NOTICE OF CONTRACT AMENDMENT

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

CONTRACT NUMBER	CONTRACT TITLE
C314319003	Residential Facility Services
AMENDMENT NUMBER	**CONTRACT PERIOD**
003	January 1, 2015 through June 30, 2016
REQUISITION/REQUEST NUMBER	**SAM II VENDOR NUMBER/MissouriBUYS SYSTEM ID**
NR 931 YYY16708493	43108115102/MB00092748
CONTRACTOR NAME AND ADDRESS	**STATE AGENCY'S NAME AND ADDRESS**
Reality House Programs, Inc. Post Office Box 1507 Columbia MO 652015	Department of Corrections, Division of Probation and Parole 2729 Plaza Drive Jefferson City MO 65101

ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:

Per the attached e-mails dated June 10, June 13, and June 16 from Robert Harrison of Reality House, effective June 3, 2016, Contract C314319003 is hereby amended as follows:

1. The Administrative Assistant position is removed in its entirety.
2. The contractor shall agree and understand that as a result of the deletion of the Administrative Assistant position, the firm, fixed price per residential slot shall be $58.88.

The changes noted above in no way relieve the contractor from the performance of all services required under the contract.

All other terms, conditions, and provisions of the contract shall remain the same and apply hereto.

BUYER	BUYER CONTACT INFORMATION
Julie Kleffner	Email: Julie.Kleffner@oa.mo.gov Phone: (573) 751-7656 Fax: (573) 526-9816
SIGNATURE OF BUYER	**DATE**
Julie Kleffner	6-23-16

DIRECTOR OF PURCHASING

Karen S. Boeger

Karen S. Boeger

Kleffner, Julie

From: Robert Harrison <harrison@realityhouse.org>
Sent: Thursday, June 16, 2016 9:17 AM
To: Kleffner, Julie
Subject: Admin. Position

My official request in writing was sent on June 3, 2016. Although I received a letter from your office prior to that date informing us that reimbursement was due to the state. We were unsure what period that letter covered. So I will go with June 3rd. Thank you for you patience and assistance in this matter.

Robert Harrison Sr Executive Director

Sent from my iPhone

Sent from my iPhone

Kleffner, Julie

From: Robert Harrison <harrison@realityhouse.org>
Sent: Monday, June 13, 2016 6:13 PM
To: Kleffner, Julie
Subject: Re: Administrative Assistant request

Follow Up Flag: Follow up
Flag Status: Flagged

Ms. Kieffner

#C31419003

After speaking with our Operations Director regarding the adjustment of the fix firm price to reflect the removal of the Administrative Assistant position. He has come up with $1.31 as a deduction from the fix firm price of $60.19. This makes our new fix firm price $58.88.. If you have ant additional questions please feel free to call me.

On Wed, Jun 8, 2016 at 10:45 AM, Kleffner, Julie <Julie.Kleffner@oa.mo.gov> wrote:
Please resubmit the request to remove this commitment. Explain how work that individual has been doing will get completed and whether Reality House is bringing in another position as a substitution or if Reality House will be reducing cost accordingly and, if so, the reduced firm, fixed price per residential slot.

If you have any questions, I may be reached at 573-751-7656 or via e-mail at julie.kleffner@oa.mo.gov<mailto:julie.kleffner@oa.mo.gov>.

Thank you,
Julie

From: Robert Harrison [mailto:harrison@realityhouse.org]
Sent: Friday, June 03, 2016 2:51 PM
To: Kleffner, Julie
Subject: Re: Administrative Assistant request

Thank you

Robert Harrison Sr.
Executive Director
Reality House Programs, Inc
P.O Box 1507
Columbia, Mo 65205
573-449-8117
f 573-874-1225
harrison@realityhouse.org<mailto:harrison@realityhouse.org>

On Fri, Jun 3, 2016 at 2:46 PM, Kleffner, Julie
<Julie.Kleffner@oa.mo.gov<mailto:Julie.Kleffner@oa.mo.gov>> wrote:
Thank you.

Your request will be reviewed. A response will be forthcoming at a later time.

Julie

From: Robert Harrison [mailto:harrison@realityhouse.org<mailto:harrison@realityhouse.org>]
Sent: Friday, June 03, 2016 2:43 PM
To: Kleffner, Julie
Cc: Blair Campmier; Chante Wright
Subject: Administrative Assistant request

Hello Julie,

I would like to request that the Administrative Assistant position that is in the current State of Missouri contract C31419003 be eliminated. If you have any questions, please feel free to contact me.

Thank you

Robert Harrison Sr.
Executive Director
Reality House Programs, Inc
P,O Box 1507
Columbia, Mo 65205
573-449-8117<tel:573-449-8117>
f: 573-874-1225<tel:573-874-1225>
Harrison@realityhouse.org<mailto:Harrison@realityhouse.org><mailto:Harrison@realityhouse.org<mailto:Harrison@realityhouse.org>>

Kleffner, Julie

From: Robert Harrison <harrison@realityhouse.org>
Sent: Friday, June 10, 2016 7:55 PM
To: Kleffner, Julie; Blair Campmier
Subject: Re: Administrative Assistant request

Contact #C31419003

Hello Julie! In regard to your request the following people have completed the duties of the Administrative Assistant in their absence: Heather East, Admin Assistant, Chante Wright, Human Resources Manager and Blair Campmier, Operations Director. During this current contract period we don't anticipate hiring for this position or requesting a substitution. I will discuss with Blair Campmier, Operations Director, the need for cost reduction. He will contact you early next week with the new reduced firm fixed price per residential slot, if warranted.

Sincerely,
Robert S. Harrison, Executive Director

On Fri, Jun 3, 2016 at 2:43 PM, Robert Harrison <harrison@realityhouse.org> wrote:
Hello Julie,

I would like to request that the Administrative Assistant position that is in the current State of Missouri contract C31419003 be eliminated. If you have any questions, please feel free to contact me.

Thank you

Robert Harrison Sr.
Executive Director
Reality House Programs, Inc
P,O Box 1507
Columbia, Mo 65205
573-449-8117
f: 573-874-1225
Harrison@realityhouse.org

NOTICE OF CONTRACT RENEWAL

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

CONTRACT NUMBER	CONTRACT TITLE
C314319003	Residential Facility Services
AMENDMENT NUMBER	**CONTRACT PERIOD**
Amendment #002	July 1, 2016 through June 30, 2017
REQUISITION/REQUEST NUMBER	**SAM II VENDOR NUMBER/MissouriBUYS SYSTEM ID**
NR 931 YYY16708015	4310811510 2
CONTRACTOR NAME AND ADDRESS	**STATE AGENCY'S NAME AND ADDRESS**
REALITY HOUSE PROGRAMS, INC. PO BOX 1507 COLUMBIA MO 65205	Department of Corrections Division of Probation and Parole 2729 Plaza Drive Jefferson City MO 65101

ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:

Contract C314319003 is hereby amended pursuant to the attached Amendment #002 dated 05/10/16.

BUYER	BUYER CONTACT INFORMATION
Julie Kleffner	Email: Julie.Kleffner@oa.mo.gov Phone: (573) 751-7656 Fax: (573) 526-9816
SIGNATURE OF BUYER	**DATE**
Julie Kleffner	5-18-16

DIRECTOR OF PURCHASING

Karen S. Boeger

Karen S. Boeger

STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING
CONTRACT RENEWAL

AMENDMENT NO.: 002
CONTRACT NO.: C314319003
TITLE: Residential Facility Services
ISSUE DATE: 05/04/16

REQ NO.: NR 931 YYY16708452
BUYER: Julie Kleffner
PHONE NO.: (573) 751-7656
E-MAIL: julie.kleffner@oa.mo.gov

TO: REALITY HOUSE PROGRAMS, INC.
PO BOX 1507
COLUMBIA MO 65205

RETURN AMENDMENT BY NO LATER THAN: 05/18/16 AT 5:00 PM CENTRAL TIME

RETURN AMENDMENT TO THE DIVISION OF PURCHASING (PURCHASING) BY E-MAIL, FAX, OR MAIL/COURIER:

SCAN AND E-MAIL TO:	Julie.kleffner@oa.mo.gov
FAX TO:	(573) 526-9816
MAIL TO:	PURCHASING, P.O. Box 809, Jefferson City, Mo 65102-0809
COURIER/DELIVER TO:	PURHASING, 301 West High Street, Room 630, Jefferson City, Mo 65101-1517

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

Department of Corrections
Division of Probation and Parole
2729 Plaza Drive
Jefferson City MO 65101

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME Reality House Programs, Inc	LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. Reality House, Inc
MAILING ADDRESS P.O. Box 1507	IRS FORM 1099 MAILING ADDRESS P.O. Box 1507
CITY, STATE, ZIP CODE Columbia, Mo. 65205	CITY, STATE, ZIP CODE 65205

CONTACT PERSON Robert S. Harrison Sr.		EMAIL ADDRESS Harrison@realityhouse.org
PHONE NUMBER 573-449-8117		FAX NUMBER 573-874-1225
TAXPAYER ID NUMBER (TIN) 43-1081151	TAXPAYER ID (TIN) TYPE (CHECK ONE) _x__ FEIN ___ SSN	VENDOR NUMBER (IF KNOWN) 4310811510 2
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) ___ Corporation ___ Individual ___ State/Local Government ___ Partnership ___ Sole Proprietor _x__ IRS Tax-Exempt		
AUTHORIZED SIGNATURE		DATE 5/10/16
PRINTED NAME Robert S. Harrison Sr.		TITLE Executive Director

AMENDMENT #002 TO CONTRACT C314319003

CONTRACT TITLE: Residential Facility Services

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

The contractor is advised efforts are underway to replace the above referenced contract but are unfinished. As a result, the State of Missouri hereby exercises its option to renew contract C314319003 in order to provide continuing and uninterrupted contract services; however, the State of Missouri reserves the right to terminate the contract at any time, for the convenience of the state, without penalty or recourse, by giving written notice to the contractor at least thirty (30) calendar days prior to the effective date of such termination, pursuant to paragraph 2.20.4 of the contract.

All other terms, conditions and provisions of the contract, including all prices, shall remain the same throughout the above contract period and apply hereto.

The contractor shall sign and return this document, on or before the date indicated, signifying acceptance of the amendment.

NOTICE OF CONTRACT AMENDMENT

State Of Missouri
Office Of Administration
Division Of Purchasing And Materials Management
PO Box 809
Jefferson City, MO 65102-0809
http://oa.mo.gov/purchasing-materials-management

CONTRACT NUMBER	CONTRACT TITLE
C314319003	Residential Facility Services
AMENDMENT NUMBER	**CONTRACT PERIOD**
001	January 1, 2015 through June 30, 2016
REQUISITION NUMBER	**VENDOR NUMBER**
NR 931 YYY16708015	43108115102
CONTRACTOR NAME AND ADDRESS	**STATE AGENCY'S NAME AND ADDRESS**
REALITY HOUSE PROGRAMS, INC. PO BOX 1507 COLUMBIA MO 65205	Department of Corrections Division of Probation and Parole 2729 Plaza Drive Jefferson City MO 65101

ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:

The State of Missouri hereby amends the above-referenced contract as follows:

1. Replace the Initial Issue and Property Inventory, page 156 of the awarded contract, with the attached Atta 8. All references to the Initial Issue and Property Inventory shall be deemed to mean the attached Atta 8.
2. Replace the Food Services plan, pages 158 and 159 of the awarded contract, with the attached Food Services plan. All references to the Food Services plan shall be deemed to mean the attached Food Services plan.
3. The contractor shall operate in accordance with the following attached documents: (1) Atta 1, The Food Guide Pyramid; (2) Atta 2, What Counts As a Serving; (3) Atta 3, Hourly Count and Rounds; (4) Atta 4, Inventory Tracking Upon Receipt; (5) Atta 5, Kitchen Inventory Tracking Log; (6) Atta 6 (blank July 2015 calendar); (7) Atta 7, Maintenance Daily Check List; (8) RPP Linen Inspection and (9) the Weekly RPP Linen Inspection Log.

All other terms, conditions and provisions of the contract, including all prices, shall remain the same and apply hereto.

Signature of contractor is not required on this document.

BUYER	BUYER CONTACT INFORMATION
Julie Kleffner	Email: Julie.Kleffner@oa.mo.gov Phone: (573) 751-7656 Fax: (573) 526-9816
SIGNATURE OF BUYER	**DATE**
Julie K Kleffner	8/7/15

DIRECTOR OF PURCHASING AND MATERIALS MANAGEMENT

Karen S. Boeger

Karen S. Boeger

REALITY HOUSE PROGRAMS, INC.

Food Services

Food: RHP will provide a food service program on-site and operated by RHP staff. The Kitchen Manager will have a posted schedule and will be responsible for food preparation. The Kitchen Manager will also maintain a list of daily, weekly, and monthly delegated duties. RHP staff will comply with the most recent copy of the Food Code of the City of Columbia which is adapted from the FDA, U.S. Department of Public Health, Food Code. The code can be referenced at: http://www.gocolumbiamo.com/Health/Food_Safety/Food_Code/index.html

National Fire Protection Agency Codes. Compliance to NFPA as it relates to fire extinguishing systems over cooking services is mandatory. City of Columbia Fire Department will monitor for NFPA compliance when completing inspections and Korsmeyer Fire Protection maintains the equipment.

- Extinguishers will be equipped with automatic shut-off devices for when the fire extinguishing system is activated. Fuse links are to be changed and the system tested in accordance with the manufacturers' recommendation.

On-site Food Service. RHP will have adequate space to provide for food preparation and service and will provide an eating and seating area that is over 15 square feet per person, for all who dine at the same time. The area is separated from sleeping quarters and is well ventilated, properly furnished, and clean.

- Staff will ensure that food provided to the participants is safe and does not become a vehicle in a disease outbreak or in the transmission of communicable disease. RHP will, to the extent possible, ensure that food is unadulterated, prepared in a clean environment, and honestly presented.
- Any person, who serves, prepares, or handles food is required to have a prior physical examination. Any Boone County inmate considered for Trustee status shall be cleared by Boone County Sheriff Department medical staffs prior to assuming trustee responsibilities. Documentation of Trustee medical clearance shall be maintained by Boone County Jail medical personnel.
- All staffs preparing food will comply with federal, state, and local health and sanitation codes. In the event of any conflict in these codes, the most stringent will apply.
- The Kitchen Manager must have Safe Serve (or equivalent) certification completed within six months of hire.

Provisions. All participants, regardless of employment or financial status, will be provided the opportunity for food services (3 meals per day). RHP will include meal costs in the per-diem rate and under no circumstances will the participant be required to pay for these services.

- RHP will serve meals in an appetizing manner at regularly posted mealtimes
- RHP will provide meals to participants who work irregular hours and are not available at regularly scheduled meal times.
- Staff will make arrangements to provide a hot meal for those participants unable to return to the residential facility for a scheduled hot meal due to work or assigned offsite treatment/referrals and who do not choose to take a sack meal.
- RHP will not prepare anything made with poppy seeds.
- RHP Kitchen Manager will ensure that inventory is dated on arrival and rotated regularly. All food items will be used before the expiration/sell by date, or within six months of entry whichever is first.
- Microwave will be available for participant use in the dayroom.

Menus. All RHP menus will be approved by a Registered Dietician (RD). An RD is defined as a person who has completed academic and experience requirements established by the Commission on Dietetic Registration, the crediting agency for the American Dietetic Association (ADA). RHP will maintain a copy of the RD's current

REALITY HOUSE PROGRAMS, INC.

Food Services

credentials and the certified menus for inspection by our referral sources and independent inspectors such as the Board of Jail Visitors.

- All fixed menus will be reviewed and approved by a RD at least annually for the nutritional value of the menu.
- Menus (including sack meal menus) will be prepared and be posted in a conspicuous place for participant's viewing.
- RHP will provide meals which meet diets required by confirmed religious preference, physician or dentist.

Waste Disposal. RHP will prevent backflow in accordance with the FDA, U.S. Department of Public Health, Food Code.

- Grease filters will be kept clean and will be made of stainless steel for safety reasons.
- Garbage and refuse will be kept in durable insect and rodent-proof containers which do not leak or absorb liquids.
- Garbage and refuse will be disposed of often enough to prevent the development of odor and other conditions that attract or harbor insects and rodents.

Kitchen Manager: Vacant
Meal schedule: Breakfast 05:45- 07:30 Lunch: 11:15 -12:30 Dinner: 17:15-19:00 (late plates are offered to intakes or late returns)

Kitchen Manager Duties:

- Prepare Meal Menus
- Order Food/Dry Goods
- Cook Meals
- Supervise Work Program Offenders
- Assist with Cleaning the Kitchen
- Date/Rotate food
- Inventory
- Manage Equipment
- Manage spending
- Corporate Meals Contract Compliance

Work Program: Consists of 4 Boone County Jail Trustees. 3 assist in the kitchen and 1 cleans the dayroom

Work Program Inmate Duties are to assist with:

- All dishes washed after every meal
- Steam table / wiped after every meal
- Trash taken to dumpster x 2 daily
- Trash lids and receptacle wiped daily
- Cabinets organized and wiped
- Grease trap cleaned x 2 weekly
- Floors swept/moped
- Supply closet cleaned/organized
- Cooler wiped, swept and mopped daily
- Oven cleaned weekly
- Kitchen mechanical room organized/swept/mopped

REALITY HOUSE PROGRAMS, INC.

Food Services

- Handles and fixtures wiped
- Pantry organized/swept/mopped
- Prepare trays and serve breakfast (Cold cereal, pastry, fruit, milk,
- Assist with preparing sack lunches
- Assist with preparing lunch and dinner
- Assist with serving meals to residents
- Assist with stocking food/dry goods

Quantity of meals:

- Meat 6-8 oz
- Vegetables 6 oz
- Chips 1 oz bag
- Cereal 6-8 oz
- Drink 8oz
- Fruit 6oz of canned fruit or a whole piece of fruit
- Casserole 8oz (heaping)
- 1 slice Bread/1 biscuit/1 slice cornbread
- Cottage cheese-4oz
- Corn dog/hotdog 2 pp
- Soup/beans 10 oz
- Salad 6oz
- Crackers 6-8
- Baked potato 1

Sack Lunch:

- 2 sandwich's (Ham/Turkey/Bologna/Salami/Peanut Butter and Jelly)
- Mustard/Mayo packets each
- Fresh fruit
- Chips
- Snack (packets of cookies/Lil Debbie's/pastry/granola bar/candy bars
- (1) Drink

Special Diets:

- Religious diets
- Medical diets

Use of Kitchen Utensils

- All Kitchen Utensils will be placed in its assigned location
- Knives, pastry cutter, scissors and knife stone will remain secured in the lock box when Kitchen Manager or staff are not present
- Knife Tracking Log is Used to Track Knife Count

Food Items Inventory/Rotation

- All food is Inventoried 3 times weekly
- Rotated Daily
- Frozen items are pulled to thaw 1-2 days prior

REALITY HOUSE PROGRAMS, INC.

Food Services

- Foods opened to be re-used are dated with current date of use
- Labeled with date received, date of expiration and name of item
- All condiment bottles are properly wrapped and dated at the end of each use

Sanitation of Kitchen

- Kitchen will follow a weekly and monthly tracking log for detailed cleaning procedures

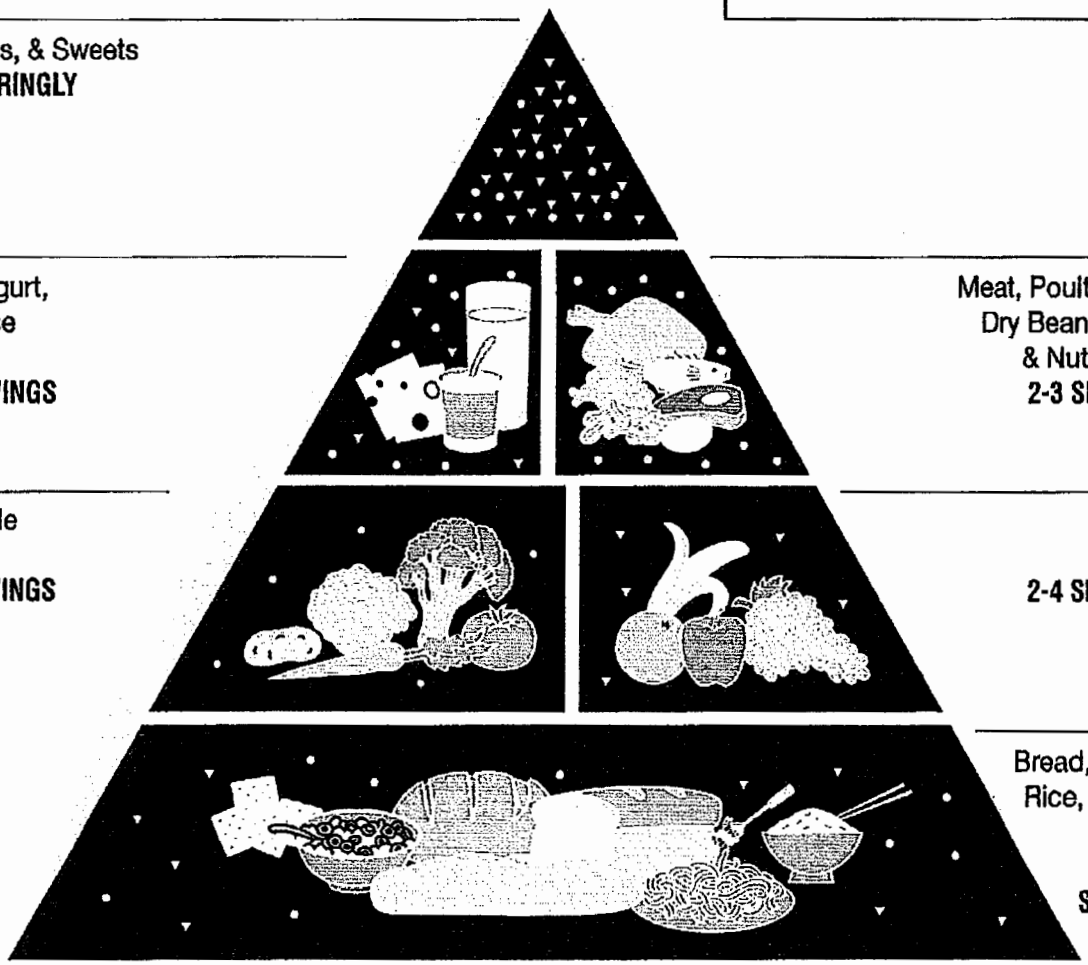
The Food Guide Pyramid

A Guide to Daily Food Choices

KEY

- ○ Fat (naturally occurring and added)
- ▼ Sugars (added)

These symbols show fat and added sugars in foods.



What is the Food Guide Pyramid?

The Pyramid is an outline of what to eat each day. It's not a rigid prescription, but a general guide that lets you choose a healthful diet that's right for you.

The Pyramid calls for eating a variety of foods to get the nutrients you need and at the same time the right amount of calories to maintain or improve your weight.

The Pyramid also focuses on fat because most American diets are too high in fat, especially saturated fat.

BOX 2

*WHAT COUNTS AS A SERVING?**

Grain Products Group (bread, cereal, rice, and pasta)

- 1 slice of bread
- 1 ounce of ready-to-eat cereal
- 1/2 cup of cooked cereal, rice, or pasta

Vegetable Group

- 1 cup of raw leafy vegetables
- 1/2 cup of other vegetables -- cooked or chopped raw
- 3/4 cup of vegetable juice

Fruit Group

- 1 medium apple, banana, orange
- 1/2 cup of chopped, cooked, or canned fruit
- 3/4 cup of fruit juice

Milk Group (milk, yogurt, and cheese)

- 1 cup of milk or yogurt
- 1-1/2 ounces of natural cheese
- 2 ounces of processed cheese

Meat and Beans Group (meat, poultry, fish, dry beans, eggs, and nuts)

- 2-3 ounces of cooked lean meat, poultry, or fish
- 1/2 cup of cooked dry beans or 1 egg counts as 1 ounce of lean meat. Two tablespoons of peanut butter or 1/3 cup of nuts count as 1 ounce of meat.

---

* Some foods fit into more than one group. Dry beans, peas, and lentils can be counted as servings in either the meat and beans group or vegetable group. These "cross over" foods can be counted as servings from either one or the other group, but not b oth. Serving sizes indicated here are those used in the Food Guide Pyramid and based on both suggested and usually consumed portions necessary to achieve adequate nutrient intake. They differ from serving sizes on the Nutrition Facts Label, which reflect portions usually consumed.

Back to "Eat a variety of foods"

Back to box 9

Atta 3

REALITY HOUSE PROGRAMS, INC.

Hourly Count and Rounds MONTH: _____ DAY: _____ YEAR: _____

Hours	Exact time	B- Wing	Kitchen	Count Knife Cabinet	C-pod	Day room	C-Yard	E-Wing	Trailer	Totals	Staff name (print only)	Comments
0900												
0100												
0200												
0300												
0400												
0500												
0600												
0700												

Hours	Exact time	B- Wing	Kitchen	Count Knife Cabinet	C-pod	Day room	C-Yard	E-Wing	Trailer	Totals	Staff name (print only)	Comments
0800												
0900												
1000												
1100												
1200												
1300												
1400												
1500												

Hours	Exact time	B- Wing	Kitchen	Count Knife Cabinet	C-pod	Day room	C-Yard	E-Wing	Trailer	Totals	Staff name (print only)	Comments
1600												
1700												
1800												
1900												
2000												
2100												
2200												
2300												

IF A PARTICIPANT IS MISSING, NOTIFY THE SECURITY DIRECTOR OR A SECTION DIRECTOR IMMEDIATELY!

Atta 4

		Inventory Tracking Upon Receipt			
Item Name	**Date**	**Quantity**	**Expiration Date**	**Item Destination/Location**	**Notes**

Kitchen Inventory Tracking Log

All items are to be audited for expiration/labeling

Date	Time	Pantry	Freezer	Cooler	Initals
7/6/2015					
7/8/2015					
7/10/2015					
7/13/2015					
7/15/2015					
7/17/2015					
7/20/2015					
7/22/2015					
7/24/2015					
7/24/2015					
7/27/2015					
7/29/2015					
7/31/2015					
8/3/2015					
8/5/2015					
8/7/2015					
8/10/2015					
8/12/2015					
8/14/2015					
8/17/2015					
8/19/2015					
8/21/2015					
8/24/2015					
8/26/2015					
8/28/2015					
8/31/2015					
9/2/2015					
9/4/2015					
9/7/2015					
9/9/2015					
9/11/2015					
9/14/2015					
9/16/2015					
9/18/2015					
9/21/2015					
9/23/2015					
9/25/2015					

Atta 6

July 2015

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Maintenance Daily Check List

Laundry Room:

- ☐ Lint Filters _____
- ☐ Light Bulbs _____
- ☐ Leaks _____

B-Wing

- ☐ Bathroom/Drain _____
- ☐ Light Bulbs _____
- ☐ AC/Heating Temp _____/_____
- ☐ Electrical Outlets _____
- ☐ Water Pressure _____

Kitchen

- ☐ Leaks _____
- ☐ Light Bulbs _____
- ☐ AC/Heating Temp _____
- ☐ Electrical Outlets _____
- ☐ Water Pressure _____

C-Pod

- ☐ Bathroom/Drain _____
- ☐ Light Bulbs _____
- ☐ AC/Heating Temp _____
- ☐ Electrical Outlets _____
- ☐ Water Pressure _____

Day Area

- ☐ Light Bulbs _____
- ☐ Temperature _____/_____

E-Wing

- ☐ Bathroom/Drain _____
- ☐ Light Bulbs _____
- ☐ AC/Heating Temp _____/_____

C-Yard

- ☐ Loose Fencing _____

Trailer

- ☐ Bathrooms/Drain _____
- ☐ Washer/Dryer _____
- ☐ Light Bulbs _____
- ☐ Leaks _____
- ☐ Window/Doors _____
- ☐ Walls/Floors _____
- ☐ Loose Fencing _____
- ☐ Electrical Outlets _____
- ☐ Water Pressure _____

Admin/Lobby

- ☐ Bathroom/Drain _____
- ☐ Light Bulbs _____
- ☐ Temperature _____
- ☐ Exterior/Parking Lot _____
- ☐ Grass Areas _____
- ☐ Electrical Outlets _____
- ☐ Water Pressure _____

Vents (Wednesdays)

- ☐ B Wing, E Wing
- ☐ Kitchen
- ☐ C-Pod, Day Area
- ☐ Admin

Completed by: _____ Date: _____/_____/_____

REALITY HOUSE PROGRAMS, INC.

I understand that I am responsible for keeping all of my property in my possession and secured at all times. I understand that if I fail to turn in items that were issued to me, I will owe Reality House $5 per item that I do not turn in. **Resident's Signature:** _____

ITEM	INITIALS:	STAFF OUT	RESIDENT	STAFF IN
LOCK#_____		_____	_____	_____
PILLOW		_____	_____	_____
PILLOW CASE (No holes, rips or tears)		_____	_____	_____
2 SHEETS (No holes, rips or tears)		_____	_____	_____
BLANKET (No holes, rips or tears)		_____	_____	_____
WASHCLOTH		_____	_____	_____
TOWEL		_____	_____	_____
TOILETRIES		_____	_____	N/A

ENTER: _____ _____

Resident **Date** **Reality House Staff** **Date**

EXIT: _____ _____

Resident **Date** **Reality House Staff** **Date**

Personal Property:

(Items valued over $100 are forbidden)

AMOUNT	ITEM	AMOUNT	ITEM

I verify that this is all of my personal property. Should and changes occur in my personal property, I understand it is my responsibility to update the inventory list.

Participant's Signature:_____**Date:**_____**Staff's Signature:**_____

Prison Rape Elimination Act Orientation Information

REALITY HOUSE PROGRAMS, INC.

RPP LINEN INSPECTION

The RPP Case Manager shall inspect the residents' linens, including blankets, at least once per week.

The Inspection will be looking for stains, holes, rips, and severe thinning.

If any of these things are found, the item will be immediately replaced with an acceptable one.

The damaged item will be disposed of per Reality House policy.

Documentation of the inspections shall be placed in the staff notes.

REALITY HOUSE PROGRAMS, INC.

Weekly RPP Linen Inspection Log

Date	Area	Initials	Notes				
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
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NOTICE OF AWARD

State Of Missouri
Office Of Administration
Division Of Purchasing And Materials Management
PO Box 809
Jefferson City, MO 65102-0809
http://oa.mo.gov/purchasing-materials-management

SOLICITATION NUMBER	CONTRACT TITLE
B3Z14319	Residential Facility Services
CONTRACT NUMBER	**CONTRACT PERIOD**
C314319003	January 1, 2015 through June 30, 2016
REQUISITION NUMBER	**VENDOR NUMBER**
NR 931 YYY14708182	43108115102
CONTRACTOR NAME AND ADDRESS	**STATE AGENCY'S NAME AND ADDRESS**
REALITY HOUSE PROGRAMS, INC. PO BOX 1507 COLUMBIA MO 65205	Department of Corrections Division of Probation and Parole 2729 Plaza Drive Jefferson City MO 65101

ACCEPTED BY THE STATE OF MISSOURI AS FOLLOWS:

The proposal submitted by Reality House Programs, Inc. in response to B3Z14319 is accepted in its entirety for 24 residential slots.

BUYER	BUYER CONTACT INFORMATION
Julie Kleffner	Email: Julie.Kleffner@oa.mo.gov Phone: (573) 751-7656 Fax: (573) 526-9816
SIGNATURE OF BUYER	**DATE**
Julie Kleffner	12-30-14

DIRECTOR OF PURCHASING AND MATERIALS MANAGEMENT

Karen S. Boeger

Karen S. Boeger

QUALITY COUNSELING AND COMMUNITY CORRECTIONS

Reality House Programs, Inc.

Michelle B. Thompson, Executive Director

BAFO #1: B3Z14319

Residential Facility Services

RETURN DATE: December 11, 2014 5:00 p.m.

ORIGINAL

Phone: 573-449-8117
Fax: 573-874-1225
Email: Thompson@RealityHouse.org
Web Site: www.RealityHouse.org

Mailing Address:
P.O. Box 1507
1900 East Prathersville Road
Columbia, MO 65205

STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)
REQUEST FOR BEST AND FINAL OFFER (BAFO)
FOR REQUEST FOR PROPOSAL (RFP)

BAFO REQUEST NO.: 001
RFP NO.: B3Z14319
TITLE: Residential Facility Services
ISSUE DATE: 12/2/14

REQ NO.: NR 931 YYY14708182
BUYER: Julie Kleffner
PHONE NO.: (573) 751-7656
E-MAIL: Julie.Kleffner@oa.mo.gov

BAFO RESPONSE SHOULD BE RETURNED BY: December 11, 2014 AT 5:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type **RFP Number** and **Return Due Date** on the lower left hand corner of the envelope or package. Sealed BAFOs should be in DPMM office (301 W High Street, Room 630) by the return date and time.

RETURN BAFO RESPONSE TO:

(U.S. Mail)
DPMM
PO BOX 809
JEFFERSON CITY MO 65102-0809

or

(Courier Service)
DPMM
301 WEST HIGH STREET, RM 630
JEFFERSON CITY MO 65101-1517

CONTRACT PERIOD: Effective Date of Contract through June 30, 2016

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

Missouri Department of Corrections
Division of Probation and Parole
2720 Plaza Drive
Post Office Box 236
Jefferson City MO 65102

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests. The offeror agrees that the language of the original RFP as modified by any previously issued RFP amendments and by this and any previously issued BAFO requests shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management 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 offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME	LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO.
Reality House Programs, Inc.	Reality House, Inc.
MAILING ADDRESS	IRS FORM 1099 MAILING ADDRESS
P.O. Box 1507	P.O. Box 1507
CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE
Columbia, MO 65205	Columbia, MO 65205

CONTACT PERSON	EMAIL ADDRESS
Michelle B. Thompson	thompson@realityhouse.org
PHONE NUMBER	FAX NUMBER
573-449-8117	573-874-1225

TAXPAYER ID NUMBER (TIN)	TAXPAYER ID (TIN) TYPE (CHECK ONE)	VENDOR NUMBER (IF KNOWN)
43-1081151	_X__ FEIN ___ SSN	4310811510 2

VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)

___ Corporation ___ Individual ___ State/Local Government ___ Partnership ___ Sole Proprietor _X__IRS Tax-Exempt

AUTHORIZED SIGNATURE	DATE
	12/10/14
PRINTED NAME	TITLE
Michelle B. Thompson	Executive Director

BEST AND FINAL OFFER (BAFO) #001 to RFP B3Z14319

TITLE: Residential Facility Services

CONTRACT PERIOD: Effective Date of Contract through June 30, 2016

RFP B3Z14319 is hereby revised as follows:

1. The following paragraphs contain changes:

   2.10.13 b.
   2.12.9 a.

2. Exhibit F is revised.

REALITY HOUSE PROGRAMS, INC.

BEST AND FINAL OFFER REQUEST LIST

BAFO NO. 001 FOR RFP B3Z14319

1. IDENTIFIED DEFICIENCIES AND AREAS OF CONCERN/CLARIFICATION:

1.1 Reality House Program, Inc.'s (Reality House) Exhibit H, Individual Personnel Percentage of Work Time, on pages 67, 70, 73 of the response and Exhibit I, Employee Expense Charged to Contract on pages 68, 71, and 74 of the response each identify 8 FTE security officers.

Reality House's organizational chart on page 106 of the response identifies 12 security officer I positions.

The Organization Chart is a corporate wide chart with total personnel listed. All security staffs are cross trained and approved to work with offenders in all Reality House programs. For the purpose of this RFP, 8 FTE security officers are utilized for the staffing requirements in 2.8.4.

