belt. Missouri law requires children under 4 to be in a car or booster seat, whereas in Illinois all children under 6 must ride in an approved car or booster seat. Please be aware of this if crossing over the state line for an activity.
  - Consider your Little's age and size and whether or not your vehicle has an air bag when deciding if they should ride in the front or back seat. A Missouri law, effective August 28, 2006, says:
    - Children less than 4 years old or less than 40 pounds must be in an appropriate child safety seat.
    - Children ages 4 through 7 who weigh at least 40 pounds must be in an appropriate child safety seat or booster seat unless they are 80 pounds or 4'9" tall.
    - Children 8 and over or weighing at least 80 pounds or at least 4'9" tall are required to be secured by a safety belt or buckled into an appropriate booster seat.
- When boating, by law all passengers must have a life jacket in the boat. BBBS encourages that Littles always wear a life jacket.
- While biking or rollerblading, we encourage both Bigs and Littles to wear helmets. Bike helmets are required by law in Creve Coeur, unincorporated St. Louis County and Florissant.
- It is recommended that swimming occur only in areas that are approved for swimming and that proper safety equipment/personnel are present and be aware of your little's swimming abilities.
- Be aware of any allergies or medical conditions your Little might have, or any medications he/she might be taking. Do not give medication (even Tylenol) without first checking with your Little's Parent/Guardian.
- Remember to have the proper licenses and insurance information with you as needed. (i.e. driving, fishing, hunting, boating, etc.).
- If using firearms for hunting or target shooting, participation in a gun safety course is recommended for the Little prior to the activity. Remember to make sure the Parent/Guardian has given permission for this activity and your Support Specialist has been notified.
- When introducing your Little to your pets, be mindful that your Little may have a fear of animals and may be scared of your pet regardless of how gentle they are. Allow your Little the time he/she needs to become comfortable with your pet.
- Make sure to carry your Match Card with you at all times when your Little is with you.
- Think about your home environment when having your Little over to visit – guns are inaccessible, alcohol is out of sight, etc.
- Be respectful of the child's need for personal space. Be Sensitive to whether a hug or other form of physical touch, would or would not be comfortable for a child. Certain forms of physical touch are not permitted, such as, back rubs, sitting on laps, wrestling and tickling of any kind.

## Meeting your Little

After acceptance into the program, your Enrollment & Matching Specialist will identify a potential match for you. After you, the Parent/Guardian and the Little agree to that match, you will meet your Little and the Parent/Guardian for the first time at a Big Meeting! Here is a little more info on what that will be like...

A BBBS staff member will conduct your Big Meeting, which generally occurs at the office. Once everyone has arrived you will . . .

- Discuss expectations for your match, agency policies, and everybody's role in the match. Then all parties will sign a Match Agreement.
- Exchange contact information cards. This card will also serve as a "Permission to Seek Emergency Medical Treatment" card and lists the emergency pager number.
- Have an option to go out for your first activity! If you choose this option there are various places close to the office that you can enjoy with your Little. When you are done you will return your Little to their home.
- If you, the child, or the parent are not comfortable doing an activity that night you may have the option to play a game or two at the office.
- Set up the first 2 planned outings to get you off to a good start with planning consistent outings.

It is important to note that it is very common for the child, Parent/Guardian and volunteer to be nervous at the Big Meeting. Children react differently to feelings of nervousness. Some children may be very talkative, some may be very shy. Any reaction is normal. The best thing you can do to help everyone feel more at ease is to be yourself and show your excitement when talking about making plans.

Soon after the Big Meeting, you will receive a call from your Relationship Specialist to see how you felt about the Big Meeting!

**Check out the following resources for information about events at BBBSEMO!**

### Online:

- Go to [www.bbbsemo.org](http://www.bbbsemo.org)
  - Click on the **Happenings** tab for more event information
  - Receive regular event update emails from your Relationship Specialist
  - Find us at BBBSEMO on:





## Attachments for Exhibit E

4. Question #20 – Program Evaluation Tool (YOS)



## Big Brothers Big Sisters

Child Name: \_\_\_\_\_

### YOS EOSY Survey

**These questions ask how you feel about yourself and other kids. For each sentence, decide how true the sentence is for you. Then circle one number that fits best.**