Reality House's staffing plan on page 108 of its response identifies "206 Required Man Hours + 14 Hours PRN during peaking hours" and goes on to indicate there are 8.0 FTEs.

In the best and final offer response, Reality House is requested to confirm the total number of security officers. Also, Reality House is requested to identify who performs the "PRN".

The staffing plan on page 108 indicates 306 Required Man Hours + 14 PRN during peak hours. Paragraph 2.8.4 requires a minimum of 306 man hours for 10-29 residents. The additional 14 hours PRN noted in the staffing plan will be performed by Reality House security staffs. The total of 320 man hours for this RFP is the equivalent of 8 FTE as listed on Exhibits H and I.

1.2 Reality House states on page 210 of the response, "Books of original entry and financial records are maintained for at least seven years. These records are secured by the Administrative Director. After seven years, records may be destroyed by shredding..."

Paragraph 2.17.5 a. of the RFP states, "The contractor shall retain all records relating to the contract for five (5) years or such time as prescribed by law after the close of the fiscal year in which the contract expires/terminates."

In the best and final response, Reality House is requested to confirm compliance with paragraph 2.17.5 a. of the RFP.

Financial Procedures are attached and have been revised to comply with paragraph 2.17.5a of the RFP.

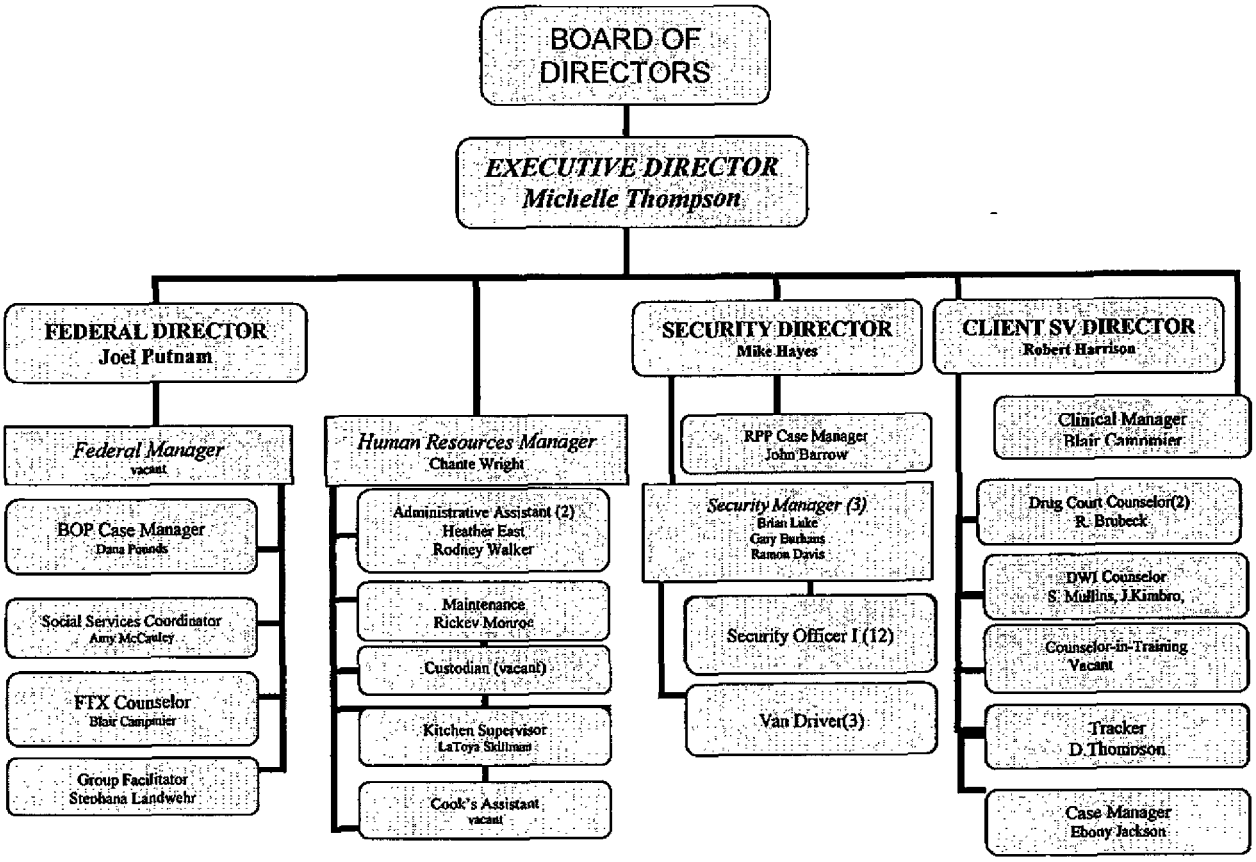
13 Reality House completed Box C - Affidavit on File - Current Business Entity Status, of Exhibit L, Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization. The e-verify MOU Company ID referenced (208153) in Box C and the Affidavit of Work Authorization is not consistent with the ID on file (208513) with the Division of Purchasing and Materials Management (DPMM).

In the best and final offer request, either clarify the E-Verify MOU Company ID number is consistent with the number on file at the DPMM or complete and submit Box B - Current Business Entity Status and also submit an E-Verify Memorandum of Understanding or Employment Eligibility Verification page.

The Reality House E-Verify MOU company ID number is consistent with the number on file at the DPMM and a completed Box B, Exhibit L Affidavit of Work Authorization, and the MOU are attached.

Reality House Programs, Inc. acknowledges and understands the changes made to 2.10.13 b., and 2.12.9 a. and Exhibit F in the BAFO 001.

REALITY HOUSE PROGRAMS, INC.



12/9/2014

Security Officer Staffing Plan						
Mininum Security Staffing Requirements for RFP B3Z14319						
day	**time**	**hrs**	**employee**	**man hrs**	**daily hrs**	
sun	0000-0800	8	2	16		
	0800-1600	8	2	16		
	1600-2400*	8	2	16	**48**	sun
mon	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	mon
tues	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	tue
wed	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	wed
thur	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	thur
fri	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	fri
sat	0000-0800	8	2	16		
	0800-1600	8	2	16		
	1600-2400*	8	2	16	**48**	sat
		168		306	**306**	
306 Required Man Hours + 14 Hours PRN during peak hours = 320/40 = 8.0 FTE*						

REALITY HOUSE PROGRAMS, INC.

Financial Procedures

GENERAL: The Administrative Section consists of Administrative Director, Human Resources Manager, Administrative Assistant, Kitchen Manager, and Maintenance. Employee guidelines and job descriptions of each Administrative position can be found in the Personnel Policies Manual.

When employees are hired for positions in the Administrative Section, the employee's immediate supervisor will be responsible for the training of the new hire. The Human Resources Manager will provide the necessary employment forms—Federal and State W-4 forms, Federal I-9 form and insurance forms for full-time personnel. The Administrative Director or designee shall also provide forms annually for those employees who wish to participate in the flexible benefits plan (Cafeteria Plan).

I. ACCOUNTING:

A. Record Books: The Administrative Director or designee shall maintain the financial recordings of the corporation.

1. All accounting records shall be kept in accordance with generally accepted accounting principles. All entries shall be legible, up to date and verifiable.

2. The General Ledger will be kept as the principle ledger containing all transaction detail, current Trial Balance, Income Statement, and Balance Sheet.

3. Minimum standards of ledger are as follows:
   a. Separate numbered accounts properly categorized as asset, liability, income or expense.
   b. Account identified by name and source or contract.
   c. Each transaction will be entered and dated
   d. Current balance maintained for each account.

4. All accounting records and schedules shall be posted and summarized on a monthly basis in order to provide current cost data and availability of cash. Reality House Programs, Inc. currently uses Quick Books Pro.

5. Books of original entry and financial records are maintained for at least seven years, or for five years or such time as prescribed by law after the close of the fiscal year in which the contract expires/terminates, whichever is longer. These records are secured by the Administrative Director. After the required number of years, records may be destroyed by shredding under the direction of the Administrative Director or designee.

6. Irregularities in accounting records or statements shall be reported to the Executive Director or Board Officer immediately.

B. Cash Receipts: Cash is received and deposited on a regular basis. The typical sources of cash received are: Awards from Department of Corrections, Federal Bureau of Prisons, United States Probation and Parole, City of Columbia, Boone County, Office of the State Court Administrator, participant fees and savings, refunds, miscellaneous staff payments, and donations. Some payments are made through Electronic Funds Transfer.

1. Control: The Administrative Director or bonded designee shall record all cash received on numbered receipts. Dated and signed receipts shall be provided to all persons/agencies for total cash paid with the source of cash noted. All numbered receipts are reviewed by the Administrative Director or designee. A separate receipt book is kept for general revenue.

a. Numbered receipts for money orders or cash designated to Residential Probation Program, Bureau of Prisons, Work Release Program, Residential Transition Program, or Alternative Sentencing Courts are prepared in duplicate. The receipt is appropriately completed, and the yellow copy returned to the participant. The original accompanies cash or money order.

b. All cash and checks collected will be kept in the Administrative Assistant's safe until given to the Administrative Director for deposit. At random times, the Administrative Director accompanies the Administrative Assistant to the safe. The Administrative Assistant then presents cash to the Administrative Director for deposit.

2. Deposit Procedures: Deposits are made by the Administrative Director or bonded designee. For security purposes deposits will be made at unscheduled times during the workday. Various branches and transportation routes will be used. Boone County National Bank currently has eleven branch locations.

3. Recording : Duplicate deposit slips are made in the following minimum detail by the Administrative Director or designee.

a. Coin and currency are detailed separately, checks/money orders restrictively endorsed and listed separately, and the total deposit at the bottom of the slip.

b. After the deposit is made, the bank deposit receipts are stapled to the yellow copy remaining in the deposit book, then properly recorded cash receipts are entered in the general and subsidiary ledger accounts.

C. Cash Disbursements: Payments are made by authorized bonded personnel only—Executive Director, Administrative Director, Program Director, and a member of the Board of Directors.

1. All invoices received are accounted for in the categories of Administrative, Participant, Facility, and General with a sub-file maintained for each account in those categories.

2. Payment is made through online bill pay or the check writing process and supported by appropriate documentation. The following are recognized as sufficient documentation: invoices, receipts, service order forms, bills of lading, expense forms with authorized signature. Such documentation will contain date, to whom payment shall be made, amount, and description of goods or services.

3. Checks must be signed by the Executive Director or Board Officer, and one other aforementioned authorized person. The Executive Director or Board Officer may designate one of the afore authorized persons to sign as their substitute, but must individually approve each substitution. When online bill pay is used, invoices shall be presented to the Executive Director or Board Officer for payment authorization before payment is completed.

4. The check number is recorded on the invoice when paid.

5. The Administrative Assistant records checks (in the appropriate bank account) in number sequence in the *Write Checks* Activities menu of Quick Books Pro. Entries will be made in sequential order to the properly categorized sub file for each numbered account and shall include check number, date, and to whom the check is issued. If a payment applies to more than one account, such amounts shall be allocated and recorded as required.

6. Voided checks shall be defaced to prevent unauthorized use and stapled to the corresponding check stub.

D. Accounts Receivable: Reality House Programs, Inc. currently has contracts with the Missouri Department of Corrections, Federal Bureau of Prisons, United States Probation and Parole, Boone County, and City of Columbia.

1. The Administrative Director or designee shall properly categorize and enter in the General Ledger all accounts receivable.

2. Each entry will be made to the appropriate Accounts Receivable account and posted to the subsidiary ledger accounts. If a receivable applies to more than one account, such amounts shall be allocated and recorded as required.

E. Internal controls are designed to protect the assets of the corporation and ensure accurate and reliable operating data and accounting reports. When possible, responsibility for related transactions should be divided between individuals so the work of one person serves as a check for the work of others. Reality House Programs, Inc. has implemented the following procedures.

1. All cash receipts are prepared as soon as cash is received.

2. Administrative Assistant handles cash receipts and Administrative Director records the deposits in the appropriate numbered accounts of the general ledger.

3. The Administrative Assistant's stores cash in a safe until the deposit is made. The Administrative Director does not have access to the safe or combination.

4. The Administrative Director is authorized to sign checks so the Administrative Assistant performs the bank reconciliation.

5. Participant fees reconciliation is done by Administrative Assistant and billing is prepared by Administrative Director.

6. Bank deposit receipts are attached to deposit slips for review by the Executive Director and independent auditor.

7. Each Administrative section employee's work is periodically reviewed by supervisors.

8. Valid documentation is required for all transactions. The Administrative Assistant prepares checks for signature. Invoices or other acceptable documentation are reviewed by the Executive Director.

II. EQUIPMENT, SUPPLIES, AND INVENTORY: The Administrative Director shall assist the Executive Director in purchasing, maintaining and accounting for corporate equipment. Any employee suspecting theft or fraudulent use of corporate property shall submit a detailed incident report to their Section Director. Section Directors shall forward the report to the Administrative Director or designee.

A. Equipment: All equipment purchases shall be recorded in the General Ledger through proper accounting procedures.

1. Equipment having a useful life of more than one year and an acquisition cost of $500.00 or more shall be depreciated over a period determined to be the expected life.

2. A depreciation schedule of aforementioned equipment will be maintained by the Administrative Director. The schedule shall include cost, book value, accumulated depreciation and disposition.

3. Disposition of corporate equipment and/or assets will be made as necessary with the approval of the Executive Director, and according to generally accepted accounting principles.

B. Purchases

1. Purchases shall be made with final approval from the Executive Director or Board Officer. The Administrative Director will advise the Executive Director or Board Officer of budget and policy purchasing restrictions as they may apply to all purchase of supplies and services.

a. The Executive Director shall gain prior approval from The Board before expending significant (the greatest of $500 or 5%) unbudgeted amounts for budget subcategories.

b. The Executive Director shall gain prior approval from The Board or a Board Officer in emergency situations, before exceeding the total budget by any amount.

2. Employees shall submit purchase requests to their Section Director for tentative approval before being forwarded to the Administrative Director or designee.

3. Supplies will be accessible by lock and key system.

a. Office and kitchen supplies will be maintained by the Administrative staff. Requests for supplies should be presented to Section Directors, who forward the request to the Administrative Director or designee. The Administrative Director or designee distributes needed supplies to the appropriate section.

b. Cleaning and household supplies including participant hygiene supplies will be maintained by the Administrative staff.

4. Materials purchased, developed, donated or purchased under contracts shall become the property of Reality House Programs, Inc.

C. Inventory

1. The Administrative Director or designee shall maintain current inventory information on equipment, and supplies.

a. Office supplies shall be inventoried monthly by the administrative staff with inventory reports forwarded to the Administrative Director or designee.

b. Non-expendable participant supplies and equipment, i.e. bunk beds, mattresses, pillows, linens, lock boxes, etc. shall be inventoried by the Administrative Director or designee.

2. Reality House Programs, Inc. property valued at $50.00 or greater shall be the responsibility of the employee using said property and the following procedures followed for procurement.

a. All property of the aforementioned value shall be descriptively recorded in the property book. Newly purchased items shall be added to the inventory list before being placed into service. Items being removed from service will require the approval of the Executive Director or designee and the disposition and date of disposition shall be recorded.

b. When property is issued, an Employee Property Inventory sheet will be prepared for all items ($50 or greater) issued. The sheet shall be signed by the employee receiving the property.

c. Property book entry shall contain the date issued, employee initials, and initials of staff issuing the property.

d. The original Employee Property Inventory sheet shall be filed in each employees personnel file, and copied to the employee. The property book shall be maintained by the Administrative Director or designee.

e. When property is returned, the property book is dated and initialed by the employee returning property and by the Administrative Director or designee accepting the property.

3. Property used by specific sections shall be signed for by the Section Director. (i.e. Bunk Beds, linens,... to Security Director; testing materials, educational materials, ... to Clinical Director; computer software, postage meter, reference materials, ... to Administrative Director.)

4. The employee to whom the property is issued shall be responsible for loss and damages other than normal wear and tear and/or disaster. The Administrative Director or designee will inspect damaged property, and assess a repair or replacement cost based on the book value of the item. If the employee disagrees with the assessment, he may appeal in writing to the Executive Director within 7 days of the event.

III. PERSONNEL FINANCIAL POLICIES:

A. A personnel file and payroll register shall be kept on each employee of Reality House Programs, Inc. All personnel files will maintain essential records, including but not limited to, criminal records check, background investigations, resumes, degrees or diplomas, dates of employment, training records, performance appraisals, commendations, forms/certificates, disciplinary actions, and payroll tax forms. Personnel files are maintained in locked storage by the Human Resources Manager. Additionally, employee health and psychological data shall be filed separately in a secure corporate location with limited access.

B. Payroll tax information will be forwarded to the independent data firm that prepares payroll, currently Columbia EDP. EDP provides a semi-monthly register of each employee's gross pay, deductions, net earned income, as well as hours worked and rate of pay for non-exempt employees.

1. Payroll Monitoring and distribution: The Administrative Director or designee will print time cards from the Swipe Clock system following the end of the pay period. Hours worked or salary information is then entered on a payroll transmittal form. The Executive Director reviews the transmittal sheet and the Administrative Director or designee sends data for processing via the internet. EDP informs only the Administrative Director, or the Executive Director that payroll is completed via email. Payment of payroll is through direct debit to the general checking account.

2. Employees must elect to have payroll checks directly deposited into the employee's specified account or monies added to a pay card. To do so, the employee must obtain the necessary paperwork from the Administrative Director. After completion by the employee, the Administrative Director forwards the paperwork to EDP. Earnings statements are available for review and printing from the Columbia EDP website. A secure log-on and password are provided through the payroll software.

3. EDP will prepare and file quarterly payroll tax return Federal Form 941 and all other applicable payroll tax reports.

IV. ANNUAL AUDIT PROCEDURES: An audit shall be completed annually by an independent certified public accounting firm. The Administrative Director or designated representative shall arrange for the audit and comply with all contractual agreements regarding such audit. The results and all audit work papers shall be available to the Board of Directors, Executive Staff, and 3rd parties approved by the Board of Directors or Executive staff. The designated auditor will prepare Federal Form 990 for filing, and address any adverse audit findings to the Board of Directors for resolution and/or correction.

V. ANNUAL BUDGET PROCEDURES:

A. The Executive Director will prepare and present the fiscal year budget for review and approval at the annual (June) meeting. The Board may amend the budget as necessary throughout the fiscal year. The Executive Director shall administer the budget and advise the Board of budget variances at regularly scheduled meetings of the Board.

1. Reality House Programs, Inc. fiscal year is July 1 to June 30.

2. The budget shall include personnel, supply, and operating costs and is prepared in May using actual expense data from July through April and projected expenses for May through June. Section Directors will submit their budget requests for the next fiscal year by April 30. Also included shall be adjusted budget summaries of current funding sources reflecting the financial plan for the current fiscal year.

3. The Missouri Tax Commission is consulted in mid April for the most recent Consumer Price Index figures used to determine salary range cost of living increases.

B. The monthly records regarding performance of the agency with respect to utilization and actual versus projected revenue and expenses shall be available to Executive Staff and the Board of Directors.

VI. BILLING POLICIES: All billings shall be prepared and submitted by the Administrative Director or designee with approval by the Executive Director or Board Officers. Billings shall be in accordance with the funding source contract compliance. Record of current allocations received shall be kept in auditable fiscal records, in accordance with the appropriate funding source.

A. Residential Probation/Parole Program Billing: Department of Corrections requires billing to be completed within five working days following the end of each calendar month. DOC forms contain Participant Name (alphabetically), DOC number, Referral Code, Date Entered, Actual Release Date 15th Day or Day Employed, Total Number of Days, Fees Information if applicable. Additionally, total contracted units are compared to total units served. Information for this report is taken from the Excel spreadsheets kept on each participant by the Administrative Assistant. (See Section VII on Fees Collection). Billing is completed and submitted to Probation and Parole. Probation and Parole officials review and sign billing documents and it is forwarded to DOC Fiscal Management Unit, electronically or by mail, for payment.

B. City of Columbia Funding: Semi-annual reports are prepared for the Office of Community Services, 1005 West Worley, within 30 day following the end of each reporting period. The report format is accessed through the City of Columbia website (Office of Community Services funding link) and submitted electronically. Income and expense information as well as local unit utilization data are needed to complete the report. Short narratives are written regarding activities and changes that have occurred during the quarter.

C. Boone County Alternative Sentencing Court: The Boone County Alternative Sentencing Court includes the following programs: Drug Court, Mental Health Court, DWI Court, and the On Track Program. Billing sheets for services provided to Boone County Alternative Sentencing Court participants are submitted to the Administrative Director on a daily basis. Information from these sheets is entered into the appropriate monthly Boone County Alternative Sentencing Court Billing file (Excel spreadsheet). Items include, but are not limited to, Counselor, Participant name, Date of Service, Service Provided, and Number of Units. After all billable services are entered, the report is forwarded to the Administrative Director or designee for review. An Invoice sheet is completed, and signed by the Executive Director or designee, then forwarded to the appropriate Court Administrator for approval and payment. The Invoice and related documents must be completed and submitted on or before the 10th working day of the month.

D. Inmate Trustee Program: Information regarding billing for the housing of Boone County Jail inmates obtained from the Reality House Programs, Inc. database. Information included in the monthly billing includes name, entry date, exit date, and number of days in the facility. Trustees are included on the list, but not billed. An invoice for the total number of days times the daily rate is submitted to the Boone County Sheriff's Department.

E. Bureau of Prisons/USPO: Information regarding billing for services of Bureau of Prisons/USPO residents is obtained from the Reality House Programs, Inc. database. Information included in the monthly billing includes resident's name, BOP number, entry date, exit date, home confinement date, number of days in the facility, gross wages, and twenty-five percent subsistence. Total monthly billing will be reduced by the amount collected in subsistence, and so indicated on the billing form. The completed billing form is signed by the Executive Director or designee and sent to the Federal Bureau of Prisons Budget Analyst. BOP Urine Sampling Program form, current employee list, and documentation of earnings, check stubs, and payment receipts for 10% of the contracted slots are forwarded to the CCM by the 10th day of month.

F. Federal Treatment: Information regarding billing for services of Federal Treatment is obtained from the Reality House Programs, Inc. database, Monthly Sign in Sheets, and Federal Counselor. Information included in the monthly billing includes resident's name, federal client number, service provided, number of units provided, and dates of service. Co-payment information is reconciled from the Form 45 to the Receipt Ledger and client spreadsheet. Bureau of Prisons treatment, USPO treatment, and Pre-trial treatment services are separated and billed accordingly. Invoices and all corresponding treatment documentation must be completed, signed by the Executive Director or designee, and submitted on or before the 8th of the month.

G. Boone County Work Release: Information regarding billing for Boone County Work Release is obtained from the Reality House Programs, Inc. database. Information included in the monthly billing includes resident's name, case number(s), entry date, exit date, daily fee assessed, amount paid and amount billed to Boone County. Invoice and all corresponding documentation should be completed, signed by the Executive Director or designee, and submitted on or before the 10th of the month.

VII. PARTICIPANT FINANCIAL PROCEDURES: Reality House Programs, Inc. funding sources as well as the Board of Directors firmly believes that the participant should help pay for services according to their financial ability to do so and within the limits of our contracts. Therefore, upon program entrance, all participants receive an orientation of program financial procedures and expectations by the security staff. The case management staff reinforces the importance of this accountability and finally the Administrative staff explains the procedure to each participant once the participant is gainfully employed. Financial records of payment and debts incurred shall be kept by the Administrative Director or designee in individual participant files for verification. Participants shall follow the rules of payment set forth in the Reality House Programs, Inc. Participant Rules Book. The Administrative Assistant will inform case management staff (by violation report) of participants who are not following payment rules.

A. Participant Fees: The collection and remittance of fees and savings shall comply with all contractual obligations. RPP participants who are employed or receive any other income, are required to pay the contractually set amount of their gross income into a non-interest bearing account at an FDIC insured financial institution held by Reality House Programs, Inc. with the state agency joint custodian with signatory authority. Savings amounts may be reduced or waived for all or part of the participant's stay with approval of the state agency. Payments must be made on the RPP participant payday or the next business day if the participant returns to the facility after normal business hours on said pay date.

B. Procedures for Collection of Participant Fees—RPP: Each participant must present a current pay stub to the Administrative Assistant. The stub is copied and filed for verification. A Microsoft Excel spreadsheet is prepared for each participant with the following information: dates of pay period, gross income, net income, hourly rate, hours worked, and the number of days in the pay period. Minimum savings is calculated by the software. [Verify that YTD Gross Earnings on pay stub equal Total Gross Earnings of the spreadsheet.] The participant presents cash or a money order payment. The numbered receipt is prepared, dated, and signed for the total amount received and indicates the amount allocated for fees if applicable, and savings. The total savings balance is also noted on the bottom of the receipt.

Upon successful discharge from the program, the total amount in savings will be returned (by check) to the participant. The participant must sign and date the spreadsheet form verifying that

he/she received the money. If the participant is considered unsuccessfully discharged, the monies are dispersed per the state agency recommendation and Disposition and Release of Personal Property form signed by the offender.

C. Procedures for Collection of Work Release Fees: Work Release participants shall pay a fee of 3 x their verifiable hourly rate (maximum $35 per day) for each day they are in the program, regardless of whether they worked or not. Once a balance of $250 is reached, the participant will not be allowed to leave the facility (except for court appearance or medical emergency.) Payment is made by money order and a receipt prepared and signed. The date, receipt number and amount paid are entered in the participant's spreadsheet and money order is secured in safe.

D. Procedures for Collection of BOP Fees: Bureau of Prisons participants shall pay a weekly subsistence of 25% of gross income (not to exceed $334 per week). All payments will be rounded down to the nearest dollar amount. Each participant must present a current pay stub to the Administrative Assistant. The stub is copied and filed for verification. A Microsoft Excel spreadsheet is prepared for each participant with the following information: dates of pay period, gross income, net income, hourly rate, hours worked, and the number of days in the pay period. The 25% of gross earnings is calculated by the software. The participant must pay with a money order. A numbered receipt is prepared, dated, and signed for the total amount received. The Administrative Assistant makes two copies of the pay stub, money order, and receipt to be filed with financial records as well as in each participants file. Upon discharge, the Administrative Assistant or designee will contact the employer to verify wages for the final subsistence payment.

E. Procedures for Collection of USPO Co-Payments: USPO clients who are ordered by Form 45 to make a copayment for services shall present payment at the time of service. Administrative staff will record the payment in the receipt ledger as well as the client's individual spreadsheet. At the end of the month, the reconciled co-pay amount will be entered and deducted on the Billing Invoice Sheet.

VIII. MAIL SERVICE: The Administrative Director or designee shall pick up mail daily. The Executive Director or designee will review mail and distribute participant mail to the appropriate Section Directors. Outgoing correspondence may be forwarded to the Administrative Director or designee for proper postage and mailing.

IX. PARTICIPANT DATABASE: The Executive staff or designee is responsible for gathering and maintaining intake information in a participant database (Currently Microsoft Access). Information includes; but is not limited to; entry and exit dates, SSN, referring agency, County, Judge, offenses, and age. Statistical reports regarding success rates and recidivism are compiled annually or as needed and will be made available to the Executive Director and Board of Directors

X. ARCHIVES: Original Board meeting minutes shall be kept indefinitely. Board meeting minutes shall be signed and dated by a Board Officer, with each page initialed. The original shall be filed in a secure corporate location with limited sign-in access. Other sensitive corporate information shall be filed in the same manner.

XI. MONTHLY ADMINISTRATIVE RESPONSIBILITIES:

A. Bank statements are received and reconciliation of all accounts performed monthly by the Administrative Assistant or the Administrative Director's designee.

B. Financial statements are prepared monthly by the Administrative Assistant following reconciliation of bank statements and general journal adjusting entries. Reports are printed from the Quick Books Pro Reports Menu and include General Journal, General Ledger, Transaction Detail by Date, Trial Balance, Income Statement, and Balance Sheet.

C. The Administrative Assistant performs monthly participant fees/savings reconciliation before billing is completed. Each participant is listed with the total amounts paid for the month. Verify that total fees/savings collected match receipt ledger and bank deposits.

D. Board Meetings are usually held the third Friday at noon except for the months of April, August, and December when no scheduled meeting is held. The Executive Director and the Administrative Director or designee attend the meetings, and the Administrative Director or designee shall be responsible for board attendance records and keep minutes of each meeting. Board packets are prepared by the Administrative Director or designee for distribution to board members. Packets include a reminder of the time, date, and meeting place, Meeting Agenda, Minutes of the last meeting, Monthly Financial Reports—Income and Expense Reports, Accounts Receivable Report, and Corporate Balance Sheet, plus any additional necessary materials. Board Chair and the Executive Director are consulted prior to packet preparation for additional items to be included. The Board agenda is posted on two bulletin boards at the Roger Wilson Boone County Government Center and at two locations inside the Columbia Daily Tribune building for compliance with the open meetings regulation.

XII. FUNDING PROPOSALS: It is the policy of the Board of Directors to continually seek funding sources that will supplement and/or fully pay for the cost of services provided. The Executive Director, with the assistance of the Section Directors, prepares these lengthy documents within the guidelines of each funding source.

XIII. FACILITIES MANAGEMENT AND MAINTENANCE: The Administrative Director or designee is responsible for the management and upkeep of the facility and shall regularly inspect the premises for damages.

A. Security staff shall write a detailed incident report of facility damage and/or items damaged or in need of maintenance. Incident reports relating to damage caused by participants shall be forwarded to the Administrative Director or designee. The participant will be charged replacement cost for Reality House Programs, Inc. property items they deliberately damage. The cost of repair will be assessed for damage to the facility (such as holes in walls, broken windows or lights, etc.). Incident reports relating to property damage caused by employees shall be submitted to the Section Director. Refer to Section II-C4.

B. The Administrative Director or designee shall arrange for contracted maintenance, lawn care and snow removal as needed.

XIV. Records Retention and Disposal: Client records shall be kept per the requirements of each funding source or seven years whichever is longer. Closed files will be numbered and discharged in the database and moved to boxes which are stored at Underground Records Management. The contents of each box will be recorded, and the boxes numbered and labeled with URM bar codes. At the end of each fiscal year, the Administrative Director or designee will provide URM with a list of boxes for disposal. URM provides confirmation dates of disposal.

EXHIBIT L, continued

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

BOX B – CURRENT BUSINESS ENTITY STATUS

I certify that __Reality House Programs, Inc._____ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo pertaining to section 285.530.

Michelle B. Thompson Authorized Business Entity Representative's Name (Please Print)	*Authorized Business Entity Representative's Signature*
Reality House Programs, Inc. Business Entity Name	12/9/14 Date
thompson@realityhouse.org E-Mail Address	12/9/14

As a business entity, the offeror must perform/provide each of the following. The offeror should check each to verify completion/submission of all of the following:

X Enroll and participate in the E-Verify federal work authorization program (Website: http://www.dhs.gov/files/programs/gc_1185221678150.shtm; Phone: 888-464-4218; Email: e-verify@dhs.gov) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein;

AND

X Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include EITHER the E-Verify Employment Eligibility Verification page listing the offeror's name and company ID OR a page from the E-Verify Memorandum of Understanding (MOU) listing the offeror's name and the MOU signature page completed and signed, at minimum, by the offeror and the Department of Homeland Security – Verification Division. If the signature page of the MOU lists the offeror's name and company ID, then no additional pages of the MOU must be submitted;

AND

X Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Exhibit.

EXHIBIT L, continued

AFFIDAVIT OF WORK AUTHORIZATION:

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

Comes now **Reality House Programs, Inc.** (Name of Business Entity Authorized Representative) as **Executive Director** (Position/Title) first being duly sworn on my oath, affirm **Reality House Programs, Inc.** (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 **Reality House Programs, Inc.** (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.)

Authorized Representative's Signature	Michelle B. Thompson Printed Name
Executive Director Title	December 9, 2014 Date
thompson@realityhouse.org E-Mail Address	208513 E-Verify Company ID Number

Subscribed and sworn to before me this 9th (DAY) of December (MONTH, YEAR) 2014. I am commissioned as a notary public within the County of Boone (NAME OF COUNTY), State of Missouri (NAME OF STATE), and my commission expires on Oct 15 2018 (DATE).

Brittany Jo Klusman — *Signature of Notary*

12-9-14 — *Date*

BRITTANY JO KLUSMAN
Notary Public, Notary Seal
State of Missouri
Boone County
Commission # 14627427
My Commission Expires June 15, 2018

E-Verify

Company ID Number: 208513

THE E-VERIFY PROGRAM FOR EMPLOYMENT VERIFICATION MEMORANDUM OF UNDERSTANDING

ARTICLE I

PURPOSE AND AUTHORITY

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Department of Homeland Security (DHS) and Reality House Programs, Inc. (Employer) regarding the Employer's participation in the Employment Eligibility Verification Program (E-Verify). This MOU explains certain features of the E-Verify program and enumerates specific responsibilities of DHS, the Social Security Administration (SSA), and the Employer. E-Verify is a program that electronically confirms an employee's eligibility to work in the United States after completion of the Employment Eligibility Verification Form (Form I-9). For covered government contractors, E-Verify is used to verify the employment eligibility of all newly hired employees and all existing employees assigned to Federal contracts.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note). Authority for use of the E-Verify program by Federal contractors and subcontractors covered by the terms of Subpart 22.18, "Employment Eligibility Verification", of the Federal Acquisition Regulation (FAR) (hereinafter referred to in this MOU as a "Federal contractor") to verify the employment eligibility of certain employees working on Federal contracts is also found in Subpart 22.18 and in Executive Order 12989, as amended.

ARTICLE II

FUNCTIONS TO BE PERFORMED

A. RESPONSIBILITIES OF SSA

1. SSA agrees to provide the Employer with available information that allows the Employer to confirm the accuracy of Social Security Numbers provided by all employees verified under this MOU and the employment authorization of U.S. citizens.

2. SSA agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. SSA agrees to provide the Employer with names, titles, addresses, and telephone numbers of SSA representatives to be contacted during the E-Verify process.

3. SSA agrees to safeguard the information provided by the Employer through the E-Verify program procedures, and to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security Numbers and for evaluation of the E-Verify program or such other persons or entities who may be authorized by SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).

E-Verify

Company ID Number: 208513

To be accepted as a participant in E-Verify, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify at 888-464-4218.

Employer Reality House Programs, Inc.

Crystal M. Coslin
Name (Please Type or Print) Title

Electronically Signed 04/23/2009
Signature Date

Department of Homeland Security - Verification Division

USCIS Verification Division
Name (Please Type or Print) Title

Electronically Signed 04/23/2009
Signature Date

Jeremiah W. (Jay) Nixon
Governor

Doug Nelson
Commissioner

State of Missouri
OFFICE OF ADMINISTRATION
Division of Purchasing and Materials Management
301 West High Street, Room 630
Post Office Box 809
Jefferson City, Missouri 65102-0809
(573) 751-2387 Fax: (573) 526-9816
TTD: (800) 735-2966 Voice: (800) 735-2466
http://content.oa.mo.gov/purchasing-materials-management

Karen S. Boeger
Director

December 2, 2014

Michelle Thompson
Reality House Programs, Inc.
Post Office Box 1507
Columbia MO 65205

Dear Ms. Thompson:

In accordance with paragraph 3.2 of RFP B3Z14319 for Residential Facility Services for the Department of Corrections, this letter shall constitute an official request by the State of Missouri to enter into competitive negotiations with your company. Included with this letter are two attachments.