	(Circle One)			
	Not At All True	Not Very True	Sort Of True	Very True
1. I am always doing things with a lot of kids.	1	2	3	4
2. I wish that more people my age liked me.	1	2	3	4
3. I find it hard to make friends.	1	2	3	4
4. I would like to have a lot more friends.	1	2	3	4
5. I am popular with others my age.	1	2	3	4
6. I have a lot of friends.	1	2	3	4

**These questions ask how you feel about yourself, school, and your teacher(s).**

	(Circle One)			
	Not At All True	Not Very True	Sort Of True	Very True
7. I have trouble figuring out the answers in school.	1	2	3	4
8. I feel that I am just as smart as other kids.	1	2	3	4
9. I am very good at my schoolwork.	1	2	3	4
10. I'm pretty slow in finishing my school work.	1	2	3	4
11. I often forget what I learn.	1	2	3	4
12. I do very well at my class work.	1	2	3	4

### **MY PLANS FOR HIGH SCHOOL AND COLLEGE**

**These sentences are about your plans for high school and college. Circle one number to show how sure you are about each question.**

How sure are you that you will...	(Circle One)			
	Not At All Sure	Not Really Sure	Mostly Sure	Very Sure
13. finish high school?	1	2	3	4
14. go to college?	1	2	3	4
15. finish college?	1	2	3	4

**Thinking about the grades and marks you are getting in school, please circle how you are doing.**

	(Circle One)				
	Not Good At All (F)	Not So Good (D)	Good (C)	Very Good (B)	Excellent (A)
16. Mathematics	1	2	3	4	5
17. Reading or Language Arts	1	2	3	4	5
18. Social Studies	1	2	3	4	5
19. Science	1	2	3	4	5

**In the next questions think about how you feel when other kids your age do certain things.**

	(Circle One)			
	It's not okay	It's sort of okay	It's mostly okay	It's perfectly okay
What do you think about kids your age:				
20. Using tobacco (cigarettes, cigars, smokeless or chewing tobacco)?	1	2	3	4
21. Taking drugs that aren't given to them by a doctor or parent?	1	2	3	4
22. Drinking alcohol without their parents knowing?	1	2	3	4
23. Skipping school without permission?	1	2	3	4
24. Hitting someone because they didn't like something they said or did?	1	2	3	4
25. Breaking rules in school?	1	2	3	4
26. Being late for school?	1	2	3	4

**These questions ask about how things are going with your parents or guardians. If you live with two parents, please think about the parent or guardian you feel the closest to when you answer these questions.**

How often do I feel that...	(Circle One)			
	Hardly Ever	Not Very Often	Sometimes	Pretty Often
27. My parents respect my feelings.	1	2	3	4
28. My parents accept me as I am.	1	2	3	4
29. When I'm angry about something, my parents try to be understanding.	1	2	3	4

**These questions ask about some behaviors you might have engaged in the past 30 days. Please remember that ALL of your answers will be kept private.**

How often, in the past 30 days have you ... (* if you're answering this question in July-September, reply for last May)	(Circle One)			
	Never	I have done this, but not in the last 30 days	I did it 1-2 times in the last 30 days	I did it 3 or more times in the last 30 days
30. Been absent from school?	1	2	3	4
31. Been late for school?	1	2	3	4

32. Right now in your life, is there a special adult (not your parent or guardian) who you often spend time with? A special adult is someone who does a lot of good things for you. For example someone (a) who you look up to and encourages you to do your best, (b) who really cares about what happens to you, (c) who influences what you do and the choices you make, and (d) who you can talk to about personal problems?