One attachment is a complete copy of the RFP, including revisions to the RFP. The cover page of the attached RFP is the Best and Final Offer #001 form. This BAFO #001 form must be completed, signed by an authorized representative of your organization, and returned with your BAFO response. Signing the BAFO #001 form confirms your understanding and agreement to comply with the provisions and requirements of the RFP as modified by any previously issued RFP amendments by this request for a BAFO.

Another attachment is the Best and Final Offer (BAFO) Request List which identifies areas of concern with your proposal, areas of your proposal needing clarification, and areas of deficiency which may not comply with the requirements of the RFP. However, please understand that the State of Missouri is under no obligation to advise you of any or all of these areas and makes no claim related thereto.

In your response to this Best and Final Offer, you may make any modification, addition, or deletion deemed necessary to your proposal. However, please be advised that it is not necessary for you to resubmit your entire proposal. Only the signed BAFO #001 form, your response to the BAFO Request List, and any portions of your proposal that are being revised as a result of this request for a Best and Final Offer need be submitted. Your BAFO response is your final opportunity to ensure that (1) all mandatory requirements of the RFP have been met, (2) all RFP requirements are adequately described since all areas of the proposal are subject to evaluation, and (3) this is your best offer, including a reduction or other change to pricing.

You are requested to respond to this request for a BAFO by submitting a written, sealed "Best and Final Offer" by **5:00 p.m. Central Time on December 11, 2014,** to:

Attention: Julie Kleffner
Division of Purchasing and Materials Management
301 West High Street, Truman Building, Room 630
Jefferson City, MO 65101-1517

The outside of the packet containing the BAFO response needs to state, "BAFO for B3Z14319" on the lower left corner. *Please include the* ***original plus four (4) copies (for a total of five (5) documents)*** *of your response.* Faxed or e-mailed responses are not acceptable.

You are reminded that pursuant to section 610.021, RSMo, proposal documents including any best and final offer documents are considered closed records and shall not be divulged in any manner until after a contract is executed or all proposals are rejected. Furthermore, you and your agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all questions or comments regarding the RFP, the evaluation, etc. to me, as the buyer of record. Neither you nor your agents may contact any other state employee regarding any of these matters during the negotiation and evaluation process. Inappropriate contacts or release of information about your proposal or BAFO are grounds for suspension and/or exclusion from specific procurements.

If you have any questions regarding this BAFO request, please contact me at (573) 751-7656 or e-mail me at Julie.Kleffner@oa.mo.gov. Your efforts in working with the State of Missouri to ensure a thorough evaluation of your proposal are sincerely appreciated.

Sincerely,

Julie Kleffner

Julie Kleffner

c: Evaluation Team
RFP B3Z14319

Attachments: Best and Final Offer Request List
RFP including BAFO #001 form

REALITY HOUSE PROGRAMS, INC.

BEST AND FINAL OFFER REQUEST LIST

BAFO NO. 001 FOR RFP B3Z14319

1. IDENTIFIED DEFICIENCIES AND AREAS OF CONCERN/CLARIFICATION:

1.1 Reality House Program, Inc.'s (Reality House) Exhibit H, Individual Personnel Percentage of Work Time, on pages 67, 70, 73 of the response and Exhibit I, Employee Expense Charged to Contract on pages 68, 71, and 74 of the response each identify 8 FTE security officers.

Reality House's organizational chart on page 106 of the response identifies 12 security officer I positions.

Reality House's staffing plan on page 108 of its response identifies "206 Required Man Hours + 14 Hours PRN during peaking hours" and goes on to indicate there are 8.0 FTEs.

In the best and final offer response, Reality House is requested to confirm the total number of security officers. Also, Reality House is requested to identify who performs the "PRN".

1.2 Reality House states on page 210 of the response, "Books of original entry and financial records are maintained for at least seven years. These records are secured by the Administrative Director. After seven years, records may be destroyed by shredding. . ."

Paragraph 2.17.5 a. of the RFP states, "The contractor shall retain all records relating to the contract for five (5) years or such time as prescribed by law after the close of the fiscal year in which the contract expires/terminates."

In the best and final response, Reality House is requested to confirm compliance with paragraph 2.17.5 a. of the RFP.

1.3 Reality House completed Box C – Affidavit on File – Current Business Entity Status, of Exhibit L, Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization. The e-verify MOU Company ID referenced (208153) in Box C and the Affidavit of Work Authorization is not consistent with the ID on file (208513) with the Division of Purchasing and Materials Management (DPMM).

In the best and final offer request, either clarify the E-Verify MOU Company ID number is consistent with the number on file at the DPMM or complete and submit Box B – Current Business Entity Status and also submit an E-Verify Memorandum of Understanding or Employment Eligibility Verification page.

QUALITY COUNSELING AND COMMUNITY CORRECTIONS

Reality House Programs, Inc.

Michelle B. [illegible] e Director

E verify
mbv
clarify
#
208513

REQUEST FOR PROPOSAL: B3Z14319

Residential Facility Services

RETURN DATE: November 7, 2014 2:00 p.m.

ORIGINAL

Court
Victim
Offender
Community
Reality House Programs, Inc.
Specializing in Quality Counseling & Community Corrections

Phone: 573-449-8117
Fax: 573-874-1225
Email: Thompson@RealityHouse.org
Web Site: www.RealityHouse.org

Mailing Address:
P.O. Box 1507
1900 East Prathersville Road
Columbia, MO 65205

REALITY HOUSE PROGRAMS, INC.

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STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)
REQUEST FOR PROPOSAL (RFP)

RFP NO.: B3Z14319
TITLE: Residential Facility Services
ISSUE DATE: 9/24/14

REQ NO.: NR 931 YYY14708182
BUYER: Julie Kleffner
PHONE NO.: (573) 751-7656
E-MAIL: Julie.Kleffner@oa.mo.gov

Amendment #3 changed the proposal receipt date to 11/7/14 in lieu of 10/29/14
Amendment #2 changed the proposal receipt date to 10/29/14 in lieu of 10/22/14

RETURN PROPOSAL NO LATER THAN: 11/7/14 AT 2:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type **RFP Number** and **Return Due Date** on the lower left hand corner of the envelope or package. Delivered sealed proposals must be in DPMM office (301 W High Street, Room 630) by the return date and time.

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

CONTRACT PERIOD: Effective Date of Contract through June 30, 2016

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

Missouri Department of Corrections
Division of Probation and Parole
2720 Plaza Drive
Post Office Box 236
Jefferson City MO 65102

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions Request for Proposal (Revised 12/27/12). The offeror further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management 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 offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME	LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO.
Reality House Programs, Inc.	Reality House, Inc.
MAILING ADDRESS	IRS FORM 1099 MAILING ADDRESS
P.O. Box 1507	P.O. Box 1507
CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE
Columbia, MO 65205	Columbia, MO 65205
CONTACT PERSON	EMAIL ADDRESS
Michelle B. Thompson	thompson@realityhouse.org
PHONE NUMBER	FAX NUMBER
573-449-8117	573-874-1225

TAXPAYER ID NUMBER (TIN)	TAXPAYER ID (TIN) TYPE (CHECK ONE)	VENDOR NUMBER (IF KNOWN)
43-1081151	_X_ FEIN ___ SSN	4310811510 2

VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)

___ Corporation ___ Individual ___ State/Local Government ___ Partnership ___ Sole Proprietor _X_ IRS Tax-Exempt

AUTHORIZED SIGNATURE	DATE
	11/7/14
PRINTED NAME	TITLE
Michelle B. Thompson	Executive Director

STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)
REQUEST FOR PROPOSAL (RFP)

AMENDMENT NO.: 1
RFP NO.: B3Z14319
TITLE: Residential Facility Services
ISSUE DATE: 10/7/14

REQ NO.: NR 931 YYY14708182
BUYER: Julie Kleffner
PHONE NO.: (573) 751-7656
E-MAIL: Julie.Kleffner@oa.mo.gov

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RETURN PROPOSAL AND AMENDMENT(S) TO:

(U.S. Mail)		(Courier Service)
DPMM	or	DPMM
PO BOX 809		301 WEST HIGH STREET, ROOM 630
JEFFERSON CITY MO 65102-0809		JEFFERSON CITY MO 65101-1517

CONTRACT PERIOD: Effective Date of Contract through June 30, 2016

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

Missouri Department of Corrections
Division of Probation and Parole
2720 Plaza Drive, Post Office Box 236
Jefferson City MO 65102

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by this and any previously issued RFP amendments. The offeror should, as a matter of clarity and assurance, also sign and return all previously issued RFP amendment(s) and the original RFP document. The offeror agrees that the language of the original RFP as modified by this and any previously issued RFP amendments shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management 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 offeror and the State of Missouri.

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MAILING ADDRESS	IRS FORM 1099 MAILING ADDRESS
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CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE
Columbia, MO 65205	Columbia, MO 65205

CONTACT PERSON	EMAIL ADDRESS
Michelle B. Thompson	thompson@realityhouse.org
PHONE NUMBER	FAX NUMBER
573-449-8117	573-874-1225

TAXPAYER ID NUMBER (TIN)	TAXPAYER ID (TIN) TYPE (CHECK ONE)	VENDOR NUMBER (IF KNOWN)
43-1081151	_X_ FEIN ___ SSN	4310811510 2

VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)

___ Corporation ___ Individual ___ State/Local Government ___ Partnership ___ Sole Proprietor __X_IRS Tax-Exempt

AUTHORIZED SIGNATURE	DATE
	11/7/14
PRINTED NAME	TITLE
Michelle B. Thompson	Executive Director

AMENDMENT #1 TO RFP B3Z14319

TITLE: Residential Facility Services

CONTRACT PERIOD: Effective Date of Contract through June 30, 2016

The following paragraphs in RFP B3Z14319 have changes:

2.2.1 c.
2.3.3 d.
2.6.5 a.
2.6.8 e.
2.7.2 b. 2)
2.10.7 g.
2.11.1 a.
2.11.4 e.
2.11.8 f.
2.12.2 a.
2.13.4
2.19.5
2.19.8

STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)
REQUEST FOR PROPOSAL (RFP)

AMENDMENT NO.: 2
RFP NO.: B3Z14319
TITLE: Residential Facility Services
ISSUE DATE: 10/17/14

REQ NO.: NR 931 YYY14708182
BUYER: Julie Kleffner
PHONE NO.: (573) 751-7656
E-MAIL: Julie.Kleffner@oa.mo.gov

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(U.S. Mail)		(Courier Service)
DPMM	or	DPMM
PO BOX 809		301 WEST HIGH STREET, ROOM 630
JEFFERSON CITY MO 65102-0809		JEFFERSON CITY MO 65101-1517

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DOING BUSINESS AS (DBA) NAME Reality House Programs, Inc.	LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO. Reality House, Inc.
MAILING ADDRESS P.O. Box 1507	IRS FORM 1099 MAILING ADDRESS P.O. Box 1507
CITY, STATE, ZIP CODE Columbia, MO 65205	CITY, STATE, ZIP CODE Columbia, MO 65205
CONTACT PERSON Michelle B. Thompson	EMAIL ADDRESS thompson@realityhouse.org
PHONE NUMBER 573-449-8117	FAX NUMBER 573-874-1225

TAXPAYER ID NUMBER (TIN)	TAXPAYER ID (TIN) TYPE (CHECK ONE)	VENDOR NUMBER (IF KNOWN)
43-1081151	_X_ FEIN ___ SSN	4310811510 2

VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)

___ Corporation ___ Individual ___ State/Local Government ___ Partnership ___ Sole Proprietor _X_ IRS Tax-Exempt

AUTHORIZED SIGNATURE	DATE 11/7/14
PRINTED NAME Michelle B. Thompson	TITLE Executive Director

AMENDMENT #2 TO RFP B3Z14319

TITLE: Residential Facility Services

CONTRACT PERIOD: Effective Date of Contract through June 30, 2016

PROSPECTIVE OFFERORS ARE HEREBY NOTIFIED OF THE FOLLOWING CHANGE:

2. **Closing Date:**

   As Stated: Return proposal no later than: 10/22/14 at 2:00 PM.
   Change To: Return proposal no later than: 10/29/14 at 2:00 PM.

STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT (DPMM)
REQUEST FOR PROPOSAL (RFP)

AMENDMENT NO.: 3
RFP NO.: B3Z14319
TITLE: Residential Facility Services
ISSUE DATE: 10/23/14

REQ NO.: NR 931 YYY14708182
BUYER: Julie Kleffner
PHONE NO.: (573) 751-7656
E-MAIL: Julie.Kleffner@oa.mo.gov

RETURN PROPOSAL NO LATER THAN: 11/7/14 AT 2:00 PM CENTRAL TIME

MAILING INSTRUCTIONS: Print or type **RFP Number** and **Return Due Date** on the lower left hand corner of the envelope or package. Delivered sealed proposals must be in DPMM office (301 W High Street, Room 630) by the return date and time.

RETURN PROPOSAL AND AMENDMENT(S) TO:

(U.S. Mail)		(Courier Service)
DPMM	or	DPMM
PO BOX 809		301 WEST HIGH STREET, ROOM 630
JEFFERSON CITY MO 65102-0809		JEFFERSON CITY MO 65101-1517

CONTRACT PERIOD: Effective Date of Contract through June 30, 2016

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

Missouri Department of Corrections
Division of Probation and Parole
2720 Plaza Drive
Post Office Box 236
Jefferson City MO 65102

The offeror hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all terms and conditions, requirements, and specifications of the original RFP as modified by this and any previously issued RFP amendments. The offeror should, as a matter of clarity and assurance, also sign and return all previously issued RFP amendment(s) and the original RFP document. The offeror agrees that the language of the original RFP as modified by this and any previously issued RFP amendments shall govern in the event of a conflict with his/her proposal. The offeror further agrees that upon receipt of an authorized purchase order from the Division of Purchasing and Materials Management 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 offeror and the State of Missouri.

SIGNATURE REQUIRED

DOING BUSINESS AS (DBA) NAME	LEGAL NAME OF ENTITY/INDIVIDUAL FILED WITH IRS FOR THIS TAX ID NO.
Reality House Programs, Inc.	Reality House, Inc.
MAILING ADDRESS	IRS FORM 1099 MAILING ADDRESS
P.O. Box 1507	P.O. Box 1507
CITY, STATE, ZIP CODE	CITY, STATE, ZIP CODE
Columbia, MO 65205	Columbia, MO 65205

CONTACT PERSON	EMAIL ADDRESS
Michelle B. Thompson	thompson@realityhouse.org
PHONE NUMBER	FAX NUMBER
573-449-8117	573-874-1225

TAXPAYER ID NUMBER (TIN)	TAXPAYER ID (TIN) TYPE (CHECK ONE)	VENDOR NUMBER (IF KNOWN)
43-1081151	_X_ FEIN ___ SSN	4310811510 2

VENDOR TAX FILING TYPE WITH IRS (CHECK ONE)

___ Corporation ___ Individual ___ State/Local Government ___ Partnership ___ Sole Proprietor _X_ IRS Tax-Exempt

AUTHORIZED SIGNATURE	DATE
	11/7/14
PRINTED NAME	TITLE
Michelle B. Thompson	Executive Director

AMENDMENT #3 TO RFP B3Z14319

TITLE: Residential Facility Services

CONTRACT PERIOD: Effective Date of Contract through June 30, 2016

PROSPECTIVE OFFERORS ARE HEREBY NOTIFIED OF THE FOLLOWING CHANGE:

1. **Closing Date:**

   As Stated: Return proposal no later than: 10/29/14 at 2:00 PM.
   Change To: Return proposal no later than: 11/7/14 at 2:00 PM.

4. PRICING PAGE

4.1 Residential Facility Services - The offeror shall provide the following firm, fixed price per residential slot (one bed for twenty-four (24) hours each day of the contract period which shall be reserved for the exclusive use of the state agency and which is actually utilized by an offender) in the table below for providing residential facility services in accordance with the provisions and requirements of this RFP. (C/S Code: 95236)

Firm, Fixed Price Per Residential Slot: $ 60.19

4.1.1 **Proposed Number of Slots** - The offeror must quote the minimum number of residential slots, which shall not be less than 10, and the maximum number of residential slots for which the firm, fixed price per residential slot is applicable. The offeror shall not submit multiple prices ("sliding scale") within a range of residential slots. A sliding scale shall not be accepted.

The prices quoted shall be applicable to a minimum of 24 *(must not quote less than 10)* residential *slots through a maximum of* 29 *residential slots.*

4.1.2 **Price Breakdown** - The offeror must provide an itemized price breakdown, for analysis purposes, of the above quoted firm, fixed price per residential slot. The total of the components below must equal the firm, fixed price per residential slot stated above. In the event of a discrepancy, the above quoted firm, fixed price per residential slot shall govern. "Included in base" shall not be an acceptable entry.

Security	**$19.87**
Drug Testing	**$ 1.81**
Room and Board	**$28.87**
Case Management Services	**$ 3.62**
Administrative/Other	**$ 6.02**
FIRM, FIXED PRICE PER RESIDENTIAL SLOT	**$60.19**

4.2 Renewal Option Pricing - The offeror must indicate below the maximum allowable percentage of price increase or guaranteed minimum percentage of price decrease applicable to the above pricing for the renewal option years. If a percentage is not proposed (e.g. left blank, page not returned, etc.), the state shall have the right to execute the option at the same price(s) proposed for the original contract period. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE.

All increases or decreases shall be calculated against the original contract price, not against the previous year's price. A cumulative calculation shall not be utilized. The offeror shall not quote a maximum increase to exceed 5% for the first renewal period, 10% for the second renewal period, and 15% the third renewal period.

Potential Renewal Period	Maximum Increase		Minimum Decrease
First Renewal Period	Original Price + 3 %	or	Original Price - %
Second Renewal Period	Original Price + 6 %	or	Original Price - %
Third Renewal Period	Original Price + 9 %	or	Original Price - %

~ Do not complete both a maximum increase and a minimum decrease for the same renewal period. ~

Offerors are cautioned that pricing shall remain the same for the renewal options unless the state agency is appropriated additional funds for this service in which case the prices shall be pursuant to the applicable renewal option clauses of this document.

PRICING PAGE (CONTINUED)

6.3 ***Prompt Payment Discount*** - *The offeror should specify below (1) the percentage of discount applied to* the total invoice if payment by the state agency is prompt and (2) the maximum number of calendar days invoice must be paid to be considered prompt.

_____*% discount if invoice is paid within maximum of* _____ *calendar days.*

6.4 **Length of Time for Program Implementation for Having an Operational Residential Facility:** The offeror shall indicate length of time required for program implementation, expressed as number of calendar days after notification of contract award, not to exceed 180 calendar days. In the event the offeror does not specify a number of calendar days, the state shall assume 180 calendar days.

_____1_____ Calendar Days

5. PRICING PAGE

5.1 Residential Facility Services - The offeror shall provide the following firm, fixed price per residential slot (one bed for twenty-four (24) hours each day of the contract period which shall be reserved for the exclusive use of the state agency and which is actually utilized by an offender) in the table below for providing residential facility services in accordance with the provisions and requirements of this RFP. (C/S Code: 95236)

Firm, Fixed Price Per Residential Slot: $__**72.07**_____

5.1.1 **Proposed Number of Slots** - The offeror must quote the minimum number of residential slots, which shall not be less than 10, and the maximum number of residential slots for which the firm, fixed price per residential slot is applicable. The offeror shall not submit multiple prices ("sliding scale") within a range of residential slots. A sliding scale shall not be accepted.

The prices quoted shall be applicable to a minimum of _**20**_____ *(must not quote less than 10)* residential slots through a maximum of __**23**_____residential slots.

5.1.2 **Price Breakdown** - The offeror must provide an itemized price breakdown, for analysis purposes, of the above quoted firm, fixed price per residential slot. The total of the components below must equal the firm, fixed price per residential slot stated above. In the event of a discrepancy, the above quoted firm, fixed price per residential slot shall govern. "Included in base" shall not be an acceptable entry.

Security	**$24.07**
Drug Testing	**$ 2.19**
Room and Board	**$34.13**
Case Management Services	**$ 4.38**
Administrative/Other	**$ 7.30**
FIRM, FIXED PRICE PER RESIDENTIAL SLOT	**$72.07**

5.2 Renewal Option Pricing - The offeror must indicate below the maximum allowable percentage of price increase or guaranteed minimum percentage of price decrease applicable to the above pricing for the renewal option years. If a percentage is not proposed (e.g. left blank, page not returned, etc.), the state shall have the right to execute the option at the same price(s) proposed for the original contract period. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE.

All increases or decreases shall be calculated against the original contract price, not against the previous year's price. A cumulative calculation shall not be utilized. The offeror shall not quote a maximum increase to exceed 5% for the first renewal period, 10% for the second renewal period, and 15% the third renewal period.

Potential Renewal Period	Maximum Increase		Minimum Decrease
First Renewal Period	Original Price + __3__%	or	Original Price - ____%
Second Renewal Period	Original Price + __6__%	or	Original Price - ____%
Third Renewal Period	Original Price + __9__%	or	Original Price - ____%

~ Do not complete both a maximum increase and a minimum decrease for the same renewal period. ~

Offerors are cautioned that pricing shall remain the same for the renewal options unless the state agency is appropriated additional funds for this service in which case the prices shall be pursuant to the applicable renewal option clauses of this document.

PRICING PAGE (CONTINUED)

5.3 Prompt Payment Discount - The offeror should specify below (1) the percentage of discount applied to the total invoice if payment by the state agency is prompt and (2) the maximum number of calendar days invoice must be paid to be considered prompt.

_____% discount if invoice is paid within maximum of _____ calendar days.

5.4 Length of Time for Program Implementation for Having an Operational Residential Facility: The offeror shall indicate length of time required for program implementation, expressed as number of calendar days after notification of contract award, not to exceed 180 calendar days. In the event the offeror does not specify a number of calendar days, the state shall assume 180 calendar days.

_____1_____ Calendar Days

6. PRICING PAGE

6.1 **Residential Facility Services** - The offeror shall provide the following firm, fixed price per residential slot (one bed for twenty-four (24) hours each day of the contract period which shall be reserved for the exclusive use of the state agency and which is actually utilized by an offender) in the table below for providing residential facility services in accordance with the provisions and requirements of this RFP. (C/S Code: 95236)

Firm, Fixed Price Per Residential Slot: $__144.46_____

6.1.1 **Proposed Number of Slots** - The offeror must quote the minimum number of residential slots, which shall not be less than 10, and the maximum number of residential slots for which the firm, fixed price per residential slot is applicable. The offeror shall not submit multiple prices ("sliding scale") within a range of residential slots. A sliding scale shall not be accepted.

The prices quoted shall be applicable to a minimum of _10_____ *(must not quote less than 10)* residential slots through a maximum of __19_____residential slots.

6.1.2 **Price Breakdown** - The offeror must provide an itemized price breakdown, for analysis purposes, of the above quoted firm, fixed price per residential slot. The total of the components below must equal the firm, fixed price per residential slot stated above. In the event of a discrepancy, the above quoted firm, fixed price per residential slot shall govern. "Included in base" shall not be an acceptable entry.

Security	**$ 47.68**
Drug Testing	**$ 4.34**
Room and Board	**$ 69.32**
Case Management Services	**$ 8.67**
Administrative/Other	**$ 14.45**
FIRM, FIXED PRICE PER RESIDENTIAL SLOT	**$144.46**

6.2 **Renewal Option Pricing** - The offeror must indicate below the maximum allowable percentage of price increase or guaranteed minimum percentage of price decrease applicable to the above pricing for the renewal option years. If a percentage is not proposed (e.g. left blank, page not returned, etc.), the state shall have the right to execute the option at the same price(s) proposed for the original contract period. Statements such as "a percentage of the then-current price" or "consumer price index" are NOT ACCEPTABLE.

All increases or decreases shall be calculated against the original contract price, not against the previous year's price. A cumulative calculation shall not be utilized. The offeror shall not quote a maximum increase to exceed 5% for the first renewal period, 10% for the second renewal period, and 15% the third renewal period.

Potential Renewal Period	Maximum Increase		Minimum Decrease
First Renewal Period	Original Price + __3__%	or	Original Price - ____%
Second Renewal Period	Original Price + __6__%	or	Original Price - ____%
Third Renewal Period	Original Price + __9__%	or	Original Price - ____%

~ Do not complete both a maximum increase and a minimum decrease for the same renewal period. ~

Offerors are cautioned that pricing shall remain the same for the renewal options unless the state agency is appropriated additional funds for this service in which case the prices shall be pursuant to the applicable renewal option clauses of this document.

PRICING PAGE (CONTINUED)

4.3 Prompt Payment Discount - The offeror should specify below (1) the percentage of discount applied to the total invoice if payment by the state agency is prompt and (2) the maximum number of calendar days invoice must be paid to be considered prompt.

_____% discount if invoice is paid within maximum of _____ calendar days.

4.4 Length of Time for Program Implementation for Having an Operational Residential Facility: The offeror shall indicate length of time required for program implementation, expressed as number of calendar days after notification of contract award, not to exceed 180 calendar days. In the event the offeror does not specify a number of calendar days, the state shall assume 180 calendar days.

_____1_____ Calendar Days

EXHIBIT A

OFFEROR INFORMATION

The offeror should provide the following information about the offeror's organization:

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

Reality House was established in 1970 by a group of concerned civic leaders who believed that there should be an alternative to sentencing young offenders to the county jail or state prison system. The make-up of the population has changed somewhat over the past 44 years, but the basic mission of an alternative to jail or prison is the same

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

Reality House has evolved with the times and strives to fill a need in the community. We provide services to a number of funding sources, each with different needs, but with the same basic purposes: to provide workable alternatives to incarceration; lessen impact of crime and overcrowding of prisons; rehabilitation in the community rather than in the institutions; and teaching responsible adult behavior and providing assistance in becoming productive members of the community. The Reality House website is located at: www.realityhouse.org. See ORGANIZATION (beginning on page 101)

c.Provide a list of and a short summary of information regarding the offeror's current contracts/clients.

1. **Department of Corrections: Residential facility. We have provided residential services for the Department of Corrections for residential/halfway house services for many years**
2. **Federal Bureau of Prisons: Residential Re-Entry Services. This contract is similar to the State Department of Corrections contract only for federal parolees. The emphasis during their stay is supervision, employment, and home plan.**
3. **Boone County: Alternative Sentencing. This program is designed to offer counseling, education, employment assistance, and community support to men who are sentenced to one of the Alternative Sentencing Courts—Drug Court, Mental Health Court, DWI Court, and Veterans Court.**
4. **Boone County: Inmate Housing. This program provides housing to low risk, misdemeanant offenders who are serving commit time at the Boone County Jail. It is utilized when the jail is overcrowded.**
5. **Boone County: Work Release. This program is designed to offer an alternative to jail incarceration per state stature RSMO 221.170**
6. **United States Probation Office and Federal Bureau of Prisons: This program is designed to offer substance abuse and mental health counseling and drug testing services to men and women who are on federal supervision.**

d.List, identify, and provide reasons for each contract/client gained and lost in the past 2 years.

Reality House was awarded a contract to provide tracking services to the Boone County Veterans Court. We also began providing Moral Reconation Therapy classes for the Boone County Juvenile Courts.

e.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.

The Reality House Programs, Inc. Board of Directors is made up of ten community members who have an interest in the mission of RHP, Inc. The top departmental management has a combined 48 years with Reality House Programs, Inc. We are a certified agency with the Department of Mental Health Division of Alcohol and Drug Abuse.

f.Provide a list summarizing any pending or final legal proceedings involving you or your company that took place in any court of law, administrative tribunal or alternative dispute resolution process that was filed, settled or gone to final judgment within the last three (3) years. The summary need not disclose confidential information of a disputed allegation of fact or law, but must contain the allegations made and/or contested or findings of the court of law, tribunal or dispute resolution process. Failure to provide a full and accurate summary of legal proceedings may result in rejection of the proposal or termination of any subsequent contract.

There is no pending litigation, civil or criminal judgment, bankruptcy proceedings, etc. that could affect our ability to perform.

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

Audited financial statements are submitted with this proposal.

EXHIBIT B

CURRENT/PRIOR EXPERIENCE

The offeror should copy and complete this form documenting the offeror and subcontractor's current/prior experience considered relevant to the services required herein. In addition, the offeror 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.

Offeror Name or Subcontractor Name: (if reference is for a Subcontractor):	**Reality House Programs, Inc.**
Reference Information (Current/Prior Services Performed For:)	
Name of Reference Company/Client:	Boone County Sheriff Department
Address of Reference Company/Client:	2121 County Drive Columbia, MO 65202
Reference Contact Person Name, Phone #, and E-mail Address:	Sheriff Dwayne Carey, 573-875-1111 dcarye@boonecountymo.org
Title/Name of Service/Contract	Boone County Community Shock
Dates of Service/Contract:	2/1998 – 4/2005
If service/contract has terminated, specify reason:	Grant funding expired
Size of Service such as: ✓ Number of Individuals Being Served ✓ Total Annual Value/Volume	Average number served annually = 48 $198,373 Annually
Size of Service/Contract (in terms of offeror's total amount of business)	
Description of Services Performed, such as: ✓ Population Served ✓ Type of Services Performed ✓ Geographic Area Served ✓ Offeror's specific duties and strategic objective	Residential treatment services for Boone County probationers involving intense supervision and therapy. Program was designed as an alternative to incarceration in a Department of Corrections treatment center.
Personnel Assigned to Service/Contract (include position title):	Security Officers, Counselor, Clinical Director, Executive Director, Administrative Director, Administrative Assistant, Kitchen Manager
Attach sample of results/work, if applicable	

EXHIBIT B

CURRENT/PRIOR EXPERIENCE

The offeror should copy and complete this form documenting the offeror and subcontractor's current/prior experience considered relevant to the services required herein. In addition, the offeror 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.

Offeror Name or Subcontractor Name: _**Reality House Programs, Inc.**_
(if reference is for a Subcontractor):

Reference Information (Current/Prior Services Performed For:)

Name of Reference Company/Client:	Boone County Sheriff Department
Address of Reference Company/Client:	2121 County Drive Columbia, MO 65202
Reference Contact Person Name, Phone #, and E-mail Address:	Sheriff Dwayne Carey, 573-875-1111 dcarey@boonecountymo.org
Title/Name of Service/Contract	Boone County Inmate Trustee Program
Dates of Service/Contract:	9/1998 – Present
If service/contract has terminated, specify reason:	
Size of Service such as: ✓ Number of Individuals Being Served ✓ Total Annual Value/Volume	Number served annually = 241 $114,786 Annually
Size of Service/Contract (in terms of offeror's total amount of business)	Approximately 8% of total
Description of Services Performed, such as: ✓ Population Served ✓ Type of Services Performed ✓ Geographic Area Served ✓ *Offeror's specific duties and* strategic objective	Monitoring and supervision of Boone County inmate trustees. Program is designed to assist Boone County Sheriff Department by housing low risk inmates serving commit time in periods of jail overcrowding.
Personnel Assigned to Service/Contract (include position title):	Security Officers; Security Managers; Security Director; Executive Director; Administrative Director; Administrative Assistant; Kitchen Manager

EXHIBIT B

CURRENT/PRIOR EXPERIENCE

The offeror should copy and complete this form documenting the offeror and subcontractor's current/prior experience considered relevant to the services required herein. In addition, the offeror 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.

Offeror Name or Subcontractor Name: __**Reality House Programs, Inc.**_____
(if reference is for a Subcontractor):

Reference Information (Current/Prior Services Performed For:)

Name of Reference Company/Client:	Boone County Sheriff Department
Address of Reference Company/Client:	2121 County Drive Columbia, MO 65202
Reference Contact Person Name, Phone #, and E-mail Address:	Sheriff Dwayne Carey, 573-875-1111 dcarey@boonecountymo.org
Title/Name of Service/Contract	Boone County Work Release Program
Dates of Service/Contract:	2/1998 - Present
If service/contract has terminated, specify reason:	
Size of Service such as: ✓ Number of Individuals Being Served ✓ Total Annual Value/Volume	Number served annually = 109 $78,665 Annually
Size of Service/Contract (in terms of offeror's total amount of business)	Approximately 1% of total
Description of Services Performed, such as: ✓ Population Served ✓ Type of Services Performed ✓ Geographic Area Served ✓ Offeror's specific duties and strategic objective	Monitoring and supervision of Boone County Work Release participants sentenced under RSMo 221.170
Personnel Assigned to Service/Contract (include position title):	Security Officers; Security Managers; Security Director; Executive Director; Administrative Director; Administrative Assistant; Kitchen Manager

EXHIBIT B

CURRENT/PRIOR EXPERIENCE

The offeror should copy and complete this form documenting the offeror and subcontractor's current/prior experience considered relevant to the services required herein. In addition, the offeror 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.

Offeror Name or Subcontractor Name: __**Reality House Programs, Inc.**_____
(if reference is for a Subcontractor):

Reference Information (Current/Prior Services Performed For:)

Name of Reference Company/Client:	Alternative Sentencing Court, 13th Judicial Circuit
Address of Reference Company/Client:	607 E. Ash Columbia, MO 65201
Reference Contact Person Name, Phone #, and E-mail Address:	Michael A. Princivalli, 573-886-4181 Michael.Princivalli@courts.mo.gov
Title/Name of Service/Contract	Specialized Treatment Court
Dates of Service/Contract:	3/2003 – Present
If service/contract has terminated, specify reason:	
Size of Service such as: ✓ Number of Individuals Being Served ✓ Total Annual Value/Volume	Number served annually = 160 $273,995 Annually
Size of Service/Contract (in terms of offeror's total amount of business)	Approximately 10% of total
Description of Services Performed, such as: ✓ Population Served ✓ Type of Services Performed ✓ Geographic Area Served ✓ Offeror's specific duties and strategic objective	Housing, monitoring, supervision, and substance abuse treatment of probationers who have been admitted to a specialized treatment court in the 13th Judicial Circuit.
Personnel Assigned to Service/Contract (include position title):	Security Officers; Security Managers; Security Director, Executive Director; Administrative Director; Administrative Assistant; Kitchen Manager; Clinical Director; Counselor

EXHIBIT B

CURRENT/PRIOR EXPERIENCE

The offeror should copy and complete this form documenting the offeror and subcontractor's current/prior experience considered relevant to the services required herein. In addition, the offeror 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.

Offeror Name or Subcontractor Name: __**Reality House Programs, Inc.**_____
(if reference is for a Subcontractor):

Reference Information (Current/Prior Services Performed For:)

Name of Reference Company/Client:	Department of Corrections
Address of Reference Company/Client:	Probation and Parole, District 6 1500 Vandiver, Columbia, MO 65202
Reference Contact Person Name, Phone #, and E-mail Address:	Kristi Gross/Derek Davidson 573-441-5863 Kristi.gross@doc.mo.gov
Title/Name of Service/Contract	Residential Facility Services
Dates of Service/Contract:	Current Contract 07/2007 - Present
If service/contract has terminated, specify reason:	
Size of Service such as: ✓ Number of Individuals Being Served ✓ Total Annual Value/Volume	Number served annually = 150 $415925 Annually
Size of Service/Contract (in terms of offeror's total amount of business)	Approximately 40% of total
Description of Services Performed, such as: ✓ Population Served ✓ Type of Services Performed ✓ Geographic Area Served ✓ Offeror's specific duties and strategic objective	Residential services for probationers and parolees involving intensive supervision and case management for offenders in the central catchment area.
Personnel Assigned to Service/Contract (include position title):	Security Officers; Security Managers; Case Manager; Executive Director; Security Director; Administrative Assistant; Kitchen Manager, Human Resources Manager; Van Driver

EXHIBIT B

CURRENT/PRIOR EXPERIENCE

The offeror should copy and complete this form documenting the offeror and subcontractor's current/prior experience considered relevant to the services required herein. In addition, the offeror 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.

Offeror Name or Subcontractor Name: **_Reality House Programs, Inc._**
(if reference is for a Subcontractor):

Reference Information (Current/Prior Services Performed For:)

Name of Reference Company/Client:	Federal Bureau of Prisons
Address of Reference Company/Client:	Kansas City CCM 400 State Avenue, Tower II, 8th Floor Kansas City, KS 66101-2421
Reference Contact Person Name, Phone #, and E-mail Address:	Annie Paris 913-551-1115 aparis@bop.gov
Title/Name of Service/Contract	Residential Reentry Center
Dates of Service/Contract:	4/2006 - Present
If service/contract has terminated, specify reason:	
Size of Service such as: ✓ Number of Individuals Being Served ✓ Total Annual Value/Volume	Number served annually = 135 $505,386 Annually
Size of Service/Contract (in terms of offeror's total amount of business)	Approximately 41% of total
Description of Services Performed, such as: ✓ Population Served ✓ Type of Services Performed ✓ Geographic Area Served ✓ Offeror's specific duties and strategic objective	Residential and treatment services for federal parolees involving intensive supervision and case management for offenders in the central catchment area. This area includes Boone and surrounding counties.
Personnel Assigned to Service/Contract (include position title):	Federal Program Director; Federal Case Manager; Social Services Coordinator; Security Officers; Security Managers; Security Director; Administrative Assistant; Human Resources Manager; Executive Director; Kitchen Manager

EXHIBIT C

EXPERTISE OF PERSONNEL (OTHER KEY STAFF)

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

Title of Position: Executive Director	
Name of Person:	Michelle B. Thompson**
Educational Degree (s): include college or university, major, and dates	1985-1987 Arkansas State University-Jonesboro, Bachelor of Science Accounting
License(s)/Certification(s), #(s), expiration date(s), if applicable:	CPR/First Aid Instructor #18115
Specialized Training Completed. Include dates and documentation of completion for all required training identified in this document:	CPR/First Aid Instructor Recertification Training, May 2014 Various trainings conducted by Federal Bureau of Prisons, US Department of Justice, and MO Department of Corrections
# of years experience in area of service proposed to provide:	27 Years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Reality House employee since 1993 (21 years)
Describe this person's responsibilities over the past 12 months.	Manage the day-to-day administrative operations of the corporation. Direct supervisor of the Human Resources Manager. Direct involvement with offender fees collection and facility maintenance. Direct involvement in offender dispute resolution and ensuring the health and comfort of offenders in the facility
Previous employer(s), positions, and dates	1998-Present Administrative Director Reality House Programs, Inc. 1993-1998 Business Manager Reality House Programs, Inc. 1987-1993 Staff Accountant and Student, Various public accounting firms in Arkansas, Alabama, and Missouri
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Social Work	
✓ Counseling	
✓ Criminal Justice	
✓ Correctional Residential Facilities	1993-Present

****A New Executive Director is expected to be in place by January 1, 2015. The credentials of the new Executive Director will meet or exceed the credentials of the current Executive Director. Approval of the new ED shall be received prior to the substitution of personnel.**

EXHIBIT C, continued

EXPERTISE OF KEY PERSONNEL, OTHER KEY PERSONNEL
(Copy and complete this table for each key person proposed)

Title of Position: Case Manager	
Name of Person:	John Barrow
Educational Degree (s): include college or university, major, and dates	1997 Bachelor of Science Psychology, Truman State University, Kirksville MO
License(s)/Certification(s), #(s), expiration date(s), if applicable:	
Specialized Training Completed. Include dates and documentation of completion:	QMRP, Department of Mental Health 2002 Various trainings by Department of Mental Health and Department of Corrections
# of years experience in area of service proposed to provide:	13 years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Reality House employee since 2008 (6 years).
Describe this person's responsibilities over the past 12 months.	Case Manager for Department of Corrections parolees
Previous employer(s), positions, and dates	1998-2003 Homemaker Aid/ Advanced Care Support Staff, Kirksville MO; 2001-2002 Direct Care Staff, Personal Care Services Kirksville MO; 2002-2004 QMRP Case Worker, Personal Care Services Kirksville MO; 2003-2004 Lead Staff House Manager, Personal Care Services Kirksville MO 2008-2013 Security Officer, Reality House Programs, Inc. 2013-Present Case Manager Reality House Programs, Inc.
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Social Work	2001 - 2004
✓ Counseling	
✓ Criminal Justice	2008 – Present
✓ Correctional Residential Facilities	2008 - Present

EXHIBIT C (CONT'D)

EXPERTISE OF PERSONNEL (OTHER KEY STAFF)

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

Title of Position: Administrative Assistant	
Name of Person:	Heather East
Educational Degree (s): include college or university, major, and dates	1995 Columbia College, Bachelor of Science Criminal Justice
License(s)/Certification(s), #(s), expiration date(s), if applicable:	
Specialized Training Completed. Include dates and documentation of completion for all required training identified in this document:	Various trainings conducted by the Federal Bureau of Prisons and MO Department of Corrections
# of years experience in area of service proposed to provide:	20 Years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Reality House employee since 2002 (12 Years)
Describe this person's responsibilities over the past 12 months.	Manage day-to-day administrative operations of the corporation. Direct involvement with offender fees collections and billing. Direct involvement in offender dispute resolution and ensuring the health and comfort of offenders in the facility.
Previous employer(s), positions, and dates	2002-Present Administrative Assistant, Reality House Programs, Inc. 1997-2002 Probation and Parole District 6, Columbia, MO 1995-1997 Legal Secretary, Boone County Prosecutor
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Social Work	
✓ Counseling	
✓ Criminal Justice	1995-Present
✓ Correctional Residential Facilities	2002-Present

EXHIBIT C, continued

EXPERTISE OF KEY PERSONNEL, OTHER KEY PERSONNEL
(Copy and complete this table for each key person proposed)

Title of Position: ***Security Director***	
Name of Person:	Mike Hayes
Educational Degree (s): include college or university, major, and dates	1985 David H. Hickman High School 1987 AA General Studies Kaskaskia Community College, Centralia IL 1994 BA Sociology Western Illinois University, Macomb IL
License(s)/Certification(s), #(s), expiration date(s), if applicable:	
Specialized Training Completed. Include dates and documentation of completion:	Numerous trainings conducted by Columbia Police Department, Federal Bureau of Prisons, Boone County Sheriff Department, MO Department of Corrections
# of years experience in area of service proposed to provide:	24 Years
Describe person's relationship to offeror. If employee, # of years. If subcontractor, describe other/past working relationships	Reality House employee since 2011. (3 years) Current Security Director Reality House Programs, Inc.
Describe this person's responsibilities over the past 12 months.	Manage day to day security operations of the corporation. Safety and security of participants, staff, guests, and surrounding community with primary emphasis on accountability of the corporation's participants.
Previous employer(s), positions, and dates	2013-Present Security Director Reality House Programs, Inc. 2011-2013 Social Service Coordinator Reality House Programs Inc. 1990-1991 Community Service Aide, Columbia Police Dept 1991-2011 Police Officer, Columbia Police Dept.
Identify specific information about experience in:	Clearly identify the experience, provide dates, describe the person's role and extent of involvement in the experience
✓ Social Work	1990-Present
✓ Counseling	
✓ Criminal Justice	1990-Present
✓ Correctional Residential Facilities	2011-Present

EXHIBIT D

PERSONNEL EXPERTISE SUMMARY

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

Personnel	Background and Expertise of Personnel and Planned Duties
1. _Chante Wright_____ (Name) _Human Resources Manager_____ (Title) _Employee Hiring and Training_____ (Proposed Role/Function)	1998 David H. Hickman High School; 2005 MO Highway Patrol Supervisory School Various trainings conducted by Boone County Sheriff Dept, Federal Bureau of Prisons, and MO Dept. of Corrections. 1998-2010 Sgt. Boone County Sheriff's Department 2011-2011 Administrative Assistant, Reality House Prog. Inc. 2011-Present Human Resource Manager RHP Manage day-to-day administrative operations of the corporation. Direct involvement with offender fees collections and billing. Direct involvement in offender dispute resolution and ensuring the health and comfort of offenders in the facility. Manage employment staffing, training, and contract compliance of RHP, Inc.
2. _Rodney Walker_____ (Name) __Administrative Assistant_____ (Title) __Fees Collection/Data Entry_____ (Proposed Role/Function)	2014 Bachelor of Science Human Services and Business Administration – Columbia College; Various trainings conducted by the Federal Bureau of Prisons and MO Department of Corrections. 2005-2013 Crew Trainer, McDonald's, Columbia, MO 2008-2013 Assistant Manager, McDonald's, Columbia, MO 2010-2013 Direct Support Professional, Woodhaven, Columbia MO 2013 – Present Administrative Assistant, Reality House Programs, Inc. Direct involvement with offender fees collections and billing. Direct involvement in offender dispute resolution and ensuring the health and comfort of offenders in the facility.
3. _LaToya Skillman_____ (Name) _Kitchen Manager_____ (Title) _Food Service_____ (Proposed Role/Function)	2003 Rock Bridge High School 2013 Sanitation Training for Food Service Managers, Columbia Career Center 2013 Present Kitchen Manager, Reality House Programs, Inc 2011-2013 Cook, Boone County Jail, Columbia, MO 2006-2011 Deli Associate, Wal Mart, Columbia MO Manage day to day food service operation of 85 bed facility which includes the management of food, subsistence items, and equipment, corporate food service contract compliance, and cleanliness.

4. _Brian Luke_____ (Name) _Security Manager_____ (Title) _Oversight of Security Officers/Security Administration____ (Proposed Role/Function)	GED 1995 2007-2007 Security Officer I, Reality House Programs, Inc. 2007 – Present Security Manager, Reality House Programs, Inc. Oversight of security officers and management of day to day safety and security of participants, staff, guests, and surrounding community with emphasis on accountability of participants.
5. _Gary Burhans_____ (Name) _Security Manager_____ (Title) _Oversight of Security Officers/Security Administration_____ (Proposed Role/Function)	1976 George S. Parker Sr. High School, Janesville WI 1993 AA Police Science, Blackhawk Technical College Rock-Green County, WI 2012-Present Security Manager, Reality House Programs, Inc. 2010-2012 Asst. Shift Leader, Wendy's Boonville MO 2008-2010 Security, Isle of Capri Boonville MO 1999-2008 Loading, Wal Mart MO and WI 1980-1998 Police Officer, Walworth, WI 1981-1998 Water Patrol Geneva Lake, WI Oversight of security officers and management of day to day safety and security of participants, staff, guests, and surrounding community with emphasis on accountability of participants.
6. _Ramon Davis_____ (Name) _Security Manager_____ (Title) _Oversight of Security Officers/Security Administration_____ (Proposed Role/Function)	1999 Victor Valley HS, California 2014-Present Security Manager Reality House Programs, Inc. 2013-2014 Van Driver Reality House Programs, Inc. 2013-Present Van Driver Step of Faith Church of God in Christ 2011-Present Personal Care Attendant Service for Independent Living Oversight of security officers and management of day to day safety and security of participants, staff, guests, and surrounding community with emphasis on accountability of participants.
7. _Rodney Spencer_____ (Name) _Van Driver_____ (Title) _Transport_____ (Proposed Role/Function)	1978 Central High School, St. Louis MO 2008-Present Van Driver Reality House Programs, Inc 1999-Present Refuse Collector III, City of Columbia 2000-2008 Shelter Monitor, Salvation Army Columbia MO 1996-1999 Maintenance, Wahrenberg Theaters St. Louis MO Day to day safety, security, and accountability of corporation's participants while transporting. Oversight of manufacturer's required maintenance and upkeep of the van, fueling, and cleanliness.
8. _Mike Sanders_____ (Name) _Van Driver_____ (Title) _Transport_____ (Proposed Role/Function)	1999 GED 2011-Present Van Driver Reality House Programs, Inc. 2010-2011 Federal Tracker Reality House Programs, Inc. 2007-2010 Security Officer, Reality House Programs, Inc. Day to day safety, security, and accountability of corporation's participants while transporting. Oversight of manufacturer's required maintenance and upkeep of the van, fueling, and cleanliness.

9. _8 FTE_____ (Name) _Security Officer I_____ (Title) _Facility Security_____ (Proposed Role/Function)	Minimum HS Diploma or GED and two year's work experience. Must not be under Local, State, or Federal supervision. Manage day to day safety and security operations of the corporation. Direct involvement with offender safety and security. Direct involvement in offender dispute resolution, admission and discharge of offenders and enforcement of house rules.

EXHIBIT E

DESCRIPTIONS/QUALIFICATIONS OF POSITIONS

Title:
General Description:
Reports to (job title):
Job Duties: **Section 13—Hiring, Training, and Job Descriptions**
Education Requirements:
Experience Requirements:

EXHIBIT F
METHOD OF PERFORMANCE

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

1. Identify the region (St. Louis, Columbia, or Kansas City) the residential facility is located in and total number of offenders proposing to serve. **Reality House is located in Columbia, MO and is proposing 24 contracted slots.**

2. For a residential facility(ies) that is proposed and/or not yet operational, submit maps, layouts, and handouts describing the site(s) and the adjoining neighborhood(s), and information on the bus service to the site, including schedules. **Map and other facility information is located in the Attachments section of this proposal. The city bus stop (CoMo Connect) is at the end of our driveway. A CoMo Connect map is located with facility diagrams and photos in the Attachment section of this proposal.**

3. Provide floor plans for any operational or proposed residential facility. **Floor plans are found in the attachment section of this proposal.**

   - Describe all of the offeror's proposed buildings and equipment to be utilized for services.
   - Identify how the residential facility will provide sleeping arrangements.

4. Provide the following documentation or letter(s) of justification. If such documents are not provided, provide justification for not including with the proposal. **All of the following required documentation is submitted with this proposal.**

   4.1 Letter of approval of safe operation from appropriate jurisdictional fire marshal for the current fiscal year.

   4.2 Local health department inspection for the current fiscal year if required by the local jurisdiction. If not required by the local jurisdiction, provide official documentation from the local government stating it is not required and why it is not required.

   4.3 Copy of the most recent (less than three years old) local building code inspection or license demonstrating compliance, if the license requires an inspection.

   4.4 "Verification of Approved Zoning," (Attachment #1) or an official document from the local jurisdiction documenting the residential facility is not located in an unincorporated are of the county or within a city where the zoning has been designated for single-family residency use or occupancy.

   4.5 Copy of the most recent financial audit.

   4.6. Submit proof of ADAAG compliance.

5. Identify all daycare facilities or schools within 1000 feet, all public parks with playground equipment and public swimming pools within 500 feet of the proposed residential facility. **There are no daycare facilities, schools, playgrounds, or swimming pools within 500 feet of our facility.**

Information regarding #6-18 is referenced following #31.

6. Describe how the residential facility will provide a clean, safe, and healthy environment. In addition, describe the pest and rodent control inspection and fumigation plan. Provide a copy of the most recent inspection.

7. Describe the following within the residential facility:

7.1 Sleeping arrangements

EXHIBIT F, continued

7.2 Furniture, furnishings and equipment
7.3 Toilets, washbasins, and showers/shower bays/baths
7.4 Laundry equipment
7.5 Recreation
7.6 Visiting area
7.7 State agency office space

8. Describe the security policy, protocol and process.

9. Describe procedures for meeting potential emergencies and disasters such as fires, natural disasters, and emergencies relating to the offenders and personnel.

10. Provide a detailed description how room checks will be conducted within the residential facility to ensure the safety of offenders and the integrity of programming.

11. Identify the plan for accountability of offenders.

12. Provide a copy of the house rules/resident handbook.

13. Identify the process for resolving complaints and grievances relating to the residential facility.

14. Describe the following offender services:

14.1 Interpretive Services/Special Requirements
14.2 Orientation
14.3 Personal property
14.4 Linen and laundry services
14.5 Food service and offender prepared meals. The offeror should specifically address the plan for meeting special dietary needs especially those related to medical needs, such as diabetes and taking psychotropic medicines during times other than meal time.
14.6 Visitation
14.7 Drug testing and breath analysis
14.8 Sign-In and Sign-Out
14.9 Free time/pass procedures
14.10 Health care
14.11 Case management. Identify the case manager to offender ratio.
14.12 Job development and maintenance
14.13 Savings

15. Identify the plan for transportation to meet the needs of the offenders. If the proposed residential facility is not within 1/4 mile of a bus stop or other form of public transportation, the offeror should identify the proposed type of transportation and the transportation schedule. The offeror should provide the hours of operation of the public transportation.

16. Describe plans for recruiting and retaining a diverse staff.

17. Submit a personnel plan for each residential facility. The personnel plan should list the various positions proposed and the number of personnel proposed for each of the positions. The offeror should also provide job descriptions, Exhibit E, for each of the proposed positions. The job descriptions shall be tailored for uniform usage throughout all residential facilities and shall reflect lines of authority and reporting levels consistent with the provisions stated in Exhibit H, Individual Personnel Percentage of Work Time. (For

purposes of this document, a Full Time Equivalent Employee (FTE) is equal to 2080 annual on-site work hours.)

EXHIBIT F, continued

18. Describe personnel policies and procedures for the residential facility.

See Organizational Chart (Page 106)

19. Organizational Chart - The offeror should provide an organizational chart showing the staffing and lines of authority for the key personnel to be used. The organizational chart should include (1) The relationship of service personnel to management and support personnel, (2) The names of the personnel and the working titles of each, and (3) Any proposed subcontractors including management, supervisory, and other key personnel.

    - The organizational chart should outline the team proposed for this project and the relationship of those team members to each other and to the management structure of the offeror's organization.

    Along with a detailed organizational chart, the offeror should describe the following:

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

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

Information regarding #20-30 is referenced following #31 in Section 2 of the RFP.

20. Describe the training curriculum for security personnel and case managers.

21. Describe the method, protocol, and/or procedure for report delivery, and the provision of adequate time and attendance documentation.

22. Identify any specific reports to be utilized.

23. Plans for coordination between the offeror and the state agency on all program issues, from staffing and personnel issues to quality of care issues.

24. Describe all record keeping and billing methods including bookkeeping and auditing procedures and billing and fee collection systems.

25. Submit documentation or evidence of possessing multiple contracts which includes the contract number and whom the contract is with. If the personnel proposed are providing services for the existing contracts, identify by each individual the contract for which providing services and the percentage of personnel time, Exhibit H, for each contract for which assigned. Identify if and/or how the duplication of personnel will affect the performance of proposed services for the contract.

26. Describe the goals the offeror's program will work toward.

27. Describe outcomes and performance measure data.

28. Discuss the methods to assist the offender in reintegration into the community. Identify and provide evidence of partnerships with organizations that will aid the offender in an array of assessed problem areas,

EXHIBIT F, continued

actively participating in the reentry process, and working with the state agency on performance measures. Provide evidence of any established partnerships.

28.1 Discuss the methods to utilize external resources for offenders referred to the residential facility; including how linkage with those resources will meet offenders' needs in a timely manner, provide appropriate intervention, treatment and programming to correct problem areas, and provide continuity of care resources as it relates to the reentry process.

29. Identify provision of services by subcontract agencies, including the names and addresses of the agencies providing the services, as well as the specific types of services proposed.

30. Identify the types and levels of insurance that will be carried with special emphasis on professional liability insurance.

Reentry services will be provided to Missourians by Missourians. Because both residents and employees are consumers, the economic impact will be positive. Reality House has been providing services for over forty-four (44) years.

31. Economic Impact to Missouri - the offeror should describe the economic advantages that will be realized as a result of the offeror performing the required services. The offeror 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.
- Provide a description of the economic impact returned to the State of Missouri through tax revenue obligations.
- 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.

2. CONTRACTUAL REQUIREMENTS

The RHP Executive Director agrees to compliance with all of the requirements of this RFP. Where we deem it necessary, an explanation or description of our proposed services has been provided. Attached to this proposal are the applicable sections of the Reality House Programs, Inc. (RHP) Operations Manual.

2.1 General Requirements:

2.1.1 The contractor shall provide and maintain a residential facility in the State of Missouri for the Department of Corrections, Division of Probation and Parole (hereinafter referred to as the "state agency") for the purpose of providing short term residential services for male and/or female offenders (hereinafter referred to as "offenders") in accordance with the provisions and requirements stated herein.

a.The contractor shall maintain a residential housing facility in a community environment, which is located in an approved location and which shall meet the requirements of sections 217.430 and 217.777, RSMo.

b.The contractor shall not provide a residential facility that is located in any unincorporated area of a county or within a city where the zoning is for single-family residence use without documented evidence of official approval of the governing body of the county or city for operating a residential housing facility for adult offenders.

1)The residential facility may be attached to or be a part of an existing program; however, the state agency must be able to distinguish one program from the other and the contractor shall assign dedicated staff for the services required herein.

c. If the contractor provides multiple programs within a single location, residents offenders served under the contract must be separate and distinct, particularly in sleeping areas (bedrooms, dorms).

d.The contractor's residential facility must be located in one of the following geographic regions:

1)Kansas City – For purposes of this document, the Kansas City geographic area shall be defined as Jackson County.
2)St. Louis – For purposes of this document, the St. Louis geographic area shall be defined as St. Louis County or the City of St. Louis.
3)Columbia – For purposes of this document, the Columbia geographic area shall be defined as Boone County.

RHP is offering to provide services within the city limits of Columbia, and is located at 1900 Prathersville Road, 65202. The residential facility is appropriately zoned, is owned by the citizens of Boone County, and has been leased to RHP by the Boone County Commission for a period of thirty years (lease expires July 17, 2028). RHP operates several programs; however all are in distinct areas of the facility. The area of the facility utilized for satisfaction of this proposal is described as the "Attached Building" for male offenders and "East Wing" for female offenders. See <u>FACILITIES</u> (Page 282) for a detailed description of how RHP offers to meet the expectations of this section.

2.1.2 The contractor shall provide the number of residential slots as stated in the Notice of Award. However, if requested by the state agency, the contractor shall provide additional residential slots, up to the maximum number of residential slots proposed by the contractor on the Pricing Page.

a.A residential slot shall be defined as one bed for twenty-four (24) hours each day of the contract period which shall be reserved for the exclusive use of the state agency and which is actually utilized by an offender.

b.During the course of the contract, the contractor shall cooperate with the state agency in making space available to allow for the maximum utilization of the contracted number of residential slots.

RHP is offering 24 residential slots, but will make available additional "overflow" slots to the state agency. In times of high volume, RHP staff will fill the overflow beds in an effort to maintain an average 100% utilization of contracted slots.

2.1.3 The contractor shall agree and understand that the state agency shall have the sole responsibility for referring and placing offenders in the contractor's residential facility.

a.The state agency will identify, refer and place offenders at the residential facility. The state agency will place offenders in accordance with the state agency's internal policies and procedures.

b.The contractor shall not have exclusion criteria. The contractor's facility shall be open to all offenders, including sex offenders, found eligible for residential facilities through the state agency's criteria.

All of the contracted slots will be maintained for the exclusive use of the state agency and will not be utilized by RHP for any other purpose. The Case Manager will confer daily with the state agency's Liaison Officer to establish an offender referral list. No offender deemed appropriate by the Liaison Officer will be excluded by any RHP staff

2.1.4 Unless otherwise specified by the state agency, the normal length of stay per offender is based on the offender's case management plan (described in Offender Services, Case Management elsewhere herein) and is between thirty (30) and one hundred twenty (120) days.

a.The state agency, at its discretion, may extend or advance an offender in the residential facility.

b.The contractor shall not, under any circumstances, release or terminate any offender. Release and/or termination of offenders shall be at the sole discretion of the state agency.

The Case Manager will confer daily with the state agency's Liaison Officer to establish an offender case management plan. The case management plan may include extended or shortened stay, and the possibility unplanned release, all to be determined solely by the Liaison Officer.

2.1.5 The contractor shall understand and agree that all services shall be performed to the sole satisfaction of the state agency and that the state agency shall act as the final judge of the quality of the contractor's performance under the contract.

a.The contractor agrees that disputes arising from conflicts with state agency policies and procedures or other provisions of the contract shall be resolved by the state agency.

2.1.6 The contractor shall comply with the Fair Labor Standard Act, Equal Opportunity Employment Act, and any other federal and state laws, rules, regulations and executive orders to the extent that these may be applicable and shall insert the foregoing provision in all subcontracts.

2.2 Implementation Requirements:

2.2.1 The contractor must begin providing all services within the length of time specified by the contractor on the Pricing Page.

a.Required Documentation - Prior to the state agency placing offenders in the contractor's residential facility and by no later than thirty (30) calendar days after the state agency authorization to proceed with services, if such documents are not included with the contractor's awarded proposal, the contractor must submit the following documents to the Department of Corrections, Post Office Box 236, Jefferson City, MO 65102. The state agency will not refer or place any offenders with the contractor nor shall the contractor be paid for any residential slot until all the documents described below are received and approved by the state agency. Failure to submit such documents within the required time period shall be sufficient cause to cancel the contract immediately after such date without prior notice.

- A letter of approval of safe operation from appropriate jurisdictional fire marshal for the current fiscal year.
- A local health department inspection for the current fiscal year if required by the local jurisdiction. If not required by the local jurisdiction, the contractor must provide official documentation from the local government stating it is not required and why it is not required.
- A copy of the most recent local building code inspection or a license demonstrating compliance, if the license requires an inspection. The inspection shall not be more than three (3) years old.
- Verification of Approved Zoning" (Attachment #1) or an official document from the local jurisdiction documenting the residential facility is not located in an unincorporated areA of the county or within a city where the zoning has been designated for single-family residency use or occupancy
- A copy of the most recent financial audit (not over one year old).
- Verification that the facility meets Americans with Disabilities Act Accessibility Guidelines requirements.

1)In the instances where the local, state or federal agency fails to perform its regulatory function in sufficient time to allow submission of any of the required documents identified above, within the required time period and such agencies were notified as required above, the contractor may submit a written request to the state agency for an extension of time to permit the local, state or federal agency to perform its regulatory function. The state agency may grant an extension of time at its sole discretion.

- If the contractor is unable to meet the deadlines for submission of the above described document due to the renovation/construction of the contractor's residential facility, the contractor must submit a request for an extension of time and a detailed time schedule for completion of the residential facility. The state agency may grant an extension of time at its sole discretion.
- In addition to the above documents, the contractor shall also submit a written detailed plan of action for complying with the requirements of the above paragraphs to the state agency. Further, the contractor must agree that unless the plan of action is approved in writing by the state agency, payment shall not be made nor offenders referred or placed by the state agency. The plan of action must include specifics relating to what the contractor shall do to correct any non-conforming items, when it will be done, and how much it will cost.

b.In the event the contractor's residential facility is not operational at time of contract award:

1)The contractor must successfully complete a public hearing as may be required by the state agency. The public hearing must be held in the municipality where the proposed residential facility is located.

2)The contractor must provide all documentation in accordance with the requirements stated above in Required Documentation no later than 120 calendar days after the Division of Purchasing and Material's Management's issuance of the Notice of Award.

Paragraph and Subparagraphs Deleted by Amendment #1

c.Deleted

1)Deleted

2)Deleted

3)Deleted

4)Deleted
The RHP facility is fully operational and all required documentation submitted with this proposal.

2.3 Residential Facility Requirements:

The Residential Facility Requirements are described in the FACILITIES (Page 282) section of the RHP Operations Manual attached to this proposal, unless noted otherwise.

2.3.1 Environment –

a.The contractor's residential facility must provide a clean, safe and healthy environment. The residential facility shall be in good repair, including proper screening for ventilation, with sufficient window coverings to assure the privacy of each offender. All windows must be sealed or must be fitted with screens that are in good repair. All painted surfaces shall be in good condition. All areas and surfaces must be free of undesirable odors.

b.The contractor shall establish an environment consistent with the state agency practices and principles incorporating the Missouri Reentry Process.

2.3.2 Pest and Rodent Control Inspection and Fumigation - The contractor shall have a monthly pest and rodent control inspection and fumigation plan for all storage, and living areas.

a.The contractor shall provide documentation of the agreement between the contractor and the pest and rodent control provider to the state agency upon request.

b.The contractor shall provide documentation verifying monthly pest and rodent control inspections and applications at the request of the state agency.

2.3.3 Sleeping Arrangements - The contractor shall provide a residential facility which meets the following sleeping arrangements:

a.Sleeping arrangements may consist of individual rooms or multiple occupancy rooms.

b.Each offender must have at least forty-eight (48) square feet of contiguous floor space in the sleeping area. In calculating square footage, the contractor shall not include hallways, closets, and bath facilities.

1)The square feet of contiguous floor space shall be computed by using the inside dimensions of the room in which the offender's bed is physically located less that square footage of floor space required by other offenders, if any, and less any walled closet space within the room. Space occupied by moveable objects such as furniture, footlockers, etc., may be included.

c.Sleeping areas designed for more than one person shall include seating in addition to beds. A minimum of one chair or footlocker must be provided for each two (2) offenders.

Paragraph Revised by Amendment #1

d.The contractor shall provide each offender with clothes hanging space equivalent to a rack with a minimum width of eight (8) inches for hanging clothes. In addition, the contractor shall provide a minimum of two (2) drawers in at least a thirty (30) inch wide chest of drawers, or a footlocker or an acceptable equivalent for storage of personal property.

e.The contractor shall provide individual lockable storage with a minimum internal area of 14 inches by 7 inches by 18 inches and locks, free of charge to the offender, for securing personal property within the offender's respective sleeping area.

1)In the event an offender loses the lock/key that was initially provided free of charge, the contractor may charge the offender a reasonable replacement rate for a new lock or key; the replacement rate charged may not exceed the contractor's cost for replacement.

2)If the offender is housed in a single occupancy room with a lockable door, the contractor may consider this as meeting the lockable storage requirement.

f.The contractor shall provide well ventilated sleeping spaces. Well ventilated shall be defined as providing fresh air through a mechanical system.

g.If the contractor is providing services for both male and female offenders, the contractor must keep all personal and sleeping areas physically separated by gender.

h.The contractor shall provide beds based on the state agency direction as obtained from the Prison Rape Elimination Act audits, as described in the Prison Rape Elimination Act Requirements elsewhere herein.

2.3.4 Furniture, Furnishings, and Equipment - The contractor shall supply ample furniture, furnishings, and equipment to accommodate all offenders. Furniture must be constructed for the rough usage experienced in this type of facility. Ample furniture shall be defined to include, but not necessarily be limited to the following:

a.Dining area must contain seating and tables sufficient to accommodate the offenders assigned to the living area during allowable meal time frames.

b.Furniture and furnishings shall be comfortable and maintained in clean condition and good repair. All upholstered furniture should not be torn. If furniture is torn, it must be covered with fitted slipcovers. The slipcovers must be clean and in good repair with no tears. Throws shall not be acceptable to cover torn furniture.

c.Chairs shall not be broken, have cracked frames, or in any other way be unsafe or unsightly.

2.3.5 Toilets, Washbasins and Showers/Shower Bays/Baths –

a.At a minimum, the contractor shall maintain the following in the residential facility:

1) One (1) operable toilet for each ten (10) female offenders, and one operable toilet for each (10) male offenders or a combination of toilets and urinals for every ten (10) male offenders.

2) One (1) operable washbasin for every ten (10) female offenders and one (1) operable washbasin for every ten (10) male offenders.

3) One (1) operable shower/shower bay or bath for every (10) female offenders and one (1) operable shower/shower bay or bath for every (10) male offenders.

b.The minimal operable amount of toilets, washbasins and showers/shower bays/baths must be contained within the same residential facility where the offender resides.

1)Clean, filled and operational hand soap dispensers shall be located at every sink.

2)Clean, filled and operational hand towel dispensers shall be in each bathroom, unless linen is provided to each offender.

2.3.6 Laundry Equipment - The contractor shall provide laundry equipment for the exclusive use of state agency offenders. The contractor shall provide and maintain a minimum of one (1) operating washer and one (1) dryer per twenty (20) offenders.

2.3.7 Recreation - The contractor shall provide a full range of free recreational activities located at the residential facility.

a.For those offenders remaining on premises, the contractor must provide a minimum of three (3) different on-site recreational activities from the activities listed below. At a minimum, the contractor must offer one physical activity on a daily basis. All recreational materials must be provided free of charge and in a sufficient quantity to provide adequate recreation throughout all seasons:

1) Basketball goal and basketball;
2) Billiard/pool table with functional equipment;
3) Board games, including those acceptable for child play;
4) Color television and cable or satellite with a minimum of a basic package;
5) Color television and DVD, offenders must have continuous access;
6) Computer with games and CD ROM;
7) Computerized games with color television;
8) Exercise equipment and benches;
9) Foosball table complete with all necessary equipment;
10) Horseshoe pits with horseshoes;
11) Ping pong table with functional equipment;
12) Volleyball court with net and volleyball; or
13) Other as approved by the state agency.

b.The contractor must provide a separate television for each common living area.

c.The contractor must provide free access to one (1) current daily newspaper per thirty (30) offenders or have access to one (1) computer to forty (40) offenders for job searches.

d.The contractor shall encourage offenders to participate in community activities and involvement (e.g., library, YMCA, etc.).

See PARTICIPANT RULES of CONDUCT beginning on Page 121 for a detailed description of how RHP offers to meet the expectations of this section.

2.3.8 Visiting Area - The contractor shall provide a visiting area within the residential facility where visitation can occur without conflict of other group activities, recreation or programs. Visiting area(s) must be in rooms other than restrooms, sun decks, porches, halls and staff offices. The common area may be used for visiting only during non-scheduled activities.

2.3.9 Americans with Disabilities Act Accessibility Guidelines (ADAAG) Standards - The contractor's residential facility must comply with all applicable ADAAG standards for at least 10% of the residential slots stated in the Notice of Award; no bed may be counted twice in meeting the requirements. The residential facility must meet all applicable ADAAG standards which may be found at http://www.ipa.udel.edu/healthyDEtoolkit/docs/ADAsummaryPlanning209.pdf.

a.In addition, the areas of the contractor's residential facility available to the general public for visiting must meet all applicable ADAAG standards. These standards shall cover, but not be limited to the following areas:

1)Accessible parking;

2)Accessible path of travel into the residential facility and into any public space within the residential facility;

3)Accessible doorways (the clear width of all doorways must be a minimum of 32 inches measured from the door stop to the face of the door; the threshold must not be greater than 1/2 inch) and entry buttons or special devices/handles that open handicap accessible doors;

4)Accessible restroom;

5)Signage indicating the accessible entrance and the location of the accessible restroom; and

6)Fire, smoke and carbon monoxide alarms.

b.If the contractor's residential facility is operational by the effective date of the contract, it must be in full compliance with all applicable ADAAG standards. If the contractor's residential facility is not operational by the effective date of the contract, it must be in full compliance at the time the residential facility becomes operational.

2.3.10 State Agency Office Space - At a minimum, the contractor shall provide an office within the residential facility with an operational telephone, office furniture and lockable storage which shall be accessed and utilized solely by the state agency representatives for day-to-day activities and supervising of offenders while at the residential facility.

2.4 Transitional Facility Renovation Plans:

2.4.1 In the event the contractor desires or is required by circumstances of the state agency to undertake renovation of the residential facility which would temporarily prohibit total compliance with any requirement of the contract, the contractor must submit a detailed renovation plan to the state agency for approval prior to the initiation of the renovation work. Renovation shall be defined as proposed work to the residential facility that would require relocation or disturbance of living space for over a 24 hour period. The contractor must complete the approved renovation plan within the approved time period. At a minimum, the renovation plan must include the following:

a.A description of proposed work;
b.Time schedule including completion date;
c.Paragraph number references to the contract requirements affected by the renovation;
d.Temporary method proposed to meet the needs of the offenders during the period of renovation; and
e.Ability to keep the offender safe from sexual abuse and the measures to ensure such safety.