**No, I don't have a special adult in my life right now.**

**Yes, I do have a special adult in my life.**

Date Entered in AIM: \_\_\_\_\_

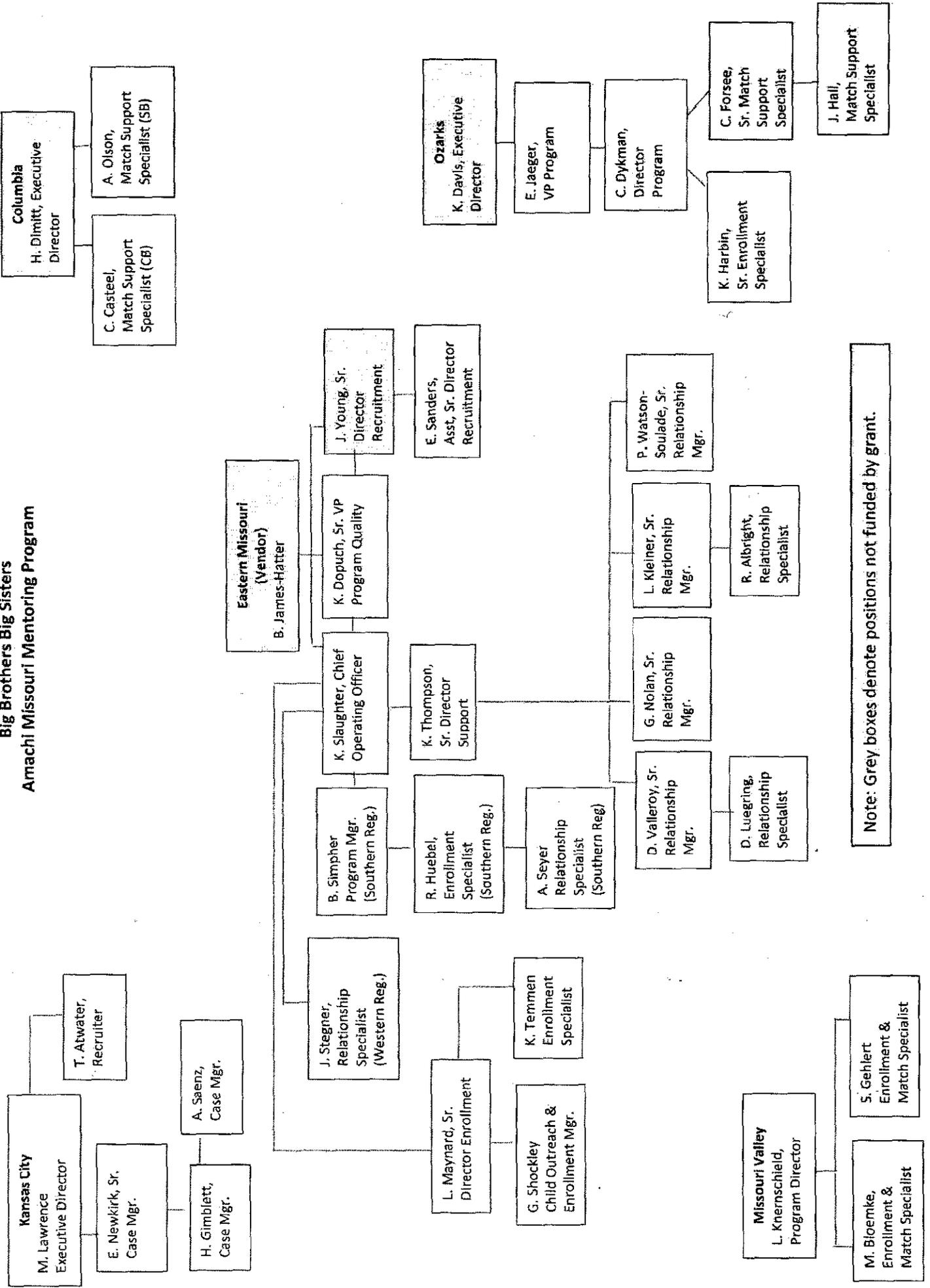


**Big Brothers Big Sisters**  
of Eastern Missouri

Attachments for Exhibit E

5. Question #21 - Organizational Chart

# Big Brothers Big Sisters Amachi Missouri Mentoring Program



Note: Grey boxes denote positions not funded by grant.



State of Missouri ▼ Tanya Twehus ▼

## View Suppliers and Documents : RFPS30034901600490 - Amachi Mentoring Program to Children of Incarcerated Parents (Formal)

Review supplier list and any document attachment submitted by suppliers for Formal Solicitation RFPS30034901600490

Supplier	Evaluation Notes	Attachments
Access II Independent Living Center (n/a)		
Annette M Maskrod (n/a)		
Annie Malone Children and Family Service Center (n/a)		
Annie Malone Children and Family Service Center (n/a)		
Arbor ET, LLC (n/a)		
Behavioral Innovations (n/a)		
BFT Holding Corp (n/a)		
<del>Big Brothers Big Sisters of Central Missouri (n/a)</del>		
Big Brothers Big Sisters of Eastern Missouri (n/a) [Add Attachments]		
<del>Caring Community Services, LLC (n/a)</del>		
Center for the Support of Families, Inc. (n/a)		
Challenge n Change, Inc. (n/a)		
Child Abuse Neglect Emergency Shelter Inc (n/a)		
Childrens Therapy Center of Pettis County Inc (n/a)		