2.5 Residential Facility Relocation Requirements:

2.5.1 If for any reason the contractor is required to vacate the residential facility and secure a new or different residential facility, the contractor shall immediately notify and submit a relocation plan to the state agency prior to such relocation.

a.The contractor must provide a new or different residential facility equal to or better than the original residential facility.

b.All provisions contained in the implementation requirements related to inspection, documentation, and state agency approval of the newer or different residential facility shall apply.

c.The contractor shall not transfer offenders to the new or different residential facility until all required inspections, documentation, and approvals have been obtained.

d.The contractor must successfully complete a public hearing as may be required by the state agency. The public hearing will be held in the municipality where the proposed residential facility is located.

2.6 Prison Rape Elimination Act (PREA) Requirements:

RHP agrees and understands that PREA requirements are mandatory and shall comply with the requirements of Section 2.6 of this document.

2.6.1 The contractor must be compliance with 28 CFR Part 115.

2.6.2 All of the contractor's employees and agents providing service in the residential facility must be at least 21 years of age. The contractor must maintain a copy of the employees' birth certificate or driver's license in the personnel file.

2.6.3 A Missouri Uniform Law Enforcement System (MULES) or other background investigation shall be required on the contractor's employees and agents before allowing entry into the residential facility. Such investigation shall be equivalent to investigations required of all personnel employed by the state agency. The state agency shall have the right to deny access into the state agency for any of the contractor's employees or agents for any reason. Such denial shall not relieve the contractor of any requirements of the contract.

2.6.4 The contractor's employees and agents under active federal or state felony or misdemeanor supervision must receive written division director approval prior to performing services. Contractors/employees/agents with prior felony convictions and not under active supervision must receive written division director approval in advance.

2.6.5 The contractor, its employees, and others acting under the contractor's control, shall at all times observe and comply with all applicable state statues, state agency rules, regulations, guidelines, internal management policy and procedures, and general orders of the state agency that are applicable, regarding operations and activities in and about all state agency property. Furthermore, the contractor, its agents or employees, shall not obstruct the state agency nor any of its designated officials from performing their duties in response to court orders or in the maintenance of a secure and safe residential environment. The contractor shall comply with the state agency's policy and procedures relating to employee conduct.

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a.The state agency has a zero tolerance policy for any form of sexual misconduct to include staff/contractor/volunteer on offender or offender on offender sexual harassment, sexual assault, sexual abusive contact and consensual sex. Any contractor or contractor's employee or agent who witnesses sexual abuse or sexual harassment must immediately report it to the Chief Operating Office of the residential facility. A contractor or contractor's employee or agent who engages in, fails to report, or knowingly condones sexual harassment or sexual contact with or between offenders shall be grounds for canceling the contract and may subject the contractor or contractor's employee or agent to criminal prosecution.

b.Any contractor, contractor's employee or agent who has engaged in sexual abuse in a prison, jail, lockup, community confinement facility, juvenile facility or other institution shall be denied access into the institution.

2.6.6 The contractor and/or contractor's employees and agents shall not interact with the offenders except as is necessary to perform the requirements of the contract. The contractor and/or contractor's employees and agents shall not give anything to nor accept anything from the offenders except in the normal performance of the contract.

2.6.7 PREA Audits - By no later than 45 calendar days after state agency authorization to proceed with services, the contractor shall complete a Prison Rape Elimination Act (PREA) audit by a state agency approved PREA auditor. The state agency will provide the contractor with a list of PREA auditors. Thereafter, the contractor shall complete a PREA audit every three (3) years.

a.The state agency will conduct PREA reviews twice a year.

b.The contractor shall provide verification of required staffing patterns as identified in the Employee Expense Charged to Contract Exhibit, as outlined in the awarded contract, to the stage agency. Compliance with the staffing patterns will be noted in the state audit tool and verification of completion shall be maintained by the contractor.

2.6.8 PREA Standard Operating Procedure – By no later than sixty (60) calendar days after the state agency authorization to proceed, the contractor shall develop a standard operating procedure regarding PREA assessments and assignments (i.e. education and treatment) and submit to the state agency for final approval. The contractor shall operate in accordance with the state agency approved standard operating procedure. At a minimum, the standard operating procedure shall address the following:

a.Medical and mental health services for victims of sexual abuse, including a Memorandum of Understanding with a victim advocacy center to provide advocacy services to the victim.

b.Provision of medical and mental health evaluation and treatment as recommended (by whom), at no cost to the victim, as approved by the state agency.

c.Access to emergency medical services and treatment at no cost to the victim, as outlined in PREA.

d.Prohibition of all cross-gender strip searches, visual body cavity searches and pat down searches by the contractor. A search or physical examination of a transgender or intersex offender for the sole purpose of determining the offender's genital status shall also be prohibited.

1)The standard operating procedure shall contain a training curriculum, for approval by the state agency, on how to conduct cross-gender pat down and searches of transgender and intersex offenders.

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e.Electronic monitoring systems (closed circuit TV). The contractor's system shall maintain the images for thirty (30) calendar days before the images are overwritten. The contractor shall transfer any images related to an incident to DVD and then give the CD to the state agency. .

f.Protocols regarding PREA events.

2.6.9 PREA Events –

a.Upon learning of a PREA event, the contractor shall take immediate actions to protect and provide services to the victim.

b.Within twenty-four hours of the contractor's knowledge of a PREA event, the contractor shall complete the PREA Allegation Notification Penetration/Non-Penetration Event Checklist (Attachment #2) on all PREA events and submit to the state agency.

c.An offender shall not be disciplined or punished in any way for a relationship with the contractor's personnel.

See SAFETY & EMERGENCY RESPONSE beginning on Page 128 for a detailed description of how RHP offers to meet the expectations of this section.

2.7 Safety Requirements: The contractor shall maintain and equip the residential facility's environment to ensure the health, safety and comfort of the offenders.

2.7.1 The contractor shall ensure the physical health and safety features of the environment conform to the requirements of the local, state, and federal authorities having jurisdiction. The residential facility shall provide offenders with reasonable protection against the danger of fire and smoke, carbon monoxide, injury attributable to the environment, electrical hazard, and the spread of disease and infection.

a.The contractor must maintain all equipment and appliances in good operating order.

1)The contractor shall provide carbon monoxide alarms that are digital 120V with battery backup. Alarms must follow the manufacturer's recommendations and shall provide for seventy (70) decibels at pillow level for each offender.

2)All emergency equipment shall be fully equipped, operational and have current inspections. The contractor shall have emergency equipment inspected on a quarterly basis, with the exclusion of fire extinguishers, which shall be inspected not less than annually. The contractor shall keep a log of each inspection to include, date of inspection, who completed the inspection and any noted problems.

- Emergency equipment shall be defined as including fire extinguishers, first aid kits, CPR kits, etc.

- Verification of inspection of the emergency equipment, with the exclusion of the fire extinguishers, shall be kept on a separate log for review by state agency staff upon request.

b.The contractor must abide and have proof of compliance with local, state and/or federal building, zoning, fire, safety and health codes for the current year prior to acceptance of any offenders. The contractor must maintain records of such. Such records must be available to the state agency at all times and upon request.

c.In the event that there is a conflict between the local standards and the requirements of the state agency, the State Fire Marshall and/or the Department of Health and Senior Services and/or the Office of Administration, Facilities Management, Design and Construction shall be called in at the option and expense of the state agency to inspect for compliance. If such inspection identifies required changes, the contractor shall be responsible for the implementation and all expenses related to such changes.

d.The contractor shall comply with the requirements of the State of Missouri Department of Health and Senior Services, the State of Missouri Fire Marshall, and the state agency safety inspector.

2.7.2 Written Plans and Written Procedures –

a.The contractor shall maintain, and operate in accordance with, written plans and written procedures for meeting potential emergencies and disasters, including but not limited to:

1)Attempted suicide;
2)Bomb threats;
3)Carbon monoxide poisoning;
4)Collection and control of suspected illegal contraband;
5)Death;
6)Earthquakes;
7)Fires;
8)Flooding;
9)Hazardous material/chemical spill;
10)Hostage situation and riot disorder;
11)Medical emergency; and
12)Tornados

b.The written plans and written procedures shall include assignment of task and responsibility by job title, instructions for notification of authority, use of emergency equipment, and specifications of escape routes and procedures during the event. The contractor shall submit the written plans and written procedures to the state agency for review annually upon contract renewal.

1)The written plan shall reference the type of warning device that shall be used for emergency situations (e.g., warning bells, whistle, or verbal instructions to the offenders) and the difference, if any, for fire disasters vs. natural emergency disaster.

Paragraph Revised by Amendment #1

2)The written plan shall reference the contractor's personnel (by title or job description) that shall be responsible for the use of emergency equipment, including fire extinguishers, first aid kits, CPR kits, etc. All the contractor's residential personnel must be certified in CPR and First Aid within the first sixty (60) days of hire and must maintain the certification throughout their employment.

3)Escape route plans for fire as well as shelter routes for tornado drills must be color identified, indicating direction of traffic flow and posted separately near exits and all movement points within the residential facility. Further, the written plans must specify the central meeting location following evacuations as well as the contractor's personnel who shall be responsible for assuring total residential facility evacuation has occurred.

c.In the event any renovation is made to the facility affecting any previously implemented written plans or procedures, all written plans and written procedures relating to fire, tornado, bomb threats, flooding, earthquakes, etc. must be updated and submitted to the state agency with the renovation plan.

2.7.3 Potential Emergencies and Disasters Drills - During periods of high occupancy and to evaluate the effectiveness of the written polices and written procedures for potential emergencies and disasters, the contractor must conduct, at a minimum, one (1) fire drill and one (1) tornado drill monthly. A record of the effectiveness of the fire drills and emergency drills must be recorded on the Monthly Fire/Tornado Drill (Attachment #3).

a.Additionally, an annual emergency drill for potential emergencies or disasters, other than the tornado drill and fire drill, identified in the Written Plans and Written Procedures herein, should also be conducted. The contractor shall document results of the emergency drill in oversight meeting minutes as described in the Meeting Requirements elsewhere herein. The contractor shall not conduct any drills between the hours of midnight to 5:00 a.m. without advance written approval of the state agency.

2.8 Security Requirements:

See <u>SECURITY, SEARCH, ACCOUNTABILITY & ESCAPE</u> beginning on Page 138 and <u>Staffing Pattern</u> (Pg. 108) for a detailed description of how RHP offers to meet the expectations of this section.

2.8.1 The contractor's residential facility shall provide adequate security to assure that the offender and community feel comfortable with precautions taken to reduce risk and liability and to increase public acceptance and support.

2.8.2 The contractor shall ensure that both the features and systems of the residential facility must be designed to prevent unauthorized entries and exits. The contractor must receive prior approval of the state agency for any changes to the security features and systems of the residential facility.

2.8.3 The contractor shall understand and agree that the contractor's security personnel providing services pursuant to the contract shall not be assigned or designated as personnel on any other contract, with the exception of the administrative Chief of Security. The security staff assigned to the contract shall man the security post designated to the contract.

2.8.4 The contractor shall provide security personnel in the minimum ratio identified below. If separate residential facilities are utilized by the contractor to house offenders, the contractor must, at a minimum, provide one manned security monitor post from 3:00 p.m. to 9:00 a.m. in each residential facility that houses offenders.

CONTRACTED RESIDENTIAL SLOTS	NUMBER OF SECURITY PERSONNEL	
	Mon. through Fri., 9:00 a.m. to 3:00 p.m.	All Other Times
10 to 29 contracted slots	1	2
30 to 59 contracted slots	2	2
60 to 95 contracted slots	2	3
96 to 120 contracted slots	2	3

2.8.5 The contractor must operate in accordance with the security policy, protocol and process included in the contractor's awarded proposal.

2.8.6 The contractor must provide an electronic means (electronic monitoring) of verifying the contractor's security personnel's activity throughout the residential facility at various key state agency approved locations.

a.The contractor shall calibrate the electronic equipment according to the manufacturer's specifications.

b.The contractor shall keep copies of all surveillance data/records for a minimum of six (6) months. Any surveillance data/record relating to an incident shall be kept until release is authorized by the state agency.

2.8.7 The contractor shall notify the state agency of any alleged or suspected security breech by no later than the next working day.

2.9 General Service Requirements: The contractor shall provide room, board and supervision seven (7) days per week, twenty-four (24) hours per day, as described herein for all referred offenders.

2.9.1 Accountability - The contractor must provide a plan to address accountability of offenders. For purposes of this document, accountability shall be defined as knowledge of the offenders' whereabouts and activities while scheduled out for pass or employment.

a.The contractor must abide by the policies and procedures of the state agency relating to absconders and the state agency command center. The state agency will provide a copy of the policies and procedures to the contractor upon the effective date of the contract.

b.The contractor must advise the state agency or its representative of any leave without authorization or any late return, if three (3) hours has elapsed from the noted absence or estimated time of return for Dangerous Felons and Sex Offenders and twelve (12) hours for all other offenders. The state agency will provide the contractor with a list of offenders classified as Dangerous Felons and Sex Offenders.

1)The contractor shall complete the warrant checklist (Attachment #4) prior to contacting the state agency command center.

2)The contractor shall contact the offender's Probation and Parole officer/supervisor as requested by the state agency.

c.The contractor must advise the state agency of all entries, exits and violations on a daily basis at times determined by the state agency.

2.9.2 The contractor shall provide services that are accessible to persons of all faiths and to persons of no faith who are atheist, agnostic or undecided.

2.9.3 The contractor shall develop partnerships with organizations and employers in the community that would assist the offender with Missouri Reentry Process. The contractor should become a part of the local Missouri Reentry Process team.
See the <u>SECURITY, SEARCH, ACCOUNTABILITY & ESCAPE</u> beginning on page 138 for a detailed description of how RHP offers to meet the expectations of this section.

2.9.4 House Rules - The contractor shall define in writing rules regarding the conduct and discipline of offenders. The house rules should include a list of infractions, their definitions and potential sanctions. The house rules should outline who will impose sanctions and the process to be followed by the contractor to insure the rules are enforced fairly and that the discipline imposed is appropriate and impartial. The contractor shall agree and understand that the state agency shall have review and approval authority of the house rules and any changes or modifications thereto, prior to issuance to the offenders. The state agency will respond in writing within thirty (30) working days of receipt of the proposed rule changes.

a.The house rules shall include a description of items the offender shall be allowed to bring into the residential facility. In accordance with the contractor's written house rules governing the appropriateness of decorative display, offenders should be allowed to keep and display personal belongings and to add personal items to the decoration of their living area.

b.The house rules must establish procedures to ensure that the use and location of noise producing equipment do not unduly interfere with the activities or rights of other offenders. The house rules must include the hours during which such items may be in operation.

c.The house rules must be published in the contractor's resident handbook, which shall be reviewed annually in concert with the state agency. The resident handbook shall have a visible inception/revision date.

d.The contractor shall establish house rules specific to censored materials. Materials include, but are not necessarily limited to books, clothing and posters. Censored materials shall include but not necessarily be limited to:

1)Material that promotes violence, disorder or the violation of state or federal law;
2)Material that is so racially inflammatory as to be reasonably likely to cause violence;
3)Material that contains information that can be used to instill violence or hatred among the offender residents;
4)Material that contains information on the design, construction, use or purchasing of any item which could endanger others or security of the residential facility;
5)Material that portrays what appears to be illegal drugs or substances;
6)Material that portrays or describes recipes or processes for brewing alcoholic beverages or manufacturing drugs;
7)Material that encourages or instructs in the commission of criminal activity;
8)Personal photographs which exhibit nudity; and
9)Material that depicts, describes or encourages activities which may lead to the use of physical violence or group disruption

e.Offenders shall not be allowed to subscribe, purchase, receive or possess publications, videos, pictures or any other items, which promote violence, disorder or the violation of any state or federal law, or any pornographic material.

f.With prior approval of the state agency, the contractor may place limitations on the offender's personal possessions. However, pursuant to house rules, the offender shall be allowed to provide their own personal electronics, books, and magazines.

g.For those offenders whose disability inhibits their understanding of written house rules, a procedure shall be in place by the contractor to assure that house rules are understandable.

h.The contractor shall not impose house rules that conflict with the intent of the contract requirements. The contractor shall not impose sanctions that interfere with an offender's work or job seeking. The contractor's house rules and program should be developed to work in concert with the state agency, embracing the reentry process, and shall assist in assuring the offender has optimal opportunity to reintegrate into society successfully.

See the PARTICIPANT RULES OF CONDUCT beginning on Page 121, for a detailed description of how RHP offers to meet the expectations of this section.

2.9.5 Complaint Resolution – The contractor should resolve offender complaints by informal resolutions with the offender. The contractor shall develop and use a standardized complaint form similar to Attachment #5.

a.The contractor shall maintain a complaint log that identifies the offender name, Department of Corrections (DOC) number, the complaint and the resolution.

b.The contractor should address complaints within five (5) calendar days. A copy shall be submitted to the state agency and a copy placed in the offender file.

c.The contractor must address complaints involving discrimination, sexual misconduct or threats of physical abuse within twenty four (24) hours. The contractor shall notify the state agency by telephone upon receiving the complaint and work in concert with the state agency to resolve the issue.

d.Complaints against the state agency Probation and Parole officer shall be submitted to the state agency Probation and Parole officer's supervisor.

e.The contractor shall refer complaints relative to parole board decisions to the state agency.

See the PARTICIPANT RULES OF CONDUCT beginning on Page 121, for a detailed description of how RHP offers to meet the expectations of this section.

2.9.6 Offender Files – The contractor shall maintain a file on each offender. This file shall contain, but is not limited to:

a.Breathalyzer results (positive and negative);
b.Case manager notes;
c.Complaint forms;
d.Drug Test results (positive and negative);
e.Job search and employment verification data;
f.Notes/directions from the Probation and Parole Officer;
g.Passes;
h.Savings payments, waivers and withdrawals;
i.Signed intake form;
j.Signed release of information;
k.Signed personal property and monies;
l.Signed inventory log;
m.Sign-in/Sign out sheets; and
n.Violation reports.

2.10 Offender Services:

2.10.1 Interpretive Services/Special Requirements - The contractor shall provide services that are accessible to all offenders including those with special needs, such as but not limited to: sight impairment, hearing and speech impairment, language barriers, physical barriers and other limitations.

a.The state agency shall determine whether an offender requires interpretive/translation services due to an offender's physical impairment or language barrier. The state agency will obtain and shall bear the financial responsibility for such services.

2.10.2 Orientation - The contractor shall provide each new offender with an orientation to the residential facility, the rules and regulations, program expectations, healthcare, and financial procedures, and shall advise the offender of the name of the case manager and parole officer assigned to them on the day of their admission. The contractor shall provide a copy of the resident handbook to the offender at the time of orientation. The orientation shall be conducted by a member of the contractor's personnel at the residential facility, preferably by the offender's assigned case manager.

a.Upon arrival, the contractor must provide the offenders with an orientation to the residential facility showing them such areas as the laundry service, food service, fire and emergency exit routes, assembly area, recreation area, equipment location, and regulations and procedures governing such.

b.The contractor shall provide all offenders with a fifteen (15) day supply of free basic toiletry items such as soap, toothpaste, razor, etc., upon entry into the residential facility and until the offender has received income.

c.The contractor shall provide addresses of medical, dental, mental health, and emergency care facilities to the offender. Addresses for these facilities shall also be posted in all common areas. The contractor must advise the offender that all medical care shall be at the offender's expense.

1)The contractor shall provide offenders with a published listing of Sexual Assault Forensic Examiners (SAFEs), Sexual Assault Nurse Examiners (SANEs), victim advocate services and rape crisis centers. The contractor shall also post the published listing in the common area of the residential facility.

d.The contractor must provide each offender with a full explanation of all disciplinary procedures and consequences.

e.The contractor shall review the house rules specific to the censored materials rules of the residential facility with each offender.

f.The contractor shall ensure all offenders sign a Disposition and Release of Personal Property and Release of Money form (Attachment #6) and Consent for Release of Confidential Information form (Attachment #7) during intake with the offender and provide documentation on the orientation checklist that such was completed.

- If the offender refuses to sign the Release of Personal Property and Release of Money form, the contractor shall notify the state agency immediately.

g.The contractor shall conduct an initial inventory of the offender's personal possessions at the time of orientation. The contractor shall advise the offender that the offender is responsible for reporting any change in the personal inventory to the contractor and that such change shall be noted on the Residential Facility Property Inventory Log (Attachment #8).

h.Verification of completed orientation and acknowledgement of house rules shall be signed by the offender and the contractor's personnel that provided the orientation. The contractor must use the Intake Confirmation (Attachment #9) as the verification document and shall maintain it in the offender's file.

See PARTICIPANT INTAKE beginning on Page 150, for a detailed description of how RHP offers to meet the expectations of this section.

2.10.3 Personal Property -

a.The contractor shall keep personal properties for a period of thirty (30) calendar days from offender discharge and disposed of thereafter if not retrieved by the offender or offender designee identified on the Disposition and Release of Personal Property and Release of Personal Property and Release of Money form. The contractor shall make every attempt to locate designees listed on the offender's Disposition and Release of Personal Property and Monies form, documenting all attempts in the offender file, within that thirty (30) calendar days.

1)In the instances of discharge, absconders or offenders failing to return to the residential facility, decisions relating to the return of property will be made in concert with the state agency representative and shall only be kept for thirty (30) calendar days.

2)Offenders shall be permitted to retain a cell phone; however, the possession of a cell phone shall be subject to the rules and regulations of the residential facility.

2.10.4 Linen and Laundry Service –

a.The contractor shall provide clean linens to each offender upon arrival at the residential facility. Linens shall consist of one (1) pillowcase, two (2) sheets, one (1) blanket, two (2) bath towels, and two (2) washcloths. Such items must be cleaned by the contractor before being reissued.

b.The laundry equipment shall be free of charge to the offenders. The contractor shall provide laundry supplies (soap and detergents) free of charge for those offenders not yet employed or unemployable. At the discretion of the contractor, the contractor may require employed offenders to purchase their own laundry supplies.

c.The contractor shall provide a written laundry schedule and any guidelines which will be included in the contractor's resident handbook and posted in centrally located areas for the offenders' review. The written laundry schedule must ensure that each offender's linens are washed on a weekly basis. The contractor shall enforce the written laundry schedule.

1)The contractor may provide the offenders with a free laundry service to wash the offenders' linens.
See the PARTICIPANT RULES OF CONDUCT beginning on Page 121, for a detailed description of how RHP offers to meet the expectations of this section.

2.10.5 Food Service –

a.Prior to the receipt of offenders and a month prior to implementing the food service plan and at times requested by the state agency, the contractor shall provide a written food service plan to the state agency for approval.

1)The written food service plan shall name the person in charge of the food operations, list the duties that person may delegate to others, and list the working hours for the personnel preparing meals. All meals shall be prepared by a food service personnel member. The contractor shall not delegate food preparation to offenders unless the contractor has a state agency approved program/curriculum.

b.The contractor's food service plans must include the minimum or above the adult level of calorie intake and nutritional levels of the basic food groups as recommend by the United States Department of Agriculture. The content of the meals must be different on a daily basis.

1)Menu plans, including serving size or portions, shall be made available for state agency auditors and shall be subject to approval prior to implementation.

2)Sack lunch contents shall be submitted to the state agency for approval prior to implementation.

c.The contractor shall make efforts to address specialized dietary needs, particularly as it is related to medical needs.

d.The contractor shall provide menu alternatives in order to accommodate offenders with specialized religious dietary needs.

e.The contractor must provide three (3) meals per day with at least one (1) hot meal provided to each offender daily.

1)The contractor shall make arrangements to provide a hot meal for those offenders unable to return to the residential facility for the scheduled hot meal due to work or assigned offsite treatment/referrals.

2)The contractor shall make arrangements to provide meals for those offenders who are unable to return to the residential facility for regularly scheduled meals due to work or assigned off-site treatment/referrals.

3)TV dinners shall not be part of the meal plan.

4)A microwave shall be accessible to offenders in the dining area. The microwave shall be free of charge to the offender.

f.The contractor shall serve the food in an appetizing manner in a relaxed atmosphere at realistically planned meal times.

g.The contractor shall rotate all canned, perishable, non-perishable, and frozen foods regularly. Such foods shall be clearly labeled for expiration/sell by dates allowing for optimal viewing of said dates. Foods without expiration/sell by dates shall be annotated as to the date received at the residential facility. No food shall be served to an offender that exceeds the expiration date, sell by date, best if used by date or within six (6) months of the annotated received date.

h.Offender Prepared Meals – If requested by the contractor and approved by the state agency, the contractor may provide an educational/vocational program to instruct offenders in food service.

1)The contractor shall submit a curriculum for the educational/vocational food services program to the state agency for approval prior to implementation of the program.

See FOOD SERVICE beginning on Page 157, for a detailed description of how RHP offers to meet the expectations of this section.

2.10.6 Visitation - The contractor shall establish procedures for visitation to aid in the development of positive relationships.

a.The contractor shall establish reasonable visiting hours that shall constitute a minimum of six (6) hours per week.

b.The contractor must post the visiting hours schedule in an area accessible to offenders and visitors. The schedule shall be documented in the house rules. Visitation relating to sex offenders shall be in accordance with state agency policies and procedures made available to the contractor upon the effective date of the contract.

See PARTICIPANT RULES OF CONDUCT beginning on Page 121, for a detailed description of how RHP offers to meet the expectations of this section.

2.10.7 Drug Testing and Breath Analysis - The contractor shall conduct drug testing (urine specimen) and breath analysis in accordance with the following:

a.Each calendar month, the contractor shall conduct random drug testing equal in number to a minimum of thirty percent (30%) of the contracted residential slots. The contractor shall supply the drug testing kits.

b.The contractor shall conduct drug testing on any offender based on suspicion of use, late return from pass time (or, if applicable, employment), and at the request of the state agency.

c. Based upon suspicion of use, the contractor may conduct additional drug tests on the offenders at the expense of the contractor.

d.The contractor shall utilize a laboratory or on-site testing, which shall, at a minimum, test for the following:

1)Amphetamines;
2)Barbiturates;
3)Benzodiazepines;
4)Cocaine;
5)Marijuana;
6)Opiates; and
7)PCP

e.Each time a drug test is performed, an alteration test for masking and dilution must be conducted.

f.The drug test(s) shall be performed at no cost to the individual offender.

Paragraph Revised by Amendment #1

g.If an offender requests confirmation of a positive drug test, the contractor shall provide confirmation at the expense of the offender.

h.The contractor must maintain Drug Testing Logs (Attachment #10), which shall affirm that drug testing was completed as required. The contractor shall record the date the drug test was taken and the date the results were received. The contractor's case manager shall document the positive or negative results and place in the offender's file.

i.The contractor shall have a procedure that addresses the collection, control, and testing of offender urine specimens. The procedure shall:

1)Ensure the confidentiality of all test results.
2)Meet or exceed state agency standards and procedures
3)Be approved by the state agency's Chief of Drug Testing Services and the state agency.

j.The contractor shall have capabilities for administering "Alco-sensor breathalyzers." The contractor shall understand and agree that balloon tests shall not be acceptable. The contractor must document the results of the breathalyzers for offenders suspected of alcohol intake in the offender's file.

1)The "breathalyzers" shall be calibrated in accordance with manufacturer specifications or at least one time per year, whichever is greater.

2)The contractor shall document verification of calibration and provide such for review by state agency staff upon request.

k.At least once daily, the contractor shall utilize appropriately trained personnel to administer breathalyzers on offenders that are returning to the residential facility by entering the reading of the Breathalyzer on the sign in/sign out log.

l.The contractor shall conduct breathalyzers on each offender returning late from an authorized pass or returning late from an unauthorized exit (or, if applicable employment). The contractor shall document the reading of the breathalyzer on the sign in/sign out log (Attachment #11).

m.The contractor shall conduct a second test for confirmation on positive breathalyzers after waiting fifteen (15) minutes but no later than thirty (30) minutes. During this time, the offender should not be allowed to smoke or ingest anything by mouth.

See ZERO TOLERANCE PROTOCOL beginning on Page159, for a detailed description of how RHP offers to meet the expectations of this section.

2.10.8 Sign-In and Sign-Out Procedures - The contractor shall establish daily sign-in and sign-out procedures for all times the offender will be absent from the residential facility which will primarily include employment, job seeking, medical appointments and as stated below.

a.Offenders under the jurisdiction of the state agency may, under exceptional circumstances, request permission for out of state travel and be granted such with prior state agency approval.

b.If an offender is in a support group, or other approved services outside the residential facility, the activity must be documented on the sign in/sign out log.

c.Sign outs may be allowed for legitimate related purposes necessary for the offender's success in the program and reintegration into the community (e.g., picking up clothes, identification, registration, court, medical, social security cards, or other appointments) and shall be granted for a specified period of time. This sign out shall not be for the purpose of recreation/visitation.

1)The contractor shall use the state agency format and minimally include information as provided in example Attachment #11.

d.If an offender elects to attend religious services, the offender may sign out for such; however, religious services must follow pass procedures as indicated in the Free Time/Pass Procedures described herein.

See SECURITY, SEARCH, ACCOUNTABILITY & ESCAPE beginning on Page 138 for a detailed description of how RHP offers to meet the expectations of this section.

2.10.9 Free Time/Pass Procedures - The contractor shall establish free time and pass time procedures utilizing guidelines listed for offenders within the program.

a.Requests for all passes must be reviewed and approved by the state agency prior to granting the pass. A pass shall be defined as a period of time away from the residential facility longer than three (3) hours in length

for the purposes of visitation and/or recreation. The residential facility records must document the state agency's prior approval on all passes (Attachment #12).

b.All passes shall be in accordance with the state agency format.

c.Free time and pass time may be granted based on successful participation in the objectives outlined in the offender's case management plan and with prior approval from the state agency.

d.Offenders attending religious services shall be limited to three (3) hours per week, unless they are eligible for free time and passes. The offender must submit location and time of services and present verification of attendance (e.g. church bulletin) upon return.

e.The contractor must provide constructive activities for those offenders who remain at the contractor's residential facility on Thanksgiving and Christmas. For those offenders eligible for pass time during Thanksgiving and Christmas, an additional 24 hour pass may be granted and may include an additional night of absence from the contractor's residential facility.

1)On a case by case basis, offenders not eligible for an additional 24 hour pass may receive a pass for up to twelve (12) hours on Thanksgiving and Christmas with prior approval of the state agency.

- This pass shall not be an overnight pass and, dependent upon the circumstances, may require the offender to report in or return to the residential facility at given points in time.

f.When offenders are subpoenaed for court appearances, the contractor may issues passes for a specified period of time that has been mutually agreed upon with the state agency.

1)The responsibility for room/board and travel will be assumed by the offender.

2)The contractor shall maintain contact with the issuing court to determine the date and time of return.

g.Offenders may be allowed up to 48 hours of pass time for the funeral of an immediate family member.

1)Immediate family is defined as spouse, parent, children, brother, sister, grandparent, grand children, including all blood, step and foster relationships, and all such relationships of the offender's spouse.

2)An exception may be made if the offender can show the deceased was active in their upbringing.
See SECURITY, SEARCH, ACCOUNTABILITY & ESCAPE, beginning on Page 138 for a detailed description of how RHP offers to meet the expectations of this section.

2.10.10 Health Care - The contractor must provide and maintain a listing of hospitals, clinics and physicians who can provide medical care and emergency services. Health care information shall be included in the contractor's resident handbook and posted in centrally located areas.

a.Offenders shall be responsible for all health care expenses.

b.Unless alternative arrangements are otherwise agreed to in writing between the contractor and state agency, the state agency will provide the contractor with a secure container for the offender's use to store all Schedule III medications. The contractor shall provide a secure environment for the container to which only the contractor can provide access for the offender.

1)The contractor shall provide a system allowing the offender to access their individual medication(s).

2)The contractor shall provide a paper log sheet/system for each offender to record their medication administration. The log will include, at minimum, the information on Attachment #13.

3)In the presence of the contractor's personnel, offenders shall be responsible for all inventory and log entries.

4)The contractor's personnel shall verify the offender's log entries by initialing said entries.

5)The contractor shall review the log entries daily. If the offender does not take medications as prescribed, the contractor shall notify the state agency by telephone, e-mail or fax if medications within one (1) working day of the offender not taking the medication as prescribed. The state agency shall be notified within eight (8) hours if the medication is not taken as prescribed and could result in serious harm to self or others.

6)Written notification shall be provided to the state agency of any offender refusing or failing to take medication as prescribed. Notification shall be provided on a violation or incident report and shall include the offender name, number, date and time of the occurrence, and the name of the medication that the offender refused or failed to take.

c.The contractor shall report an offender's critical illness or death to the state agency within one (1) hour.
See MEDICAL SERVICES & MEDICATION beginning on Page 168 and PARTICIPANT RULES OF CONDUCT beginning on Page 121, for a detailed description of how RHP offers to meet the expectations of this section.

2.10.11 Case Management - The contractor shall provide a case management component for each offender.

a.The contractor shall maintain a case manager to offender ratio of one (1) case manager for a maximum of thirty (30) offenders.

b.The contractor's case managers shall act as a part of the case management team and work in concert with the state agency to support the offenders in the reentry process. The state agency's Probation and Parole officer shall be the team leader.

c.The contractor's case manager shall assist with offenders applying for Medicaid/SSI and other benefits when applicable, and obtaining identification documents as needed.

d.At a minimum, the contractor's case manager shall monitor offender's participation in programs as outlined by the state agency. This may include monitoring appointments to ensure the offender is attending as required, establishing appointments with resources or establishing resources in the community.

e.The contractor's case managers shall be available at varying times to accommodate the work schedule of the offenders including a minimum of one evening per month until 8:00 p.m. The state agency and the contractor shall mutually agree to the times and number of evenings required. The contractor shall not hold offenders from work or other commitments relating to community reintegration to meet with the contractor's case manager unless such has been approved by the state agency.

f.The contractor shall develop and implement a network of service providers to provide needed services to assist offenders and family members/significant others in successful reentry The contractor shall utilize the existing community partners as part of the network and must utilize those service providers/community partners/programs available without cost to the extent possible. Because there may be services/activities required that would not be adequately addressed through the existing community partners, the contractor must also include additional service providers in the contractor's network.

1)The contractor's case managers must maintain legible management notes in the offenders' files, which shall reflect, but not be limited to, those activities described above.

g.The case managers shall meet with the offenders within two (2) working days of their arrival.

h.The contractor must maintain current listings of community treatment resources. The contractor must make the listings available for review at the request of the state agency.

1)The contractor shall take into consideration the needs of the offender, including but not limited to medical and *mental health needs, transportation needs and financial abilities when making referrals.*

See the <u>TREATMENT PROTOCOL</u> beginning on Page 173 and <u>OUTREACH, RESOURCES & EMPLOYMENT</u> beginning on Page 199 for a detailed description of how RHP offers to meet the expectations of this section.

2.10.12 Job Development and Maintenance - The contractor shall provide for the development and identification of potential employment opportunities for the offenders, taking into consideration each offender's background, experience, training, and feasibility of securing employment. Arrangements for interviews, transportation and personal introductions may be included. When an offender is employed, the contractor shall provide employment case management and monitoring, which may include visits to the employment site.

a.The contractor shall develop partnerships with organizations and employers in the community that may assist the offender with employment opportunities.

b.If employable, the offender shall be required to secure employment and continue with assigned reentry activities.

c.The contractor shall record job development and monitoring in the offender's file.

d.With advance state agency approval, an offender may secure employment where the offender will be paid in cash, provided verification of the employment and payment of taxes can be obtained.

e.The contractor shall encourage offenders to obtain and maintain the best possible employment suitable to the offenders' individual needs and circumstances to ensure successful community reentry.

f.The contractor shall provide access to suitable clothing for job search to assist the offender with securing employment.

See the <u>OUTREACH, RESOURCES & EMPLOYMENT</u> beginning on Page 199, for a detailed description of how RHP offers to meet the expectations of this section.

2.10.13 Savings - Each offender is responsible for reporting all earnings to the contractor. The contractor shall obtain verification for receipt of all employment or Social Security Income and/or Social Security Disability Insurance from the offender and include such in the offender file. The contractor must maintain documentation in a state agency approved format that details income, savings deposits and dates of transactions.

a.The contractor must institute and implement procedures to collect mandatory savings. The contractor shall establish an account at an FDIC insured financial institution. The state agency shall be joint custodian on the account with signatory authority. At a minimum, the contractor's procedures must include actual practice evidence of the bank reconciliation to the contractor's individual ledger accounts of each offender with documentation of all adjustments. This requirement will become a part of the state agency's financial audit.

1)Offenders are required to save a minimum of 50% of their gross income in a residential facility savings account, which will be released by the contractor to the offender upon successful completion of programming unless the offender is transferring to another residential facility. If the offender transfers to another residential facility, then the savings account shall be released by the contractor to the receiving facility and the offender.

2)Offenders receiving social security benefits or offenders that are self-employed are required to save a minimum of 50% of their income in a residential facility savings account, which will be released by the contractor to the offender upon successful completion of programming.

b.The contractor shall collect the savings from the offender on the date the offender is paid. The contractor shall prepare a receipt that both the contractor and offender shall sign showing the amount collected. A copy of the receipt shall be given to the offender.

1)Savings collections may be reduced or waived for any given pay period, with prior written approval from the state agency. In individual instances, the reduction or waiver, with justification using the Reduction/Waiver of Savings form (Attachment #14, shall be signed by the state agency and must be included in the offender's file.

2)Regardless of the savings account balance, waivers or reductions of savings may occur to ensure the offender has at least fifteen dollars ($15) per week for transportation, clothing, shoes, etc., relating to employment.

3)Withdrawals from savings may occur with prior approval of the state agency as attested by signature on a Request for Savings Withdrawal (Attachment #15).

4)In instances where continued legal obligations such as child support are required, one (1) waiver may be completed which shall remain in effect for the offender's entire residency. The obligation shall be clearly detailed on the waiver and shall be signed by the state agency.
See FINANCIAL PROCEDURES beginning on Page 210, for a detailed description of how RHP offers to meet the expectations of this section.

2.11 Transportation and Driving Privileges:

2.11.1 Transportation – The contractor shall ensure viable transportation exists to meet offender needs in job search, employment, community resource appointments and other areas that would allow for successful community reintegration.

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a.If the contractor's residential facility is not within 1/4 mile of a bus stop or other form of public transportation that offers hourly drop-off and pick-up between 7:00 a.m. and 6:00 p.m., the contractor shall provide transportation to and from an easily accessible point, at least every hour, Monday through Saturday at times coinciding with public transportation and twice on Sunday.

b.The contractor shall provide the transportation schedule in the contractor's resident handbook and post in a centrally located area.

c.If the contractor elects to utilize taxi cabs as an option of transportation, all costs exceeding that of public transportation shall be at the contractor's expense and shall not be charged to the offender.

d.The contractor shall make every effort to secure funds to assist the offender with bus passes and transportation to mandatory appointments and job searches, until such time the offender is receiving income.
See FACILITIES beginning on Page 282 and OUTREACH, RESOURCES & EMPLOYMENT beginning on Page 199, for a detailed description of how RHP offers to meet the expectations of this section.

2.11.2 Offender Driving Privileges - The state agency may permit offenders to drive, while residing at the residential facility, to employment and approved appointments.

a.An offender may submit a Request to Operate a Motor Vehicle (Attachment #16) to the state agency. The offender may operate a motor vehicle only with prior approval of the state agency. The following criteria must be met prior to the granting of the request:

1)Proof of current license and insurance. Offenders with current driver's licenses must have the licenses renewed to prevent expiration;
2)Proof of responsible behavior as demonstrated by the offender and file documentation;
3)Review of traffic record by the state agency;
4)Copies of a valid driver's license/chauffeur's license (both sides), insurance face sheet and vehicle registration attached to the request;
5)The offender must agree that his/her license and any keys must be surrendered to the contractor upon return to the residential facility at the end of each day; and
6)The offender has been advised that any infraction may result in the loss of driving privileges.

b.Offenders may take the driver examination test while a resident of the residential facility.

c.Offenders may have a motor vehicle at the residential facility, if prior approval is received from the state agency. The contractor shall provide free on-site parking for the offender's vehicle.

2.11.3 Contractor Vehicle and Driver Requirements -- If the contractor transports offenders, the contractor shall comply with the following:

a.The contractor shall furnish vehicles that, at a minimum, satisfy all of the following requirements:

1)Meet all state and federal safety standards;
2)Equipped with first-aid kits and fire extinguishers; and
3)Maintained, on a daily basis, in a clean, safe, and reliable mechanical operating condition;

b.The contractor shall maintain documentation, available at the request of the state agency, for the following:

1)Tire rotation and replacement
2)Oil changes
3)Maintenance schedule and completion dates
4)Inspection and Renewal of licenses

c.The state agency reserves the right to inspect any vehicle(s) to be used in the performance of the contract. The state agency reserves the right to approve or reject any of the contractor's vehicles and drivers.

d.The contractor's drivers must drive in a careful and prudent manner, exercising the highest degree of care at all times, and must observe and comply with all rules of the road and traffic regulations.

e.The contractor's drivers must provide all services in accordance with all applicable state laws and in accordance with all rules and regulations of the state agency.

f.If requested by the state agency, the contractor shall investigate a driver's performance. The state agency shall have sole authority to determine the acceptability of any driver to continue providing services.

g.The state agency shall conduct a Department of Revenue driving record check on each potential driver prior to the driver providing services. The contractor's drivers should have at least one (1) year of safe driving experience as verified by the license check requested by the contractor from the Missouri Department of Revenue or the state licensing agency of residence

2.11.4 The contractor shall exclude any driver from providing service under the contract that meet any of the exclusion criteria specified below.

a.have failed to renew their license or certification registration or have had their professional license or certification revoked;
b.have been terminated by the state agency;
c.have been convicted of fraud or abuse;
d.have been identified as having Office of Inspector General (OIG) sanctions (the contractor can access OIG sanction information on the Internet at http://exclusions.oig.hhs.gov/ and shall maintain documentation of verification of the OIG sanctions); and

Paragraph Revised by Amendment #1

e.are excluded from participating in procurements where federal funds are involved (the contractor can access the list of parties excluded from federal procurement and non-procurement programs on the Internet at: https://www.sam.gov/portal/public/SAM/ and shall maintain documentation of verification of the EPLS review).

2.11.5 The contractor's vehicles that transport offenders shall meet the following requirements:

a.All vehicles shall be legally licensed.

b.All vehicles shall pass a vehicle safety inspection, as required by state law and shall be clean and in good repair.

c.All vehicles shall carry and maintain the following safety equipment:

1)Extra electrical fuses;
2)Fire extinguisher,
3)Three (3) reflective triangles or Emergency Flare Kit;
4)Spare tire and jack unless the driver is radio/phone equipped and able to summon assistance;
5)Flashlight;
6)Ice scraper;
7)Emergency first-aid kit; and
8)Blood-borne pathogen kit.

d.All vehicles shall have an available seat that is securely fastened to the floor of the vehicle for each passenger. Cars and vans shall have a useable seat belt, including seat belt extenders as needed, for each person being transported.

e.All vans and buses shall have accessible emergency exit(s) with appropriate emergency procedures posted in compliance with Federal Motor Vehicle Safety Standard No. 217.

f.All vans and buses shall have a stationary or removable step to aid entry and exit of the vehicle. This step shall be capable of safely supporting three hundred pounds (300 lbs.); shall be placed no more than twelve inches (12") above ground level; and shall have a nonskid top surface no less than eight inches by twelve inches (8" x 12"). Removable steps shall be properly secured while the vehicle is in motion.

2.11.6 The contractor shall follow 49 Code of Federal Regulations Part 38 for vehicle requirements when transporting an offender remaining in a wheelchair during transport.

2.11.7 The contractor shall maintain vehicles that transport offenders and document maintenance resulting from, but not limited to:

a.Accidents, breakdowns and road service (numbers, types, frequency, etc.);
b.Vehicle inspections including, at a minimum, cleanliness, safety, and equipment; and
c.Preventive maintenance including, daily vehicle pre/post-trip inspection reports, and scheduled service.

2.11.8 The contractor shall ensure the following credentialing requirements regarding drivers and attendants, if any, are met:

a.Drivers have appropriate and valid driver's license.

b.Attendants have appropriate certification or license for the function the attendant is performing.

c.Current laws regarding drug and alcohol testing are enforced.

d.The driver's health record shall contain documentation signed by the driver, that no physical or health limitation exists that prevents competent operation of the motor vehicle or ability to assist any participant in and out of the vehicle who requires or requests such.

e.The contractor shall cooperate with the state agency with regards to completion of employment background checks for all transportation provider drivers and attendants. The employment background check shall include a state and Federal Bureau of Investigation criminal history fingerprint search from the Missouri State Highway Patrol and the Federal Bureau of Investigation criminal record databases. All transportation drivers and attendants must have completed the employment background check, including a criminal history fingerprint search of the Missouri State Highway Patrol and Federal Bureau of Investigation criminal record databases before drivers and attendants may perform any transportation services under the contract.

Paragraph Deleted by Amendment #1

f.Deleted

g.The contractor shall not utilize any employee or volunteer as a driver or attendant with any felony criminal convictions, or have plead guilty to any felony offense or have plead nolo contendere to any felony crime or have been found guilty of any felony offense in this state or any other state, including a suspended imposition of sentence, which if committed in Missouri would be a class A or B felony violation of chapter 565, 566 or 569, RSMo, or any violation of subsection 3 or 4 of section 198.070, RSMo, or section 568.020, RSMo, or any felony offense wherein the offense occurred five (5) years or less immediately prior to delivery of services if such offense involved theft, theft by deceit, fraud, forgery, stealing, or the sale or possession of contraband drugs.

h.The contractor shall not utilize any employee or volunteer as a driver or attendant who has ever plead guilty or nolo contendere to any offense or been convicted of any offense or been found guilty of any offense, misdemeanor, or felony of a sexual nature or involving violence, including a suspended imposition of sentence.

i.The contractor shall not utilize any employee or volunteer as a driver or attendant whose name is listed on the Department of Health and Senior Services Family Care Safety Registry, unless a Good Cause Waiver is obtained from the Department of Health and Senior Services.

j.The contractor shall not hire, retain, or utilize the services of a driver who:

1)Has been convicted of driving while intoxicated or under the influence of a controlled substance within three (3) years prior to delivery of services.
2)Has had their driver/chauffeur's license revoked within three (3) years prior to delivery of services.
3)Has limitations or restrictions that would interfere with safe driving. For example, but not limited to, medical conditions, ignition interlock restriction, or prescribed medication that would interfere with the safe, lawful operation of a motor vehicle.
4)Has a communicable disease which may pose a threat to the health and well-being of the participant.

k.Drivers and attendants (if any), unless otherwise specified below, must have experience and education including completion of safety courses, driver training courses, passenger assistance courses, etc. Driver training must include:
1)Defensive driving (drivers only),
2)Driver sensitivity, awareness and communications,
3)Use of mobility equipment (walkers, canes, crutches, braces, etc.),
4)Methods of handling wheelchairs,
5)Hands-on assistance (body mechanics, such as methods of moving, lifting, and transferring offenders with mobility limitations or who use assistive devices),
6)Operation of lifts, ramps, and wheelchair securement devices if the vehicle to be operated is equipped with them,
7)Use of a fire extinguisher,
8)Methods of keeping accurate and accountable records or reports, or both,
9)Instructions on proper actions to be taken in problem situations (e.g., crisis management, emergency evacuations and procedures, seizure disorders, passenger abuse and neglect, and vehicle breakdowns),
10)Basic first aid,
11)Guidelines on when to attempt first aid or when to take alternative action, and
12)Instruction on universal precautions regarding handling body fluids, including how to use a blood-borne pathogen kit.

2.11.9 The contractor shall ensure the drivers observe the following provisions:

a.Assure that all offenders are seated before vehicle is put into motion;
b.Require offenders to use seat belts;
c.Disallowance of firearms, alcoholic beverages, unauthorized controlled substances, or highly combustible materials to be transported in vehicle;
d.Allow service animals in the vehicle, as needed; however, other animals shall not be allowed;

e.Assure that all packages are safely stored before putting the vehicle in motion;
f.Assist each offender in entering and exiting the vehicle as needed;
g.Assure that offenders enter and exit the vehicle in unobstructed and safe locations;
h.Observe all posted speed limits, traffic rules, and modify driving according to weather hazards;
i.Not use alcohol or other controlled substances unless prescribed by a licensed health care provider prior to or while driving;
j.Not use any prescribed or over-the-counter medication that may impair driving ability prior to or while driving;
k.Driver code of conduct as established by the contractor;
l.Not smoke or use other tobacco products during transport of offenders;
m.Submit to random drug screening, alcohol screening, or both; and
n.Use of only hands-free calling devices during transport.

The RHP Security Director will be responsible for supervising all van drivers and for the arrangement and oversight of maintenance and repair. The RHP Human Resources Manager will be responsible for ensuring that van drivers meet the aforementioned criteria, and the preservation of all of the aforementioned documents. See VAN beginning on Page 220, for a detailed description of how RHP offers to meet the expectations of this section.

2.12 Personnel Requirements:

2.12.1 The contractor and the contractor's personnel must comply with all requirements stated herein. Therefore, references to "the contractor" throughout this document shall also be deemed to include personnel provided by the contractor.

2.12.2 The contractor and each of the contractor's personnel assigned to the contract must be approved by the state agency in order to provide services.

Paragraph Revised by Amendment #1

a.At a minimum, the contractor's personnel assigned to provide services under the contract must be certified in CPR and First Aid within the first sixty (60) calendar days of hire and must maintain the certification while providing services,

b.The state agency will complete a criminal record and background check on all potential personnel.

1)Within five (5) calendar days after notification of award and any time thereafter when requesting to hire new staff, the contractor shall provide the state agency with the following:

- A completed Authorization for Release of Information Form (Attachment #17) individually signed by the contractor and each current or anticipated person who shall be assigned to the contract.
- A State of Missouri/Department of Corrections Confidentiality Oath (Attachment #18) individually signed by the contractor and each current or anticipated person who shall be assigned to the contract.

2)During the birth month of each of the contractor's personnel providing services, the contractor shall request the state agency conduct an annual criminal record and background check.

c.The contractor shall understand and agree that offenders under active federal or state felony or misdemeanor supervision must receive written state agency approval prior to becoming an employee of the contractor for the services provided herein. The contractor's personnel with prior felony convictions and not under active supervision must receive written state agency approval prior to providing services.

2.12.3 The contractor shall provide qualified personnel for the professional positions and responsibilities listed in the awarded proposal, and at the level warranted and presented in the Employee Expense Charged to Contract Exhibit included in the awarded proposal. For any vacated position, the contractor shall provide the state agency with documentation that validates a good faith effort on the part of the contractor to fill the vacant position. If the position is vacated for a period longer than 45 calendar days, such position(s) shall be considered vacant and the state agency shall reduce the contractor's total monthly payment by an amount not to exceed the total salary included in Employee Expense Charged to Contract Exhibit included in the awarded proposal.

2.12.4 Facility Director - The contractor shall maintain a facility director/designee to act on behalf of the contractor's residential facility director on site during state agency core hours of operation, plus/minus one hour before or following the core hours of 8:00 a.m. and 5:00 p.m. excluding state holidays and weekends. A list of state holidays may be found on the State of Missouri website http://content.oa.mo.gov/commissioners-office/state-holidays.

2.12.5 Case Managers – Unless a specific exception is granted by the state agency for a specific case manager, the contractor's case managers providing case management services must be a graduate of a four (4) year accredited college or university with a bachelor's degree in social work, counseling, criminal justice administration, psychology, sociology, or a closely related field.

2.12.6 Security Personnel - The contractor's security personnel, at a minimum, must have two years of work experience, including military or self-employment, and a high school diploma or General Education Development (GED).

a.Unless otherwise approved by the state agency or part of the state agency approved job description, the contractor's assigned security personnel shall not be engaged in other assigned duties (clerical, meal preparation/services, maintenance, etc.) during the time assigned security responsibilities.

2.12.7 Authorized Personnel:

a.The contractor shall only employ personnel authorized to work in the United States in accordance with applicable federal and state laws. This includes but is not limited to the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA) and INA Section 274A.

b.If the contractor is found to be in violation of this requirement or the applicable state, federal and local laws and regulations, and if the State of Missouri has reasonable cause to believe that the contractor has knowingly employed individuals who are not eligible to work in the United States, the state shall have the right to cancel the contract immediately without penalty or recourse and suspend or debar the contractor from doing business with the state. The state may also withhold up to twenty-five percent of the total amount due to the contractor.

c.The contractor shall agree to fully cooperate with any audit or investigation from federal, state, or local law enforcement agencies.

d.If the contractor meets the definition of a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, the contractor shall maintain enrollment and participation 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 contracted services included herein. If the contractor's business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, then the contractor shall, prior to the performance of any services as a business entity under the contract:

1)Enroll and participate 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 required herein; AND
2)Provide to the Division of Purchasing and Materials Management the documentation required in the exhibit titled, Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program; AND

3)Submit to the Division of Purchasing and Materials Management a completed, notarized Affidavit of Work Authorization provided in the exhibit titled, Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization.

e.In accordance with subsection 2 of section 285.530, RSMo, the contractor should renew their Affidavit of Work Authorization annually. A valid Affidavit of Work Authorization is necessary to award any new contracts.

2.12.8 Substitution of Personnel - The contractor agrees and understands that the State of Missouri's agreement to the contract is predicated in part on the utilization of the specific key individual(s) and/or personnel qualifications identified in the proposal. Therefore, the contractor agrees that no substitution of such specific key individual(s) and/or personnel qualifications shall be made without the prior written approval of the state agency. The contractor further agrees that any substitution made pursuant to this paragraph must be equal or better than originally proposed and that the state agency's approval of a substitution shall not be construed as an acceptance of the substitution's performance potential. The State of Missouri agrees that an approval of a substitution will not be unreasonably withheld.

2.12.9 Replacement of Personnel - In recognition of the sensitivities of human behavior characteristic of correctional environments, upon the request of the state agency, the contractor shall replace any of the contractor's personnel who the state agency finds unacceptable. If the state agency is dissatisfied with any personnel provided by the contractor to perform under the contract, the contractor must resolve the personnel problem to the sole satisfaction of the state agency. If circumstances should exist which would prevent said resolution, the contractor shall supplement the position with appropriate part-time or overtime personnel until an approved full-time replacement can be employed. The contractor will be given a reasonable time frame by the state agency to find said replacement.

a.The state agency shall provide the contractor with a written explanation as to why the state agency finds the personnel to be unacceptable and a written explanation of any personnel problems. In addition, the state agency will provide the contractor with a written time frame for replacement of personnel. In such instances, the contractor must maintain the number of FTEs in the staffing plan included with the contractor's awarded proposal.

1)For the purposes of the contract, minimum staffing shall be defined as including the individual positions listed in the contractor's Employee Expense Charged to Contract Exhibit included in the contractor's awarded proposal. The contractor shall maintain minimum staffing levels throughout all periods of the contract.

2)For the purposes of the contract, a FTE (Full Time Equivalent) shall be defined as a contractor position working 2080 hours annually, with all salary, benefits, and compensation paid for by the contractor.

2.12.10 Within two (2) weeks of changes in the contractor's personnel, the contractor shall provide the state agency with an updated organizational chart including and annotating vacancies.
See <u>HIRING, TRAINING & JOB DESCRIPTIONS</u> beginning on Page 224, for a detailed description of how RHP offers to meet the expectations of this section.

2.12.11 Written Personnel Policies - The contractor shall maintain, and operate in accordance with, written personnel policies that shall be available to all personnel and accessible to the personnel at their work sites.

a.The written personnel policies should contain standards for all personnel.

b.The written personnel policies should address issues such as hiring practices for diverse personnel, retention, recruitment, promotions, grievance procedures, staff development, training, performance appraisals, benefits, disciplinary procedures and terminations.

c.The contractor's written policies shall define ethical and professional relationships that shall be maintained between contractor's personnel and offenders. The contractor and the contractor's personnel shall comply with the state agency's guidelines, policy on sexual misconduct and harassment, and conduct of the personnel,

incorporating such into the contractor's written policies and written procedures. The contractor further understands and agrees that investigations will be conducted by the state agency as deemed necessary. Copies of state agency policies and procedures will be made available to the contractor upon issuance of the Notice of Award by the Division of Purchasing and Materials Management.

1)Contractor's personnel shall not display favoritism or preferential treatment for individual offenders or groups of offenders.

2)Contractor's personnel shall not engage in any personal or business relationship with any offender under the state agency's jurisdiction or with an offender that has been a program participant within the last two years, or the offender's family.

3)Contractor's personnel shall not use their official positions to secure or receive advantages, gifts, money, or favors from offenders, their families, or associates.

4)Contractor's personnel shall value the human worth and dignity of all offenders by respecting the individual, recognizing diversity and treating all offenders fairly.

5)Contractor's personnel shall not abuse offenders verbally or physically.

6)Contractor's personnel shall recognize the offender's right to privacy and adhere to confidentiality rules.

7)Contractor's personnel shall report any attempt to violate these guidelines immediately to the contractor's facility director who shall in turn report to the state agency.
See PERSONNEL POLICIES beginning on Page 251, for a detailed description of how RHP offers to meet the expectations of this section.

2.12.12 The contractor shall maintain written job descriptions for all personnel. The job descriptions shall include job titles, minimum qualifications, responsibilities and duties, as well as titles of the immediate supervisor. The employees' job descriptions shall be located in the personnel file.

2.12.13 The contractor shall maintain a personnel file for each of the contractor's personnel. The personnel file shall be accessible to the state agency or its representatives for the purpose of verifying compliance with the contractual requirements. The file must include criminal record checks completed by the contractor, background investigations, resumes, transcripts, dates of employment, training records, performance appraisals, commendations, disciplinary actions and other related actions.

a.The contractor shall verify and provide documentation to the state that the original degree/diploma/certified transcript was reviewed by the contractor prior to hire.

b.The contractor shall provide a check list of all required documents at the front of each employee file.
The RHP Human Resources Manager will be responsible for maintaining all personnel files for RHP. See HIRING, TRAINING & JOB DESCRIPTIONS beginning on Page 224 and PERSONNEL FILES beginning on Page 263, for a detailed description of how RHP offers to meet the expectations of this section.

2.12.14 The contractor shall notify the state agency in writing of any violations, investigations or accusations relating to personnel providing services and a plan of action how the issue will be addressed or resolved. The contractor shall make initial contact with the state agency immediately, or the next working day after becoming aware of the issue.

2.12.15 The contractor shall not bind any members of the contractor's personnel to an agreement which would inhibit, impede, prohibit, restrain, or in any manner restrict the members of the contractor's personnel in or from accepting employment with other providers similarly situated.

2.12.16 The contractor, its employees, and others acting under the contractor's control, shall at all times observe and comply with all applicable state statutes, state agency rules, regulations, guidelines, internal management

policy and procedures, and general orders of the state agency that are applicable, current, or hereafter adopted, regarding operations and activities in and about all state agency property and dealing with the offender population. Further, the contractor and the contractor's personnel shall assist the state agency in enforcing offender rules by reporting violations to the state agency or its designee. Furthermore, the contractor shall not obstruct the state agency nor any of its designated officials from performing their duties in response to court orders or in the maintenance of a secure and safe environment.

2.12.17 The contractor shall supervise its personnel. The unique nature of working with offenders, including safety and security issues, requires the state agency to carefully monitor the contractor's personnel. Any concerns the state agency has regarding a member of the contractor's personnel, their job performance, or the conditions of their employment shall be reported through the chain of command to the chief administrative officer/designee of the state agency in order that proper communications can occur with the contractor.

a.The contractor shall be responsible for the conditions of employment, work environment, and employee rights of the contractor's personnel. The contractor must provide a means, and orient the personnel to such means, of resolving complaints or problems regarding the personnel members' work at a state agency facility. Because of the unique nature of the work, close cooperation between the contractor's personnel and state agency will be required. However, the contractor must ensure that contractor's personnel work the correct hours, receive correct pay, have the tools they need to do their work, receive additional job training as needed, and have adequate supervision. Adequate supervision includes access to supervisory personnel for personnel problems including but not limited to complaints about working conditions, harassment, discrimination or any other matters. The contractor shall provide written communications to the state agency regarding any action requested of the state agency based on a complaint from a member of the contractor's personnel or any alleged allegations against the contractor's personnel.

2.12.18 The contractor shall not assign or designate any person to multiple contracts or positions without the advance written approval of the state agency.

2.12.19 The contractor shall understand and agree that no state agency employee shall be compensated by the contractor for services provided, related to performance of the contract, while concurrently employed by the state agency.

See PERSONNEL POLICIES beginning on Page 251, for a detailed description of how RHP offers to meet the expectations of this section.

2.13 Training Curriculum:

2.13.1 Within thirty (30) calendar days from the date of hire and prior to providing services, the contractor shall provide in-service training to personnel assigned to the contract. The training shall include, but not necessarily be limited to safety and security of the residential facility, offender violations including absconders and no shows, offender management techniques, crisis intervention, de-escalation of volatile offender behavior, appropriate procedures and responses to offender incidents, training on cross–gender pat down and searches of transgender and intersex residents. Additional training in verbal judo, cognitive restructuring, reentry process, transitional team concepts, communicable diseases and interpersonal relationships shall be required on contractor's personnel as directed by the state agency.

a.The contractor shall not allow any personnel who are newly assigned to a position to perform job duties until training is completed, unless under direct and immediate supervision.

b.The contractor shall provide a training checklist, or comparable form, to verify all required training has been completed. The training check list shall be located in the employee personnel file.

2.13.2 Within thirty (30) calendar days after state agency authorization to proceed with services or within thirty (30) calendar days from the date of hire and prior to providing service, whichever is sooner, the contractor shall ensure that the contractor's personnel, who shall minimally include the program director/managers, case managers, and security personnel, shall participate in any required training provided by the state agency.

2.13.3 Within seven (7) calendar days of employment, the contractor's personnel shall be trained in the proper emergency procedures indicated in the Written Plans and Written Procedures herein and shall receive appropriate training for those procedures for which responsible. The contractor's personnel shall sign a form, which shall be witnessed and signed by the person's immediate supervisor, signifying understanding and training in these procedures.

Paragraph Revised by Amendment #1

2.13.4 The contractor shall provide and/or participate in 16 hours of cross training annually on a calendar year basis (January – December). The contractor shall not require new employees to attend cross training until the employee has completed ninety (90) days of employment.

2.13.5 The contractor shall provide annual continuing education and training for personnel that shall address areas pertinent to the contract and offender management, behavior, or security.

2.13.6 The contractor and the contractor's personnel shall participate in any training provided by the state agency as deemed necessary to ensure successful compliance with the contract.

2.13.7 The contractor shall maintain documentation of participation in training for all personnel in the contractor personnel files.

2.13.8 The contractor shall understand and agree that all training shall be at the expense of the contractor.
See HIRING, TRAINING & JOB DESCRIPTIONS beginning on Page 224, STAFF TRAINING LOG Page 272 and EMPLOYEE STANDARDS OF CONDUCT Page 273 for a detailed description of how RHP offers to meet the expectations of this section.

2.14 Report Requirements:

2.14.1 The contractor shall notify the state agency of any violation that could lead to termination from the residential facility or that could result in the revocation or change in the level of supervision for the offender within one (1) working day of such violation.

a.The contractor shall report any unlawful behavior of any offender(s) or against any offender to the state agency and to local law enforcement officials immediately upon knowledge of such behavior.

b.While police contact may not result in a violation report, the contractor must immediately report any police contact with an offender to the state agency.

c.The contractor shall submit violation reports (Attachment #19) to the state agency within one (1) working day

2.14.2 The contractor shall notify the state agency of any incident involving the offender's physical or emotional well being. The contractor shall complete and submit incident reports (Attachment #19) to the state agency within one (1) working day of incidents at the residential facility.

2.14.3 The contractor may develop their own reports with the state agency's approval. However, the contractor shall minimally include information included within (Attachments #1- 22) in the required reports and shall revise the reports at the request of the state agency.

2.14.4 On a quarterly basis, the contractor must submit the Individual Personnel Percentage of Work Time Exhibit and Employee Expense Charged to the Contract Exhibit to the state agency with oversight meeting minutes, as described in the Meeting Requirements elsewhere herein.

2.14.5 The contractor shall submit any special reports at the request of the state agency.

2.14.6 The contractor shall participate and cooperate to its fullest extent in any research project or outcome study required by the state agency.
See HIRING, TRAINING & JOB DESCRIPTIONS beginning on Page 224, PARTICIPANT RECORDS & REPORTS beginning on Page 274, and PRIVACY & CONFIDENTIALITY beginning on Page 278, for a detailed description of how RHP offers to meet the expectations of this section.

2.15 Meeting Requirements:

2.15.1 The contractor shall invite the state agency to all management meetings specific to the contract.

2.15.2 At least quarterly or as requested by the state agency, the contractor and the contractor's personnel shall participate in oversight meetings specific to contract compliance. The contractor shall forward copies of the minutes to the following state agency designees: State Agency Coordinator and the Probation and Parole supervisor.

2.15.3 At the request of the state agency, the contractor's managers and associated administrative personnel shall attend periodic state agency staff meetings. These meetings may be held regionally or in Jefferson City, depending on the nature of the agenda. Expenses incurred by the contractor's personnel to attend such meetings shall be the responsibility of the contractor.

RHP management staff and state agency's local Liaison Officer(s) will have monthly oversight meetings specific to this contract with minutes submitted to the state agency. RHP Human Resources Manager will make arrangements, at the request of the state agency, to attend the required oversight meetings, staffings, and trainings.

2.16 Contract Monitoring:

2.16.1 Audit and Evaluation Process - At any and all times, the contractor must provide the state agency and any state agency designees, including other state and federal representatives, access to the contractor, the contractor's facilities, any personnel providing services pursuant to the contract, or any other activities of the contractor pursuant to the contract for purposes of audit and evaluation of the services performed.

a.At a location designated by the state agency, the contractor shall produce all books, files and records relating to offenders, personnel and services regarding the contract for purposes of a state agency audit.

b.The contractor must provide access for audits of the operating systems, procedures, services, documentation, software packages, facilities and equipment used in support of the office functions for the contract.

1)The contractor shall provide read-and-copy access to all files that are used. Such files shall include, but are not limited to, inventory control files, case management files, procedure files, and any other files related to office operations.

2)The contractor shall provide the personnel and resources necessary for the automated and/or manual sampling of office operation and case management information, or other data maintained by the contractor, including historical data and any necessary follow-up, that may be required to meet any performance or audit review requirements.

c.The contractor shall agree and understand that the evaluations and audits conducted by the state agency and/or designees may include, but are not limited to, the following:

1)Reviewing the contractor's office functions, organization, policies, procedures and practices, operating efficiency, residential facility and equipment access security, and back-up procedures.
2)Reviewing activity transactions.
3)Analyzing activities to determine the cause of errors.

4)Reviewing the contractor's compliance with contract terms, systems specifications, pertinent state and federal laws and regulations, state agency policies and procedures, administrative directives, and program documentation. **The RHP Executive Director and staff will make any and all facilities, records, and staff available to review by the state agency.**

2.16.2 Deficiency Notice - The contractor shall understand and agree that if the state agency, through its audit and evaluation of contractual performance, determines that the services being performed by the contractor are unacceptable, the state agency shall provide written notice which states the deficiencies to the contractor's authorized representative. The state agency shall ensure that all deficiency notices contain recommended remedies as well as acceptable terms of reconciliation.

a.Evidence of deficiency shall exist and be recognized by the state agency as unacceptable performance involving the contractor's non-compliance with any rule, regulation, policy and procedure, standard, protocol, practice, or statute, that if continued would limit and/or offset to a significant degree a desired outcome prescribed herein.

b.The deficiency notice shall:

1)inform the contractor of the deficiency;
2)inform the contractor of the state agency's desired resolution/corrective action to be taken by the contractor;
3)require the contractor to resolve the situation to the state agency's satisfaction; and/or
4)require the contractor to provide a corrective action plan, as described below, for preventing the situation/incident from recurring.

c.Upon receipt of the deficiency notice, the contractor shall have ten (10) working days to either correct the described deficiency(ies), or demonstrate, in writing, good cause as to why the deficiency(ies) cannot be resolved within the ten-day period. In either instance, the contractor shall implement a corrective plan of action and direct a written response to the state agency within the ten-day period.

d.Failure of the contractor to respond in writing to the deficiency notice within ten (10) working days of receipt of the letter may result in the state agency withholding 50% of the next monthly payment to the contractor and each subsequent month until the state agency receives a written response.

e.Such provisions concerning the providing of deficiency notices shall be in addition to the provisions contained elsewhere herein concerning notice provided to the contractor regarding issues of contractual breach.

2.16.3 Corrective Action Plan - Within ten (10) working days after receipt of the state agency notice delineating the deficiencies, the contractor shall provide the state agency with a complete written corrective action plan.

a.The contractor's corrective action plan must:

1)List steps the contractor will take to correct the deficiencies;
2)Timelines for the corrections; and
3)Describe how progress will be measured.

b.Within ten (10) working days of receipt of the corrective action plan, the state agency will notify the contractor in writing if the corrective action plan is approved.

c.If the state agency informs the contractor that the corrective action plan is not approved, the contractor shall submit a revised corrective action plan to the state agency within ten (10) working days.

1)Within ten (10) calendar days of receipt of the revised corrective action plan, the state agency will notify the contractor in writing if the revised corrective action plan is approved.

2)Failure of the contractor to submit the revised corrective action plan within ten (10) working days shall be considered a breach of contract and subject to the available remedies including contract cancellation.

2.16.4 Contract Monitoring - The state agency reserves the right to monitor the contract throughout the effective period of the contract to ensure financial and contractual compliance. If the state agency determines the contractor to be at high-risk for non-compliance, the state agency shall have the right to impose special conditions or restrictions. Written notification will be provided to the contractor of the determination of high-risk and of any special conditions or restrictions to be imposed. The special conditions or restrictions may include, but not limited to, those conditions specified below:

a.Requiring additional, more detailed financial reports or other documentation;
b.Additional contract monitoring;
c.Requiring the contractor to obtain technical or management assistance; and/or
d.Establishing additional prior approvals from the state agency.

2.17 Financial Audit Requirements - The contractor shall have an audit conducted annually by an independent Certified Public Accountant (CPA) of all financial records and related documentation incurred under the contract and related to the residential facility services provided by the contractor.

2.17.1 The state agency shall have the right to approve the contractor's selection of the CPA and the CPA's proposed plan-of-action for auditing the contractor. The contractor shall not utilize any CPA firm, which has had or currently has a personal interest in the outcome of the audit or has any relationship, which may demonstrate a conflict of interest. The contractor must submit the following information to the state agency prior to implementing the audit.

a.A list identifying any current and previous contract(s) of the CPA which pertain to residential facilities.

b.A written description of the plan-of-action which the CPA shall employ during the audit including, but not limited to, the following areas:

1)Review and reporting of all savings collected from offenders.

2)Review of billings to the state agency, other state agencies, and contractors.

2.17.2 The contractor and the subcontracted CPA firm must agree and ensure that access to all audit work papers shall be granted to personnel of the state agency and/or the Missouri State Auditor's Office.

2.17.3 The contractor shall agree and ensure that the state agency shall be given an opportunity to be present for all entry and exit audit conferences. Therefore, the contractor must provide sufficient notice to the state agency prior to such audit conference to permit scheduling. The audit shall become a part of the contractor's final evaluation report. In addition, all audit papers issued by the CPA shall be included as part of the contractor's final evaluation report.

2.17.4 After reviewing the audit papers of the CPA, if the State of Missouri determines services were not performed as contractually required, that there were gross misrepresentations of the cost and pricing data, or that unallowable costs were used by the contractor in the performance of the contract, the contract price(s) shall be reduced by an amount equal to any excess cost caused by such noncompliant acts of the contractor.

2.17.5 The state agency, the Office of the State Auditor, and/or appropriate federal agencies may examine (audit) all pertinent books, documents, papers, and records of contractor's residential facility to determine the propriety of the expenditures as defined by federal regulations, the contract, and state agency Policy and Procedure. The contractor shall make such available as requested.

a.The contractor shall retain all records relating to the contract for five (5) years or such time as prescribed by law after the close of the fiscal year in which the contract expires/terminates. Such records may be destroyed at the end of such five-year period if the state agency has been notified in writing of the completion of the state

audit by such time. If the state agency has not be notified by the end of such five year period, such records shall be retained until the state agency is notified of the completion of the state audit. In all cases where the audit questions have arisen before the expiration of such five-year period, records shall be retained until resolution of all such questions.

b.The contractor shall provide financial reports as required on forms provided by the state agency.

c.The contractor shall retain records which relate to (1) appeals, (2) litigation of the settlement of claims arising out of performance of the contract, and (3) costs and expenses of the contract to which exception has been taken by the state agency or its duly authorized representative until such appeals, litigation, claims, or exceptions have been authorized.

The Administrative Director shall arrange the annual audit and ensure that the state agency is provided all information and included in all meetings. Records will be retained as required.

2.18 Miscellaneous Requirements:

2.18.1 The contractor, where feasible and appropriate, shall use state-of-the-art office equipment to enable the most effective and efficient operation while maintaining strict adherence to the contract requirements.

2.18.2 If deemed necessary by the state agency, the state agency will provide the contractor with access to the state agency's database on a need to know basis. Access shall be limited to contractor personnel who have been approved access by the state agency.

2.18.3 The state agency shall furnish all legal and accounting services as may be necessary for the state agency to satisfy its contractual responsibilities. The state agency shall not assume, nor shall it be liable for, legal, or accounting services as may be necessary for the contractor to satisfy its contractual obligations. Without exception to the foregoing, the state agency is not obligated to provide legal or accounting services to the contractor in connection with any litigation or threatened litigation against the contractor arising out of the contractor's performance.

2.18.4 Unless otherwise specified herein, the contractor shall furnish all material, labor, facilities, equipment, and supplies necessary to perform the services required herein.

RHP understands and agrees to all items in Section 2.17.

2.19 Financial Requirements:

2.19.1 Prior to any payments becoming due under the contract, the contractor must return a completed State of Missouri Vendor Input/ACH-EFT Application, which is downloadable from the Vendor Services Portal at: https://www.vendorservices.mo.gov/vendorservices/Portal/Default.aspx.

a.The contractor understands and agrees that the State of Missouri reserves the right to make contract payments through electronic funds transfer (EFT).

b.The contractor must submit invoices on the contractor's original descriptive business invoice form and must use a unique invoice number with each invoice submitted. The unique invoice number will be listed on the State of Missouri's EFT addendum record to enable the contractor to properly apply the state agency's payment to the invoice submitted. The contractor may obtain detailed information for payments issued for the past 24 months from the State of Missouri's central accounting system (SAM II) on the Vendor Services Portal at:

https://www.vendorservices.mo.gov/vendorservices/Portal/Default.aspx

2.19.2 The contractor understands that the State of Missouri is not obligated for any payments under the terms of the agreement unless funds have been officially encumbered in accordance with the provisions of Chapter 33, RSMo. The contract shall automatically terminate without penalty or termination costs if such funds are not appropriated or available. If funds are not appropriated or available for the contract, the contractor shall not prohibit or limit the state agency's right to pursue alternate contracts as may be necessary. The requirements stated

in this paragraph shall apply to any amendment or the execution of any option to extend the contract. The availability of funding for the contract shall be determined solely by the state agency and such determination shall be final and without recourse by the contractor.

2.19.3 Invoicing – The contractor must submit monthly invoices which minimally contain the information included in Attachment #21 and #22, to the state agency Probation and Parole office for review by the 5th working day of the month following services in accordance with the applicable firm, fixed price per residential slot stated on the Pricing Page.

a. Invoices must indicate the number of residential slots as stated in the Notice of Award multiplied by the number of days in the billing month less the total number of slots served and the total number of slots over or under the number of authorized slots.

b.If a discount for prompt payment is specified on the Pricing Page, the contractor's invoice must identify the discount on the Pricing Page.

c.Final invoices are due by no later than thirty (30) calendar days of the expiration of the contract. The state agency shall have no obligation to pay any invoice submitted after the due date.

d.The state agency reserves the right to audit invoices and to reject any invoice for good cause.

e.The state agency reserves the right to make invoice corrections and/or invoice changes with appropriate notification to the contractor when recognition of error, omission, or a practice uncommon to General Accepted Accounting Practices is evidenced.

2.19.4 Payments - The contractor shall be paid the firm fixed price per residential slot price for each residential slot stated in the Notice of Award, less liquidated damages, if any.

a.If the contractor exceeds the total number of residential slots stated in the Notice of Award in a given month, the contractor shall be paid for the overage, not to exceed 10% of the total authorized residential slots.

b.In the event the contractor consistently falls below the maximum authorized residential slot utilization in a quarter, the state reserves the right to review the authorized residential slot utilization and reduce the contracted authorized residential slots accordingly and payment to the contractor shall be reduced accordingly by the firm, fixed price per residential slot indicated on the Pricing Page. If it becomes necessary to reduce the number of contracted residential slots due to renovation/construction, payment to the contractor shall be reduced accordingly by the firm, fixed price per residential slot indicated on the Pricing Page.

c.The contractor shall not receive payment until after receipt of the services and the state agency is in receipt of the monthly invoice as well as all required monthly reports.

d.If the contractor proposes a discount for prompt payment as indicated on the Pricing Page and the state agency makes prompt payment, the total payment to the contractor shall be reduced by the percent of discount identified on the Pricing Page.

e.Other than the payments specified above, no other payments or reimbursements shall be made to the contractor for any reason whatsoever including payments for report time, taxes, shipping charges, insurance, interest, penalties, termination payments, attorney fees, liquidated damages, training, telephone charges, security clearance, etc.

f.If a request by the contractor for payment or reimbursement is denied, the state agency shall provide the contractor with written notice of the reason(s) for denial.

g.Notwithstanding any other payment provision of the contract, if the contractor fails to perform required work or services, fails to submit reports when due, or is indebted to the United States, the state agency may withhold payment or reject invoices under the contract.

h.If the contractor is overpaid by the state agency, upon official notification by the state agency, the contractor shall provide the state agency (1) with a check payable as instructed by the state agency in the amount of such overpayment at the address specified by the state agency or (2) deduct the overpayment from the monthly invoices as requested by the state agency.

Paragraph Revised by Amendment #1

2.19.5 In any instance when an additional source of funding is available to the contractor, through public and/or private sources, that is intended to offset a portion of service cost, the total obligation due the contractor shall be reduced by the amount of the funding received. In such instances, the state agency shall notify the contractor by means of an amendment, notifying the contractor of such change.
See FINANCIAL PROCEDURES beginning on Page 210, for a detailed description of how RHP offers to meet the expectations of this section.

2.19.6 Damages - The contractor shall agree and understand that providing an operational facility 24 hours per day 7 days per week is critical to the efficient operations of the state agency and that the amount of actual damages to the state agency if the contractor fails to provide an operational facility would be difficult to establish. Therefore, the contractor shall agree and understand that the amount identified below as damages shall be reasonable and fair under the circumstances.

a. For each 24 hour day after the length of time for program implementation as specified on the Pricing Page or the extension of time granted by the state agency, whichever is later, that the contractor's facility is not operational, the contractor shall pay damages in the amount equal to the total difference in cost for the total number of residential slots stated in the Notice of Award and the cost to obtain that number of residential slots from another provider. For example, if the contractor was awarded 10 residential slots at a firm, fixed price of $50.00 per residential slot and another provider prices the residential slot for $60.00 the contractor would be required to pay damages in the amount of $100.00 for each twenty-four (24) hour period in which the other provider provided the residential slots ($60.00 - $50.00 X 10 residential slots = $100.00).

b. The contractor shall also agree and understand that such damages shall either be deducted from the contractor's invoices pursuant to the contract or paid by the contractor as a direct payment to the state agency at the sole discretion of the state agency.

c. The contractor shall understand that the damages described herein shall not be construed as a penalty.

d. The contractor shall agree and understand that all assessments of damages shall be within the discretion of the State of Missouri and shall be in addition to, not in lieu of, the rights of the State of Missouri to pursue other appropriate remedies.

2.19.7 The contractor shall agree and understand that funding is intended to support delivery of residential facility services and is not intended to support start up costs and research to achieve capacity to perform the services described herein. Additionally, the contractor shall agree and understand that funds shall not be used in any manner to replace or supplant funds of the contractor for any service included in the contract.

Paragraph and Subparagraphs Deleted by Amendment #1

2.19.8 Deleted

a.Deleted

b.Deleted

c.Deleted

d.Deleted

2.20 Other Contractual Requirements:

2.20.1 Contract - A binding contract shall consist of: (1) the RFP, amendments thereto, and any Best and Final Offer (BAFO) request(s) with RFP changes/additions, (2) the contractor's proposal including any contractor BAFO response(s), (3) clarification of the proposal, if any, and (4) the Division of Purchasing and Materials Management's acceptance of the proposal by "notice of award". All Exhibits and Attachments included in the RFP shall be incorporated into the contract by reference.

a.A notice of award issued by the State of Missouri does not constitute an authorization for shipment of equipment or supplies or a directive to proceed with services. Before providing equipment, supplies and/or services for the State of Missouri, the contractor must receive a properly authorized purchase order or other form of authorization given to the contractor at the discretion of the state agency.

b.The contract expresses the complete agreement of the parties and performance shall be governed solely by the specifications and requirements contained therein.

c.Any change to the contract, whether by modification and/or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representative of the contractor and the Division of Purchasing and Materials Management prior to the effective date of such modification. The contractor expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any person, shall be used or construed as an amendment or modification to the contract.

2.20.2 Contract Period - The original contract period shall be as stated on the Notice of Award. The contract shall not bind, nor purport to bind, the state for any contractual commitment in excess of the original contract period. The Division of Purchasing and Materials Management shall have the right, at its sole option, to renew the contract for three (3) additional one-year periods, or any portion thereof.

2.20.3 Renewal Periods - In the event the Division of Purchasing and Materials Management exercises its option for renewal, all terms and conditions, requirements and specifications of the contract shall remain the same and apply during the renewal period, except as stated herein in regard to pricing: All prices ***shall remain the same except as stated below***:

a.If additional funds are available for the renewal period, the Division of Purchasing and Materials Management shall provide the contractor with an opportunity to request an amount up to a specified maximum percentage increase through a contract amendment, subject to the maximum percentage increase stated on the Pricing Page, if any.

1) In no event shall the contractor be allowed price increases in excess of the maximum percentage increase for the applicable renewal period stated on the Pricing Page of the contract.
2) If maximum percentage increases are not stated on the Pricing Page, then the renewal prices shall remain the same as during the previous contract period.
3) If required by the Division of Purchasing and Materials Management, the contractor may be required to submit a price analysis or other justification for any price increase requested.

b.If additional funds are not available, the renewal prices shall remain the same as during the previous contract period.

c.If funds are reduced, the contractor will be advised of the applicable decrease for the renewal period or portion thereof. If such reductions are rejected by the contractor, the contract may be terminated and a new procurement process may be conducted.

2.20.4 Termination - The Division of Purchasing and Materials Management reserves the right to terminate the contract at any time, for the convenience of the State of Missouri, without penalty or recourse, by giving written notice to the contractor at least thirty (30) calendar days prior to the effective date of such termination. In the event of termination pursuant to this paragraph, all documents, data, reports, supplies, equipment, and accomplishments prepared, furnished or completed by the contractor pursuant to the terms of the contract shall, at the option of the Division of Purchasing and Materials Management, become the property of the State of Missouri. The contractor shall be entitled to receive compensation for services and/or supplies delivered to and accepted by the State of Missouri pursuant to the contract prior to the effective date of termination.

a.If state and/or federal funds are not appropriated, continued, or available at a sufficient level to fund the contract, or in the event of a change in federal or state law relevant to the contract, the obligations of each party may, at the sole discretion of the State of Missouri, be terminated in whole or in part, effective immediately or as determined by the State of Missouri, upon written notice to the contractor from the State of Missouri.

2.20.5 Transition:

a.Upon award of the contract, the contractor shall work with the state agency and any other organizations designated by the state agency to ensure an orderly transition of services and responsibilities under the contract and to ensure the continuity of those services required by the state agency.

b.Upon expiration, termination, or cancellation of the contract, the contractor shall assist the state agency to ensure an orderly and smooth transfer of responsibility and continuity of those services required under the terms of the contract to an organization designated by the state agency. If requested by the state agency, the contractor shall provide and/or perform any or all of the following responsibilities:

1) The contractor shall deliver, FOB destination, all records, documentation, reports, data, recommendations, or printing elements, etc., which were required to be produced under the terms of the contract to the state agency and/or to the state agency's designee within seven (7) days after receipt of the written request in a format and condition that are acceptable to the state agency.

2) The contractor shall discontinue providing service or accepting new assignments under the terms of the contract, on the date specified by the state agency, in order to ensure the completion of such service prior to the expiration of the contract.

3) The contractor shall not accept any new offenders in behalf of the state agency nor be paid for service to any new offenders by the state agency if service is implemented after the termination or cancellation date of the contract. In the event that services for an offender are referred or transferred to another organization, the contractor shall furnish all records, treatment plans, and recommendations, which are necessary to ensure continuity and consistency of care for the client.

4) If requested in writing via formal contract amendment, the contractor shall agree to continue providing any part or all of the services in accordance with the terms and conditions, requirements and specifications of the contract for a period not to exceed ninety *(90)* calendar days after the expiration, termination or cancellation date of the contract for a price not to exceed those prices set forth in the contract.

- The contractor must obtain specific written approval from the state agency prior to providing continuing services to any offender after the termination or cancellation of the contract. The

written approval must identify the specific offender and contain a date for the termination of service for the offender.

- The decision to allow an offender to receive continuing services shall be made by the state agency on a case-by-case basis at its sole discretion.

2.20.6 Contractor Liability - The contractor shall be responsible for any and all personal injury (including death) or property damage as a result of the contractor's negligence involving any equipment or service provided under the terms and conditions, requirements and specifications of the contract. In addition, the contractor assumes the obligation to save the State of Missouri, including its agencies, employees, and assignees, from every expense, liability, or payment arising out of such negligent act.

a.The contractor also agrees to hold the State of Missouri, 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.

b.The contractor shall not be responsible for any injury or damage occurring as a result of any negligent act or omission committed by the State of Missouri, including its agencies, employees, and assignees.

c.Under no circumstances shall the contractor be liable for any of the following: (1) third party claims against the state for losses or damages (other than those listed above) or (2) economic consequential damages (including lost profits or savings) or incidental damages, even if the contractor is informed of their possibility.

2.20.7 Insurance - The contractor shall understand and agree that the State of Missouri cannot save and hold harmless and/or indemnify the contractor or employees against any liability incurred or arising as a result of any activity of the contractor or any activity of the contractor's employees related to the contractor's performance under the contract. Therefore, the contractor shall maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the State of Missouri, its agencies, its employees, its clients, and the general public against any loss, damage, and/or expense related to his/her performance under the contract. The insurance coverage shall include, but shall not necessarily be limited to, general liability, professional liability, etc. In addition, automobile liability coverage for the operation of any motor vehicle must be maintained *if the terms of the contract require any form of transportation services*. The limits of liability for all types of coverage shall not be less than $2,000,000 per occurrence. The general and other non-professional liability insurance shall include an endorsement that adds the State of Missouri as an additional insured.

a.The contractor shall provide written evidence of the insurance to the state agency prior to performance under the contract. Such evidence shall include, but shall not necessarily be limited to: effective dates of coverage, limits of liability, insurer's name, policy number, endorsement for the non-professional liability insurance naming the State of Missouri as an additional insured, endorsement by representatives of the insurance company, etc. The contract number must be identified on the evidence of insurance coverage. Evidence of self-insurance coverage or of another alternate risk financing mechanism may be utilized provided that such coverage is verifiable and irrevocably reliable and the State of Missouri is protected as an additional insured.

b.In the event the insurance coverage is canceled, the state agency must be notified within thirty (30) calendar days.

2.20.8 Subcontractors - Any subcontracts for the products/services described herein must include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by the contractor and the State of Missouri and to ensure that the State of Missouri is indemnified, saved, and held harmless from and against any and all claims of damage, loss, and cost (including attorney fees) of any kind related to a subcontract in those matters described in the contract between the State of Missouri and the contractor.

a.The contractor shall expressly understand and agree that he/she shall assume and be solely responsible for all legal and financial responsibilities related to the execution of a subcontract.

b.The contractor shall agree and understand that utilization of a subcontractor to provide any of the products/services in the contract shall in no way relieve the contractor of the responsibility for providing the products/services as described and set forth herein.

c.The contractor must obtain the approval of the State of Missouri prior to establishing any new subcontracting arrangements and before changing any subcontractors. The approval shall not be arbitrarily withheld.

d.Pursuant to subsection 1 of section 285.530, RSMo, no contractor or subcontractor shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri. In accordance with sections 285.525 to 285.550, RSMo, a general contractor or subcontractor of any tier shall not be liable when such contractor or subcontractor contracts with its direct subcontractor who violates subsection 1 of section 285.530, RSMo, if the contract binding the contractor and subcontractor affirmatively states that

1) The direct subcontractor is not knowingly in violation of subsection 1 of section 285.530, RSMo, and shall not henceforth be in such violation.
2) The contractor or subcontractor receives a sworn affidavit under the penalty of perjury attesting to the fact that the direct subcontractor's employees are lawfully present in the United States.

2.20.9 Participation by Other Organizations - The contractor must comply with any Organization for the Blind/Sheltered Workshop, Service-Disabled Veteran Business Enterprise (SDVE), and/or Minority Business Enterprise/Women Business Enterprise (MBE/WBE) participation levels committed to in the contractor's awarded proposal.

a. The contractor shall prepare and submit to the Division of Purchasing and Materials Management a report detailing all payments made by the contractor to Organizations for the Blind/Sheltered Workshops, SDVEs, and/or MBE/WBEs participating in the contract for the reporting period. The contractor must submit the report on a monthly basis, unless otherwise determined by the Division of Purchasing and Materials Management.

b. The Division of Purchasing and Materials Management will monitor the contractor's compliance in meeting the Organizations for the Blind/Sheltered Workshop and SDVE participation levels committed to in the contractor's awarded proposal. The Division of Purchasing and Materials Management in conjunction with the Office of Equal Opportunity (OEO) will monitor the contractor's compliance in meeting the MBE/WBE participation levels committed to in the contractor's awarded proposal. If the contractor's payments to the participating entities are less than the amount committed, the state may cancel the contract and/or suspend or debar the contractor from participating in future state procurements, or retain payments to the contractor in an amount equal to the value of the participation commitment less actual payments made by the contractor to the participating entity. If the Division of Purchasing and Materials Management determines that the contractor becomes compliant with the commitment, any funds retained as stated above, will be released.

c. If a participating entity fails to retain the required certification or is unable to satisfactorily perform, the contractor must obtain other certified MBE/WBEs or other organizations for the blind/sheltered workshops or other SDVEs to fulfill the participation requirements committed to in the contractor's awarded proposal.

1) The contractor must obtain the written approval of the Division of Purchasing and Materials Management for any new entities. This approval shall not be arbitrarily withheld.

2) If the contractor cannot obtain a replacement entity, the contractor must submit documentation to the Division of Purchasing and Materials Management detailing all efforts made to secure a

replacement. The Division of Purchasing and Materials Management shall have sole discretion in determining if the actions taken by the contractor constitute a good faith effort to secure the required participation and whether the contract will be amended to change the contractor's participation commitment.

d. No later than 30 days after the effective date of the first renewal period, the contractor must submit an affidavit to the Division of Purchasing and Materials Management. The affidavit must be signed by the director or manager of the participating Organizations for the Blind/Sheltered Workshop verifying provision of products and/or services and compliance of all contractor payments made to the Organizations for the Blind/Sheltered Workshops. The contractor may use the affidavit available on the Division of Purchasing and Materials Management's website at http://content.oa.mo.gov/sites/default/files/bswaffidavit.doc or another affidavit providing the same information.

2.20.10 Contractor Status - The contractor is an independent contractor and shall not represent the contractor or the contractor's employees to be employees of the State of Missouri or an agency of the State of Missouri. The contractor shall assume all legal and financial responsibility for salaries, taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc., and agrees to indemnify, save, and hold the State of Missouri, its officers, agents, and employees, harmless from and against, any and all loss; cost (including attorney fees); and damage of any kind related to such matters.

2.20.11 Coordination - The contractor shall fully coordinate all contract activities with those activities of the state agency. As the work of the contractor progresses, advice and information on matters covered by the contract shall be made available by the contractor to the state agency or the Division of Purchasing and Materials Management throughout the effective period of the contract.

2.20.12 Property of State – The contractor shall agree and understand that all documents, data, reports, supplies, equipment, and accomplishments prepared, furnished, or completed by the contractor pursuant to the terms of the contract shall become the property of the State of Missouri. Upon expiration, termination, or cancellation of the contract, said items shall become the property of the State of Missouri, which shall include all rights and interests for present and future use or sale as deemed appropriate by the state agency.

a.The State of Missouri understands and agrees that any ancillary software tools or pre-printed materials (e.g., project management software tools or training software tools, etc.) developed or acquired by the contractor that may be necessary to perform a particular service required hereunder but not required as a specific deliverable of the contract, shall remain the property of the contractor; however, the contractor shall be responsible for ensuring such tools and materials are being used in accordance with applicable intellectual property rights and copyrights.

b.The contractor shall further agree that no reports, documentation, or material prepared, including the program(s) developed as required by the contract, shall be used or marketed by the contractor or released to the public without the prior written consent of the state agency.

2.20.13 Confidentiality:

a.The contractor shall agree and understand that all discussions with the contractor and all information gained by the contractor as a result of the contractor's performance under the contract shall be confidential and that no reports, documentation, or material prepared as required by the contract shall be released to the public without the prior written consent of the state agency.

b.If required by the state agency, the contractor and any required contractor personnel must sign specific documents regarding confidentiality, security, or other similar documents upon request. Failure of the contractor and any required personnel to sign such documents shall be considered a breach of contract and subject to the cancellation provisions of this document.

c.The contractor shall maintain strict confidentiality of all offender information or records supplied to it by the state agency or that the contractor establishes as a result of contract activities. The contents of such records shall not be disclosed to anyone other than the state agency unless such disclosure is required by law.

1) The contractor assumes liability for all disclosures of confidential information and breaches by the contractor and/or the contractor's/provider's subcontractors and employees.

2) The contractor agrees to comply with all applicable confidentiality and information security laws, including but not limited to sections 192.067 and 192.667, RSMo, the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and regulations promulgated under HIPAA, including but not limited to the Federal Standards for Privacy of Individually Identifiable Health Information (45 CFR Parts 160 and 164, the "Privacy Rule"), the Security Standards for the Protection of Electronic Protected Health Insurance (45 CFR part 164, subpart C, the "Security Rule"), and Breach Notification for Unsecured Protected Health Information (45 CFR Parts 160 and 164, the "Breach Notification Rule").

2.20.14 Conflict of Interest - In accordance with the sections 105.452 and 105.454 RSMo., no official or employee of the state agency or public official of the State of Missouri who exercises any functions or responsibilities in the review or approval of the services covered by the contract shall acquire any personal interest, directly or indirectly, in the contract or proposed contract.

a. In accordance with state and federal laws and regulations, state executive order or regulations and policies of the state agency, the contractor agrees that it presently has no interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the services. The contractor agrees that no person having such interest shall be employed or conveyed an interest, directly or indirectly, in the contract.

b. It is agreed that no Missouri state employee shall help the contractor obtain the contract or participate in the performance of the contract if such involvement will constitute a conflict of interest. Before any state employee may be involved in the performance of the contract written approval shall be obtained from the director of the state agency.

c. A state employee shall not be compensated under the contract for duties performed in the course of his/her state employment. A state employee shall not use state facilities or materials for personal gain relating to the performance of the contract.

2.20.15 Contractor Equipment Use:

a.Title - Title to any equipment required by the contract shall be held by and vested in the contractor. The State of Missouri shall not be liable in the event of loss, incident, destruction, theft, damage, etc., for the equipment including, but not limited to, devices, wires, software, technical literature, etc. It shall be the contractor's sole responsibility to obtain insurance coverage for such loss in an amount that the contractor deems appropriate.

b.Liability - The contractor shall agree that the State of Missouri shall not be responsible for any liability incurred by the contractor or the contractor's employees arising out of the ownership, selection, possession, leasing, rental, operation, control, use, maintenance, delivery, return, and/or installation of equipment provided by the contractor, except as otherwise provided in the contract.

2.20.16 For Hire License (Class E) - The contractor and the contractor's drivers who, in the provision of services under the contract: (1) receive pay for driving a motor vehicle transporting 14 or fewer passengers or (2) transport property for pay or as part of their job must have a For Hire License (Class E). The vehicle driven must have a 26,000 pounds or less Gross Vehicle Weight Rating (GVWR) or registered weight and not be required to be placarded for hazardous materials.

EXHIBIT G

IMPLEMENTATION PLAN

Implementation or Readiness Plan - The offeror should sequentially list and briefly describe the tasks or events proposed for the implementation of the required services. If no tasks or events are required, the offeror should provide a statement of readiness. For each task/event identified, the offeror should identify the number of days required to complete the task/event, the personnel proposed to perform the task/event, and the number of work hours for each person.

"Completion Day" should be specified as a certain number of days from date of contract award until completion of the specific task and should be expressed as calendar days, not specific dates.
"Assigned Personnel" should be identified by name rather than project title unless such personnel are yet to be hired.
"Workhours" should indicate that time each assigned person will spend on the specific task.

Task or Event	Completion Day	Assigned Personnel	Work-hours
Effective Date of Contract	1	N/A	N/A
RHP, Inc. will provide services for this proposal immediately upon award.	**1**	**Current Staff**	

EXHIBIT H

INDIVIDUAL PERSONNEL PERCENTAGE OF WORK TIME

Complete the following table showing the percentage of work time each key person will spend performing various duties. Calculate the percent of work utilizing the estimated number of man-hours per week for which the person is employed. Attach additional sheets as necessary. **10-19 Contracted Slots**

NAME OF EMPLOYEE	JOB CLASSIFICTION	BASIC ASSIGNMENT	PERCENT OF WEEK TIME
1. Michelle B. Thompson	Executive Director**	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
2. Heather East	Administrative Asst	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
3. Mike Hayes	Security Director	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
4. John Barrow	Case Manager	a. State	a. 100%
5. Chante Wright	Human Resources Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
6. Rodney Walker	Administrative Asst	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
7. LaToya Skillman	Kitchen Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
8. Brian Luke	Security Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10

EXHIBIT H Cont.

INDIVIDUAL PERSONNEL PERCENTAGE OF WORK TIME

Complete the following table showing the percentage of work time each key person will spend performing various duties. Calculate the percent of work utilizing the estimated number of man-hours per week for which the person is employed. Attach additional sheets as necessary. **10-19 contracted slots**

NAME OF EMPLOYEE	JOB CLASSIFICTION	BASIC ASSIGNMENT	PERCENT OF WEEK TIME
9. Gary Burhans	Security Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
10. Ramon Davis	Security Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
11. Rodney Spencer	Van Driver	a. State b. Federal c. Local d. Other	a. 50 b. 50 c d.
12. Mike Sanders	Van Driver	a. State b. Federal c. Local d. Other	a. 50 b. 50 c. d.
13. *8 FTE*	Security Officers	a. State	a. 100%

****A New Executive Director is expected to be in place by January 1, 2015. The credentials of the new Executive Director will meet or exceed the credentials of the current Executive Director. Approval of the new ED shall be received prior to the substitution of personnel.**

EXHIBIT I

EMPLOYEE EXPENSE CHARGED TO CONTRACT

The information provided below is applicable to the firm, fixed daily slot price for a minimum of ____10_____ slots through a maximum of ____19_____ slots.

Complete the following table for every and each person and administrative person whose time will be chargeable to the contract, if awarded.

A. NAME OF PERSON OR JOB DESCRIPTION IF VACANT	B. TOTAL ANNUAL SALARY OF THAT POSITION	C. % OF TIME CHARGED TO THE CONTRACT	D. TOTAL DOLLAR CHARGED TO THE CONTRACT
Michelle B. Thompson	75,000	40	30,000
Heather East	32,760	40	13,140
Mike Hayes	43,000	40	17,200
John Barrow	33,010	100	33,100
Chante Wright	33,926	40	13,570
Rodney Walker	27,040	40	10,816
LaToya Skillman	28,080	40	11,232
Brian Luke	35,023	40	14,009
Gary Burhans	30,000	40	12,000
Ramon Davis	30,000	40	12,000
Rodney Spencer	20,171	50	10,086
Mike Sanders	24,209	50	12,105
8 FTE Security Officers	174,760	100	174,760

****A New Executive Director is expected to be in place by January 1, 2015. The credentials of the new Executive Director will meet or exceed the credentials of the current Executive Director. Approval of the new ED shall be received prior to the substitution of personnel.**

EXHIBIT H

INDIVIDUAL PERSONNEL PERCENTAGE OF WORK TIME

Complete the following table showing the percentage of work time each key person will spend performing various duties. Calculate the percent of work utilizing the estimated number of man-hours per week for which the person is employed. Attach additional sheets as necessary. **20-23 Contracted Slots**

NAME OF EMPLOYEE	JOB CLASSIFICTION	BASIC ASSIGNMENT	PERCENT OF WEEK TIME
1. Michelle B. Thompson	Executive Director**	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
2. Heather East	Administrative Asst	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
3. Mike Hayes	Security Director	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
4. John Barrow	Case Manager	a. State	a. 100%
5. Chante Wright	Human Resources Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
6. Rodney Walker	Administrative Asst	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
7. LaToya Skillman	Kitchen Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
8. Brian Luke	Security Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10

EXHIBIT H Cont.

INDIVIDUAL PERSONNEL PERCENTAGE OF WORK TIME

Complete the following table showing the percentage of work time each key person will spend performing various duties. Calculate the percent of work utilizing the estimated number of man-hours per week for which the person is employed. Attach additional sheets as necessary. **20-23 Contracted Slots**

NAME OF EMPLOYEE	JOB CLASSIFICTION	BASIC ASSIGNMENT	PERCENT OF WEEK TIME
9. Gary Burhans	Security Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
10. Ramon Davis	Security Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
11. Rodney Spencer	Van Driver	a. State b. Federal c. Local d. Other	a. 50 b. 50 c d.
12. Mike Sanders	Van Driver	a. State b. Federal c. Local d. Other	a. 50 b. 50 c. d.
13. 8 FTE	Security Officers	a. State	a. 100%

****A New Executive Director is expected to be in place by January 1, 2015. The credentials of the new Executive Director will meet or exceed the credentials of the current Executive Director. Approval of the new ED shall be received prior to the substitution of personnel.**

EXHIBIT I

EMPLOYEE EXPENSE CHARGED TO CONTRACT

The information provided below is applicable to the firm, fixed daily slot price for a minimum of ____20_____ slots through a maximum of ____23_____ slots.

Complete the following table for every and each person and administrative person whose time will be chargeable to the contract, if awarded.

A. NAME OF PERSON OR JOB DESCRIPTION IF VACANT	B. TOTAL ANNUAL SALARY OF THAT POSITION	C. % OF TIME CHARGED TO THE CONTRACT	D. TOTAL DOLLAR CHARGED TO THE CONTRACT
Michelle B. Thompson	75,000	40	30,000
Heather East	32,760	40	13,140
Mike Hayes	43,000	40	17,200
John Barrow	33,010	100	33,100
Chante Wright	33,926	40	13,570
Rodney Walker	27,040	40	10,816
LaToya Skillman	28,080	40	11,232
Brian Luke	35,023	40	14,009
Gary Burhans	30,000	40	12,000
Ramon Davis	30,000	40	12,000
Rodney Spencer	20,171	50	10,086
Mike Sanders	24,209	50	12,105
8 FTE Security Officers	174,760	100	174,760

****A New Executive Director is expected to be in place by January 1, 2015. The credentials of the new Executive Director will meet or exceed the credentials of the current Executive Director. Approval of the new ED shall be received prior to the substitution of personnel.**

EXHIBIT H

INDIVIDUAL PERSONNEL PERCENTAGE OF WORK TIME

Complete the following table showing the percentage of work time each key person will spend performing various duties. Calculate the percent of work utilizing the estimated number of man-hours per week for which the person is employed. Attach additional sheets as necessary. ***24-29 Contracted Slots***

NAME OF EMPLOYEE	JOB CLASSIFICTION	BASIC ASSIGNMENT	PERCENT OF WEEK TIME
1. Michelle B. Thompson	Executive Director**	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
2. Heather East	Administrative Asst	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
3. Mike Hayes	Security Director	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
4. John Barrow	Case Manager	a. State	a. 100%
5. Chante Wright	Human Resources Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
6. Rodney Walker	Administrative Asst	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
7. LaToya Skillman	Kitchen Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
8. Brian Luke	Security Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10

EXHIBIT H Cont.

INDIVIDUAL PERSONNEL PERCENTAGE OF WORK TIME

Complete the following table showing the percentage of work time each key person will spend performing various duties. Calculate the percent of work utilizing the estimated number of man-hours per week for which the person is employed. Attach additional sheets as necessary. **24-29 Contracted Slots**

NAME OF EMPLOYEE	JOB CLASSIFICTION	BASIC ASSIGNMENT	PERCENT OF WEEK TIME
9. Gary Burhans	Security Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
10. Ramon Davis	Security Manager	a. State b. Federal c. Local d. Other	a. 40 b. 41 c. 9 d. 10
11. Rodney Spencer	Van Driver	a. State b. Federal c. Local d. Other	a. 50 b. 50 c d.
12. Mike Sanders	Van Driver	a. State b. Federal c. Local d. Other	a. 50 b. 50 c. d.
13. 8 FTE	Security Officers	a. State	a. 100%

****A New Executive Director is expected to be in place by January 1, 2015. The credentials of the new Executive Director will meet or exceed the credentials of the current Executive Director. Approval of the new ED shall be received prior to the substitution of personnel.**

EXHIBIT I

EMPLOYEE EXPENSE CHARGED TO CONTRACT

The information provided below is applicable to the firm, fixed daily slot price for a minimum of ____24_____ slots through a maximum of ____29_____ slots.

Complete the following table for every and each person and administrative person whose time will be chargeable to the contract, if awarded.

A. NAME OF PERSON OR JOB DESCRIPTION IF VACANT	B. TOTAL ANNUAL SALARY OF THAT POSITION	C. % OF TIME CHARGED TO THE CONTRACT	D. TOTAL DOLLAR CHARGED TO THE CONTRACT
Michelle B. Thompson	75,000	40	30,000
Heather East	32,760	40	13,140
Mike Hayes	43,000	40	17,200
John Barrow	33,010	100	33,100
Chante Wright	33,926	40	13,570
Rodney Walker	27,040	40	10,816
LaToya Skillman	28,080	40	11,232
Brian Luke	35,023	40	14,009
Gary Burhans	30,000	40	12,000
Ramon Davis	30,000	40	12,000
Rodney Spencer	20,171	50	10,086
Mike Sanders	24,209	50	12,105
8 FTE Security Officers	174,760	100	174,760

****A New Executive Director is expected to be in place by January 1, 2015. The credentials of the new Executive Director will meet or exceed the credentials of the current Executive Director. Approval of the new ED shall be received prior to the substitution of personnel.**

EXHIBIT L
BUSINESS ENTITY CERTIFICATION, ENROLLMENT DOCUMENTATION, AND AFFIDAVIT OF WORK AUTHORIZATION

BUSINESS ENTITY CERTIFICATION:

The offeror must certify their current business status by completing either Box A or Box B or Box C on this Exhibit.

BOX A:	To be completed by a non-business entity as defined below.
BOX B:	To be completed by a business entity who has not yet completed and submitted documentation pertaining to the federal work authorization program as described at http://www.dhs.gov/files/programs/gc_1185221678150.shtm.
BOX C:	To be completed by a business entity who has current work authorization documentation on file with a Missouri state agency including Division of Purchasing and Materials Management.

Business entity, as defined in section 285.525, RSMo, pertaining to section 285.530, RSMo, is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term "**business entity**" shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term "**business entity**" shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term "**business entity**" shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

Note: Regarding governmental entities, business entity includes Missouri schools, Missouri universities (other than stated in Box C), out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

BOX A – CURRENTLY NOT A BUSINESS ENTITY

I certify that _____ (Company/Individual Name) **DOES NOT CURRENTLY MEET** the definition of a business entity, as defined in section 285.525, RSMo pertaining to section 285.530, RSMo as stated above, because: (check the applicable business status that applies below)

☐ - I am a self-employed individual with no employees; **OR**

☐ - The company that I represent employs the services of direct sellers as defined in subdivision (17) of subsection 12 of section 288.034, RSMo.

I certify that I am not an alien unlawfully present in the United States and if _____ (Company/Individual Name) is awarded a contract for the services requested herein under _____ (RFP Number) and if the business status changes during the life of the contract to become a business entity as defined in section 285.525, RSMo pertaining to section 285.530, RSMo then, prior to the performance of any services as a business entity, _____ (Company/Individual Name) agrees to complete Box B, comply with the requirements stated in Box B and provide the Division of Purchasing and Materials Management with all documentation required in Box B of this exhibit.

Authorized Representative's Name (Please Print)	*Authorized Representative's Signature*
Company Name (if applicable)	Date

EXHIBIT L, continued

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

BOX B – CURRENT BUSINESS ENTITY STATUS

I certify that _____ (Business Entity Name) **MEETS** the definition of a business entity as defined in section 285.525, RSMo pertaining to section 285.530.

Authorized Business Entity Representative's Name (Please Print)	*Authorized Business Entity Representative's Signature*
Business Entity Name	Date
E-Mail Address	

As a business entity, the offeror must perform/provide each of the following. The offeror should check each to verify completion/submission of all of the following:

☐ - Enroll and participate in the E-Verify federal work authorization program (Website: http://www.dhs.gov/files/programs/gc_1185221678150.shtm; Phone: 888-464-4218; Email: e-verify@dhs.gov) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein;

AND

☐ - Provide documentation affirming said company's/individual's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include EITHER the E-Verify Employment Eligibility Verification page listing the offeror's name and company ID OR a page from the E-Verify Memorandum of Understanding (MOU) listing the offeror's name and the MOU signature page completed and signed, at minimum, by the offeror and the Department of Homeland Security – Verification Division. If the signature page of the MOU lists the offeror's name and company ID, then no additional pages of the MOU must be submitted;

AND

☐ - Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Exhibit.

EXHIBIT L, 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 **_Reality House Programs, Inc._____** (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 offeror's name and the MOU signature page completed and signed by the offeror 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: _DPMM_____

(*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: _May 21, 2009_____

Previous **Bid/Contract Number** for Which Previous E-Verify Documentation Submitted: _C307092002____
(if known)

Michelle B. Thompson	
Authorized Business Entity Representative's Name (Please Print)	*Authorized Business Entity Representative's Signature*
Reality House Programs, Inc.	10/20/2014
Business Entity Name	Date
thompson@realityhouse.org	208153
E-Mail Address	E-Verify MOU Company ID Number

FOR STATE OF MISSOURI USE ONLY

Documentation Verification Completed By:

Buyer	Date

EXHIBIT L, continued

AFFIDAVIT OF WORK AUTHORIZATION:

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

Comes now **Reality House Programs, Inc.** (Name of Business Entity Authorized Representative) as **Executive Director** (Position/Title) first being duly sworn on my oath, affirm **Reality House Programs, Inc.** (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 **Reality House Programs, Inc.** (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.)

Authorized Representative's Signature	Michelle B. Thompson Printed Name
Executive Director Title	October 21, 2014 Date
thompson@realityhouse.org E-Mail Address	208153 E-Verify Company ID Number

FRANCES V. PEMBERTON
MY COMMISSION EXPIRES
October 3, 2018
NOTARY SEAL
#14482958
BOONE COUNTY
NOTARY PUBLIC, STATE OF MISSOURI

Subscribed and sworn to before me this 21st (DAY) of October (MONTH, YEAR) 2014. I am commissioned as a notary public within the County of Boone (NAME OF COUNTY), State of Missouri (NAME OF STATE), and my commission expires on Oct 3, 2018 (DATE).

Frances V Pemberton 10-21-14
Signature of Notary *Date*

EXHIBIT M

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 offeror MUST disclose such fact and provide details in the space below or on an attached page.

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

Employee/Conflict of Interest: **N/A**

Offerors 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 offeror or any owner of the offeror'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:	
If employee of the State of Missouri or political subdivision thereof, provide name of state agency or political subdivision where employed:	
Percentage of ownership interest in offeror's organization held by elected or appointed official or employee of the State of Missouri or political subdivision thereof:	_____%

FIRE INSPECTION REPORT

DATE: 11 /19 /13 ADDRESS: 1900 Prathersville Rd. Suite#: _____

BUSINESS/OCCUPANT: Reality House

PHONE#: 573-449-8117 OCCUPANCY LOAD: _____

BUSINESS CONTACT PERSON: Michelle Thompson

BUILDING OWNER: Boone County PHONE#: 886-4400

USE GROUP(s): A [ ] B [ ] E [ ] F [ ] H [ ] I [✓] R [ ] S [ ] U [ ] M [ ]

FIRE PROTECTION SYSTEMS: (Circle all which are applicable)

Automatic Detection: [✓] Fire Alarm: [✓] Fixed Extinguishing: [ ]

Automatic Sprinkler: [✓] Standpipe: [ ] Knox Box: [ ]

Fire Pump: [ ] Fire Doors/Shutters: [ ]

During the fire inspection of the above listed premises the following violations were identified:

[✓] No Violations Noted Page ____ of ____

INSPECTION BY: James C Pasley CO/SHIFT: FMO/M2

DATE OF APPROVAL: 11 /19 /2013 BY: _____

By order of the Fire Marshal, you are hereby notified to correct the fire code violations as stated, or show cause why you should not be required to do so. If, upon reinspection, the same conditions exist and no cause aforesaid be shown, such further actions will be taken as the law requires. Violation(s) shall be corrected by: _____ (date)

COPY DELIVERED TO: _____ (Signature)

Michelle Thompson (Print Name)

Columbia Fire Department • 201 Orr Street • Columbia, MO 65201
Voice (573) 874-7391 Fax (573) 874-7446
www.GoColumbiaMo.com/Fire/

COLUMBIA - BOONE COUNTY DEPARTMENT OF PUBLIC HEALTH AND HUMAN SERVICES

FOOD ESTABLISHMENT OPERATING PERMIT

Permit No. 2014 68
Date Issued 6/26/2014

This Operating Permit authorizes DENNIS J. WINFREY

D/B/A REALITY HOUSE

located at 1900 E. PRATHERSVILLE ROAD COLUMBIA MO

to operate a FOOD SERVICE ESTABLISHMENT

under the provisions of the Boone County Food Code as adopted by the Boone County Commission.

In accepting this Operating Permit, the holder hereby agrees to observe the provisions of the Boone County Food Code, and any such rules and regulations that may be amended by Boone County, Missouri during the life of this Permit. Any violation may result in the suspension or revocation of this Permit. The regulatory authority is authorized to enforce these regulations to protect public health.

Holder of this permit is hereby notified that this permit may be revoked upon direction of the Missouri Attorney General for violations of RSMo Secs. 285.525-285.555.

This Operating Permit is valid from July 1st 2014 through June 30th, 2015 . Please post this Permit in a conspicuous place.

COUNTY OF BOONE MISSOURI

Stephanie K. Browning

Stephanie K. Browning
Director
Columbia – Boone County Department of Public Heath and Human Services

Establishment Copy

Food Establishment Inspection Report

ESTABLISHMENT NAME	CITY ☐ COUNTY ☑	PUBLIC HEALTH PRIORITY L M H	DATE OF INSPECTION
Reality House			4-30-14

ADDRESS	TIME IN	TIME OUT
1900 Prathersville Rd.	3:00 pm	am pm

CITY/ZIP	PHONE	WATER SUPPLY
Columbia 65202	(573)	PUBLIC ☑ PRIVATE ☐

PERSON IN CHARGE (PIC)	FAX	SEWAGE DISPOSAL
Loloya Shillman	(573)	PUBLIC ☑ ONSITE ☐

ESTABLISHMENT TYPE

☐ RESTAURANT ☐ CONV. STORE ☐ SCHOOL
☐ DAYCARE ☐ TAVERN ☐ INSTITUTION
☐ GROCERY ☐ WAREHOUSE ☑ BAKERY
☐ PROCESSOR ☐ MEAT CUTTING ☐ DELI
☐ SEASONAL ☐ SNACK BAR OTHER ____

FROZEN DESSERT LICENSE

N/A ☑ LICENSE # ____

PURPOSE

☑ ROUTINE ☐ COMPLAINT
☐ FOLLOW-UP ☐ PRE-OPENING
☐ OTHER

GREASE TRAP

☐ YES ☑ NO
Date last cleaned: 4-24-14

☐ $100 Reinspection fee applies

____ PIC Initials

IR - INFRARED THERMOMETER NRI - NEXT REGULAR INSPECTION RI - REACH IN WI - WALK IN

FOOD ITEM	°F	IR	LOCATION	FOOD ITEM	°F	IR	LOCATION
ground beef	33	/	Walk-in				

CRITICAL ITEMS

CODE REFERENCE	DESCRIPTION: These items relate directly to factors which lead to foodborne illness. These items MUST RECEIVE IMMEDIATE ACTION within 72 hours or as stated.	CORRECT BY	INIT.

NON-CRITICAL ITEMS

CODE REFERENCE	DESCRIPTION: These items relate to maintenance of food operations and establishments. These items are to be corrected by the next regular inspection or as stated.	CORRECT BY	INIT.

EDUCATION PROVIDED AND/OR COMMENTS

CRITICAL ITEMS 0 NON-CRITICAL ITEMS 0

RECEIVED BY		DATE 4-30-14
EHS	FOLLOW-UP: ☐ YES ☐ NO	DATE OF FOLLOW-UP

WHEN REMODELING A FOOD SERVICE ESTABLISHMENT, PLANS MUST BE SUBMITTED TO THE HEALTH DEPARTMENT FOR APPROVAL BEFORE REMODELING BEGINS.

The following is applicable only if box is checked:

☐ Your operating permit is hereby suspended. Upon receipt of written statement that all violations have been corrected, a reinspection will be conducted to determine your eligibility for permit reinstatement. You may appeal the suspension by filing a written request for a hearing to the Director of Health within 10 days of the suspension (8-305.12)

☐ Your operating permit is hereby reinstated.

AMOUNT PAID LICENSE & CERTIFICATE OF OCCUPANCY
$.00

Boone County, Missouri

LICENSE and/or BUILDING PERMIT

DATE 11/13/1998 PERMIT NO. 16002

PARCEL NUMBER 12-403-19-00-005-00

APPLICANT CRAWFORD CONSTRUCTION ADDRESS 1306 OLD 63 SOUTH, STE F COLUMBIA 65201 PHONE 573-875-1250

PERMIT TO REPLACEMENT ADDITION STORY NUMBER OF DWELLING UNITS OR MOBILE HOME SPACES

AT (LOCATION) NORTH ON 763, EAST ON PRATHERSVILLE ROAD TO SITE ON SOUTH SIDE OF ROAD. ZONING DISTRICT R-S

911 ADDRESS 1900 E. PRATHERSVILLE RD, COLUMBIA 65202

SUBDIVISION LOT BLOCK SEC/TWN/RNG 19/49/12 SIZE .0 ACRES

BUILDING IS TO BE FT. WIDE BY FT. LONG BY FT. IN HEIGHT

FRONT YARD FT. SIDE YARD FT. REAR YARD FT. SEWER TYPE

REMARKS: OLD JUVENILE JUSTICE CENTER KEITH @ CRAWFORD CONST. 874-7980
KEN HINES HAS APPROVED PERMIT FOR FINAL 10-13-99

Steve Shannon by 4/20/2000

PLANNING DIRECTOR Thaddeus Yonke

AREA OR VOLUME 3435 SQ. FT. THADDEUS YONKE ESTIMATED COST $700,000.00

OWNER BOONE COUNTY/REALITY HOUSE ADDRESS

APPROVED AW

VERIFICATION OF APPROVED ZONING

FACILITY	Reality House Programs, Inc.
ADDRESS	1900 E. Prathersville Road
CITY	Columbia, MO 65202
COUNTY	Boone
ZONING REQUIREMENT FOR FACILILTY	M-1

I hereby attest that, Reality House Programs, Inc. located at 1900 E. Prathersville Road is not located in an unincorporated area of the county or within a city where the zoning has been designated for single family use or occupancy without prior approval of the governing body of the county or city. The main building is county owned and has an annex facility owned by Reality House Programs, Inc. with a total bed capacity of 85.

James C Panek	Chief Building Inspector	September 20, 2011
Authorized Signature of Zoning Official	Title	Date
	Executive Director	September 20, 2011
Authorized Signature of Provider	Title	Date

INDEPENDENT AUDITORS' REPORT

REALITY HOUSE, INC.

D/B/A REALITY HOUSE PROGRAMS

FOR THE YEARS ENDED
JUNE 30, 2013 AND 2012

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BEARD-BOEHMER & ASSOCIATES, PC
CERTIFIED PUBLIC ACCOUNTANTS
COLUMBIA, MISSOURI

REALITY HOUSE, INC.
D/B/A REALITY HOUSE PROGRAMS
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BEARD·BOEHMER
& Associates, PC
Certified Public Accountants and Consultants

One Broadway Building
1 East Broadway
Columbia, MO 65203-4205
573 / 442 – 8427
FAX / 875 – 7876
www.cpabba.com

March 31, 2014

INDEPENDENT AUDITORS' REPORT

To the Board of Directors
Reality House, Inc.
D/B/A Reality House Programs
Columbia, Missouri

We have audited the accompanying financial statements of Reality House, Inc. d/b/a Reality House Programs (a nonprofit organization), which comprise the statements of financial position as of June 30, 2013 and 2012, and the related statements of activities, functional expenses, and cash flows for the years then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Member of AICPA

Member of MSCPA

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Reality House, Inc. d/b/a Reality House Programs as of June 30, 2013 and 2012, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Beard-Boehmer & Associates, PC

Beard-Boehmer & Associates, PC
Columbia, MO

REALITY HOUSE, INC.
D/B/A REALITY HOUSE PROGRAMS
STATEMENT OF FINANCIAL POSITION
JUNE 30, 2013 AND 2012

ASSETS

	2013	2012
Cash and cash equivalents	$ 2,406	$ 2,086
Contracts receivable	127,389	120,538
Prepaid expenses	2,364	2,272
Security deposits	4,750	4,750
Fixed assets, net of accumulated depreciation	487,190	437,590
TOTAL ASSETS	$ 624,099	$ 567,236

LIABILITIES AND NET ASSETS

LIABILITIES		
Bank overdraft	$ 8,487	$ 8,073
Accounts payable	25,407	23,698
Accrued vacation	4,258	7,904
Line of credit	107,036	95,902
Notes payable	59,046	65,702
TOTAL LIABILITIES	$ 204,234	$ 201,279
NET ASSETS		
Unrestricted	$ 419,865	$ 365,957
TOTAL NET ASSETS	$ 419,865	$ 365,957
TOTAL LIABILITIES AND NET ASSETS	$ 624,099	$ 567,236

THE ACCOMPANYING NOTES TO FINANCIAL STATEMENTS
ARE AN INTEGRAL PART OF THIS STATEMENT

REALITY HOUSE, INC.
D/B/A REALITY HOUSE PROGRAMS
STATEMENT OF ACTIVITIES
FOR THE YEARS ENDED JUNE 30, 2013 AND 2012

	2013	2012
SUPPORT		
MO Department of Corrections	$ 416,732	$ 418,299
Federal Bureau of Prisons Program	585,869	530,213
Boone County - Drug Court Program	210,197	177,804
Boone County - DWI	45,878	64,443
Boone County - Inmate Trustee Program	58,450	53,970
Boone County - Mental Health Court	28,988	21,443
Boone County - On Track	128,991	131,658
Boone County - PMI Program	22,167	7,477
Boone County - Juvenile MRT	4,815	-
Job Point	3,046	-
Work Release Program	66,345	80,672
City of Columbia	7,000	7,000
City of Columbia Community Block Grants	67,200	-
Client fees	2,480	278
Miscellaneous	9,315	8,421
Gain/(Loss) on disposal of fixed assets	-	(558)
TOTAL SUPPORT	$ 1,657,473	$ 1,501,120
EXPENSES		
Program services	$ 1,273,002	$ 1,263,374
Management and general	330,563	323,569
TOTAL EXPENSES	$ 1,603,565	$ 1,586,943
CHANGE IN UNRESTRICTED NET ASSETS	$ 53,908	$ (85,823)
NET ASSETS, BEGINNING OF YEAR	365,957	451,780
NET ASSETS, END OF YEAR	$ 419,865	$ 365,957

THE ACCOMPANYING NOTES TO FINANCIAL STATEMENTS
ARE AN INTEGRAL PART OF THIS STATEMENT

REALITY HOUSE, INC.
D/B/A REALITY HOUSE PROGRAMS
STATEMENT OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED JUNE 30, 2013
(WITH SUMMARIZED TOTALS FOR THE YEAR ENDED JUNE 30, 2012)

EXPENSES	Program Services	Management and General	Total 2013	Total 2012
Salaries and wages	$ 799,506	$ 199,877	$ 999,383	$ 998,757
Payroll taxes	65,262	16,316	81,578	83,348
Employee benefits	40,323	10,081	50,404	51,062
Payroll processing	2,614	653	3,267	3,104
Accounting and legal	3,877	431	4,308	5,105
Advertising	3,502	2,334	5,836	6,190
Bank charges	-	6,599	6,599	5,060
Depreciation	17,108	11,405	28,513	26,138
Food	93,107	-	93,107	82,332
Household supplies	35,774	-	35,774	38,691
Insurance	40,105	7,077	47,182	43,755
Interest	1,118	746	1,864	2,815
Miscellaneous	68	68	136	1,653
Office supplies	20,738	13,825	34,563	33,843
Pest control	2,161	240	2,401	2,198
Professional credentials	942	-	942	1,635
Rent	51,645	34,430	86,075	77,175
Repair and maintenance	267	30	297	2,841
Resident testing and lab fees	9,974	-	9,974	12,715
Telephone	10,831	3,610	14,441	16,567
Training	545	-	545	886
Travel	9,269	6,088	15,357	16,582
Utilities	50,258	16,753	67,011	58,110
Van expense	14,008	-	14,008	16,381
TOTAL EXPENSES	$ 1,273,002	$ 330,563	$ 1,603,565	$ 1,586,943

THE ACCOMPANYING NOTES TO FINANCIAL STATEMENTS
ARE AN INTEGRAL PART OF THIS STATEMENT

REALITY HOUSE, INC.
D/B/A REALITY HOUSE PROGRAMS
STATEMENT OF FUNCTIONAL EXPENSES
FOR THE YEAR ENDED JUNE 30, 2012

EXPENSES	Program Services	Management and General	Total
Salaries and wages	$ 799,006	$ 199,751	$ 998,757
Payroll taxes	66,678	16,670	83,348
Employee benefits	40,850	10,212	51,062
Payroll processing	2,483	621	3,104
Accounting and legal	4,595	510	5,105
Advertising	3,714	2,476	6,190
Bank charges	-	5,060	5,060
Depreciation	15,683	10,455	26,138
Food	82,332	-	82,332
Household supplies	38,691	-	38,691
Insurance	37,192	6,563	43,755
Interest	1,689	1,126	2,815
Miscellaneous	826	827	1,653
Office supplies	20,306	13,537	33,843
Pest control	1,978	220	2,198
Professional credentials	1,635	-	1,635
Rent	46,305	30,870	77,175
Repair and maintenance	2,557	284	2,841
Resident testing and lab fees	12,715	-	12,715
Telephone	12,425	4,142	16,567
Training	614	272	886
Travel	11,136	5,446	16,582
Utilities	43,583	14,527	58,110
Van expense	16,381	-	16,381
TOTAL EXPENSES	$ 1,263,374	$ 323,569	$ 1,586,943

THE ACCOMPANYING NOTES TO FINANCIAL STATEMENTS
ARE AN INTEGRAL PART OF THIS STATEMENT

REALITY HOUSE, INC.
D/B/A REALITY HOUSE PROGRAMS
STATEMENT OF CASH FLOWS
FOR THE YEARS ENDED JUNE 30, 2013 AND 2012

	2013	2012
CASH FLOWS FROM OPERATING ACTIVITIES:		
Change in net assets	$ 53,908	$ (85,823)
Adjustments to reconcile increase in net assets to net cash provided by operating activities:		
Depreciation	$ 28,513	$ 26,138
Loss/(Gain) on disposal of fixed assets	-	558
Changes in assets and liabilities:		
(Increase) decrease contracts receivable	(6,851)	20,559
(Increase) decrease prepaid expense	(92)	(1,481)
(Increase) decrease security deposit	-	(1,750)
Increase (decrease) bank overdraft	414	3,105
Increase (decrease) accounts payable	1,709	12,835
Increase (decrease) accrued vacation	(3,646)	(1,646)
Total Adjustments	$ 20,047	$ 58,318
NET CASH PROVIDED (USED) BY OPERATING ACTIVITIES	$ 73,955	$ (27,505)
CASH FLOWS FROM INVESTING ACTIVITIES:		
Capital acquisitions	$ (78,113)	$ (62,776)
NET CASH PROVIDED (USED) BY INVESTING ACTIVITIES	$ (78,113)	$ (62,776)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Proceeds from issuance of debt	$ 1,421,723	$ 1,184,143
Payment of debt	(1,417,245)	(1,094,310)
NET CASH PROVIDED (USED) BY FINANCING ACTIVITIES	$ 4,478	$ 89,833
NET INCREASE (DECREASE) IN CASH	$ 320	$ (448)
CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR	2,086	2,534
CASH AND CASH EQUIVALENTS, END OF YEAR	$ 2,406	$ 2,086
SUPPLEMENTAL DATA:		
Interest paid	$ 1,864	$ 2,815

THE ACCOMPANYING NOTES TO FINANCIAL STATEMENTS
ARE AN INTEGRAL PART OF THIS STATEMENT

REALITY HOUSE, INC.
D/B/A REALITY HOUSE PROGRAMS
NOTES TO FINANCIAL STATEMENTS
FOR THE YEARS ENDED JUNE 30, 2013 AND 2012

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

A. Purpose of the Organization – Reality House, Inc. D/B/A Reality House Programs ("the Organization") is an alternative to prison residential program for court ordered felony probationers and offenders. Services provided include housing, counseling, supervision and detention of participants. Up to 86 offenders can be accommodated at a time for residential services. Outpatient treatment services are also provided for alternative sentencing court participants. These services include group and individual counseling, as well as education groups. The majority of funding comes from the Federal Bureau of Prisons, Missouri Department of Corrections, Boone County, and Office of State Courts Administrator on a purchase of service basis.

B. Method of Accounting – The financial statements have been prepared on an accrual basis and in conformity with the standards promulgated by the American Institute of Certified Public Accountants. Revenues are recognized when earned and expenses when incurred.

C. Cash and Cash Equivalents – For the purpose of the statement of cash flows, the Organization considers all highly liquid instruments purchased with a maturity of three months or less to be cash equivalents. The balances of these accounts are $2,406 and $2,086 at June 30, 2013 and 2012, respectively. One account was over drafted by $8,487 and $8,073 at June 30, 2013 and 2012, respectively. The overdraft is covered by the Organization's available line of credit.

D. Income Tax – The Organization is exempt from Federal income tax as an organization described in Section 501(c)(3) of the Internal Revenue Code. Reality House, Inc. D/B/A Reality House Programs is not a private foundation pursuant to section 509(a) of the code.

E. Use of Estimates – Preparation of financial statements in conformity with generally accepted accounting principles requires the use of management's estimates, primarily related to the depreciable lives of equipment. The nature of this estimate, however, is such that variances in actual results are generally immaterial.

F. Contributions – All contributions are considered to be available for the general program of the Organization unless specifically restricted by the donor. The Organization reports gifts of cash and other assets as restricted support if they are received with donor stipulations that limit the use of the donated assets. When a donor restriction expires, that is, when a stipulated time restriction ends or purpose restriction is accomplished, temporarily restricted net assets are reclassified to unrestricted net assets and reported in the statement of activities as net assets released from restrictions. Contributions that are restricted by the donors are reported as an increase in unrestricted net assets if the restrictions expire in the fiscal year in which the contributions are received.

G. Donated Goods and Services – Although none were received in the current year, the Organization reports amounts in the financial statements for voluntary donations of services when those services create or enhance non-financial assets or require specialized skills provided by individuals possessing those skills and which would be typically purchased if not provided by donation and the amounts involved can be objectively measured. Goods and material donations are reflected in these financial statements at fair market value.

H. Functional Allocation of Expenses – The costs of providing the program and activities have been summarized on a functional basis in the statement of activities. Accordingly, certain costs have been allocated between the program and supporting services benefited.

NOTE 2: ACCOUNTS RECEIVABLE AND UNCOLLECTIBLE FEES

There were no accounts receivable or uncollectible fees for the years ending June 30, 2013 and 2012.

NOTE 3: CONTRACTS RECEIVABLE

A schedule of contracts receivable consist of the following at June 30:

	2013	2012
MO Department of Corrections	$ 34,186	$ 34,423
Federal Bureau of Prisons	42,106	35,419
Boone County - Inmate Trustees Receivable	6,125	5,110
Boone County – Drug Court	15,745	16,667
Boone County – PMI	1,510	586
Boone County – Mental Health Court	7,142	2,358
Boone County – Work Release Program	2,850	1,846
Boone County – Juvenile MRT	1,020	-
DWI Program	8,844	2,976
City of Columbia	1,120	1,120
Federal TX	1,918	8,691
On Track	4,243	11,342
Job Point	580	-
Total Contracts Receivable	$ 127,389	$ 120,538

All contracts receivable are considered fully collectible as of June 30.

NOTE 4: FIXED ASSETS AND ACCUMULATED DEPRECIATION

Fixed assets are recorded at cost if purchased and at fair market value on the date of the gift if received by donation. Depreciation is calculated on the straight-line method over the useful lives of the assets ranging from 5 to 40 years. Fixed assets consist of the following at June 30:

	2013	2012
Furniture and equipment	$ 198,805	$ 213,939
Building and trailers	323,250	323,250
Leasehold improvements	258,400	182,218
Less: Accumulated depreciation	(324,420)	(312,972)
Land	31,155	31,155
Net Fixed Assets	$ 487,190	$ 437,590

Fully depreciated assets with a cost basis and accumulated depreciation of $17,065 were disposed at no gain or loss during the year ended June 30, 2013. Assets with a cost basis of $3,442 and accumulated depreciation of $2,884 were disposed of at a gain of $558 during the year ended June 30, 2012.

NOTE 5: FAIR VALUE OF FINANCIAL INSTRUMENTS

Due to their short-term nature, the carrying value of cash, contract receivables, prepaid expenses, accounts payable and accrued vacation payable approximates their fair value at June 30, 2013 and June 30, 2012.

NOTE 6: ACCRUED VACATION AND WAGES PAYABLE

The Organization records the value of earned time off as a liability at the end of the year. The total values of such pay are $4,258 and $7,904 at June 30, 2013 and June 30, 2012, respectively.

NOTE 7: NOTES PAYABLE

The Organization maintains a line of credit as of June 30:

	2013	2012
Unsecured $160,000 checking line of credit, carrying an annual interest rate of 5.25%.	$ 107,036	$ 95,902
Total lines of credit	$ 107,036	$ 95,902

Notes Payable consists of the following at June 30:

	2013	2012
A Community Development Block Grant note payable *bearing no interest, matured in 1996.* Payment has been postponed by the City of Columbia until a repayment schedule is agreed upon.	$ 20,850	$ 20,850
6.125% Bank Note for $16,477, monthly installments of $314 including interest through February 2015, secured by the building and land.	6,057	9,339
4.00% Bank Note for $50,000, monthly installments of $471 including interest through April 2015, with a balloon payment of $28,559 in May 2015, secured by the building and land.	32,139	35,513
Total Notes Payable	$ 59,046	$ 65,702

Maturity of the two bank notes as of June 30, 2013 is:

Year ending	Principal payments
June 30, 2014	$ 6,679
June 30, 2015	31,517
	$ 38,196

One bank holds the line of credit and the two bank notes payable as of June 30, 2013.

NOTE 8: LEASE OBLIGATIONS

Building

The Organization operates from 1900 E. Prathersville Rd. The Organization leases this facility from Boone County, Missouri under a 25-year lease agreement. The monthly lease payment is $5,000. The terms of the lease agreement allow for an annual Consumer Price Index (CPI) adjustment to the lease payment after the first three years of the lease.

The Organization entered into a month to month lease agreement starting December 1, 2011 for office space at 1301 Vandiver Dr. The monthly lease payment is $1,750. The terms of the lease agreement allow for a 3% increase on December 1 each year.

NOTE 9: DEFERRED COMPENSATION

The Organization provides a 403(b) deferred compensation plan to its full-time employees. All moneys are held by Mutual of America. Redirected salary expenses amounted to $22,250 for the years ended June 30, 2013 and 2012.

NOTE 10: SUBSEQUENT EVENTS/CONTINGENT LIABILITY

The Organization is obligated to the City of Columbia for a lien on its property at 1201 Pannell Street. This lien attached when the city funded improvements to the property by providing community development block grants to the Organization. Repayment of the grants is necessary only if the property is sold or no longer used for the exempt purpose. The lien is as follows:

Lien Date	1201 Pannell
January 17, 2014	$ 109,000
Total lien	$ 109,000

Management has evaluated subsequent events through March 31, 2014, the date on which the financial statements were available to be issued.

mitzel + scroggs ARCHITECTS INC.
2401 EAST BROADWAY • COLUMBIA, MISSOURI 65201-6118 • TEL (573)449-0951 •

DONALD C. MITZEL A.I.A. PRES. •
STUART S. SCROGGS A.I.A. V.P. •

August 10, 2000

Mr. Dennis Winfrey, Exec. Director
Reality House
1900 Prathersville Rd.
Columbia, MO 65202

RE: Renovation & Addition to Reality House
1900 Prathersville Rd.
Columbia, MO 65202

Dear Mr. Winfrey:

As per your request, the above referenced project was designed for compliance with the Americans With Disabilities Act. To assist compliance, the plans were reviewed by Mr. Kent Johnson, Missouri Coordinator, Great Plains Disability & Business Technical Assistance Center. We trust the above is satisfactory. If we may be of further help, please contact our office.

Very truly yours,

Stuart S. Scroggs, AIA
MITZEL + SCROGGS ARCHITECT, INC.

SS/cwk

STATE OF MISSOURI

Jason Kander
Secretary of State

CORPORATION DIVISION
CERTIFICATE OF GOOD STANDING

I, JASON KANDER, Secretary of State of the State of Missouri, do hereby certify that the records in my office and in my care and custody reveal that

REALITY HOUSE, INC.
N00012728

was created under the laws of this State on the 13th day of June, 1972, and is in good standing, having fully complied with all requirements of this office.

IN TESTIMONY WHEREOF, I hereunto set my hand and cause to be affixed the GREAT SEAL of the State of Missouri. Done at the City of Jefferson, this 9th day of July, 2014.

Jason Kander
Secretary of State

Certification Number: CERT-07092014-0038

Invoice

Presto-X
Your Local Pest Control Experts

420 NW Business Park Lane
Riverside MO 64150

www.prestox.com

Reality House
Po Box 1507
Columbia MO 65205-1507

Invoice Number	30451957
Invoice Date	10/13/14
Account Number	D083/002689590/0001

Service description for 10/13/14	Tax	Amount
Premises: 1 Contract: D083/C/02689590 Reality House 1900 E Prathersville Rd Columbia MO 65202-9260 *Bioremediation Drain (only) Service* Service Date: 10/13/14 Delivery Note Reference: 026895900001BIODR125 Flying Insect Equipment Maintenance Service Date: 10/13/14 Delivery Note Reference: 026895900001FLYEQP225 General Pest Service Service Date: 10/13/14 Delivery Note Reference: 026895900001GPGEN325	$0.00	$151.15
Flying Insect Equipment Maintenance Fuel Surcharge	$0.00	$0.32

PAYMENT IS DUE ON RECEIPT OF THIS INVOICE

If you have any questions about this invoice contact your branch office with the Invoice number above.
Branch - Kansas City 800-759-5266

Like many other companies that are highly impacted by the price of gasoline, the large increase in gas prices has necessitated that we implement a per visit fuel surcharge.

Sub Total	$151.47
Tax	$0.00
Total	**$151.47**

Remittance Advice

Presto-X
P.O. Box 14087
Reading PA 19612-4087
Please forward all payments for Pest Control Services to the above address.
Checks Payable to Presto-X

Reality House	
Account Number	D083/002689590/0001
Invoice Number	30451957
Invoice Date	10/13/14

Please detach and return slip with your remittance

Total Due	**$151.47**

REALITY HOUSE PROGRAMS, INC.

Organization

ORGANIZATION: Reality House Programs, Inc. (RHP) Operations Manual is available to all staff. It is the responsibility of all staff members and volunteers to review the Operations Manual frequently and sign and date the "Review" page at the start of this manual annually. The RHP Operations Manual will be available for review by all referral agencies and inspectors at their request. This manual will examine current organization philosophy and status, organizational operation, future needs, and goals needed to meet the needs of our participants & referral agents.

Mission Statement: The mission of RHP is to provide a broad continuum of community corrections, substance abuse treatment, and mental health treatment in the least restrictive and most productive environment; while remaining true to our core philosophy of helping to maintain the rehabilitative focus of our participants, offering accountability to our courts, providing safety for our community, and seeking retribution for the victims of crime. The colors of our pyramid are equally significant. Our colors of Blue & Gold represent our support of law and order (blue) and our belief in prosperity for participants who dedicate themselves to a recovery program and a future free of crime (gold).

- Strategic Approach: Our strategy to fulfill our mission is grounded in the principles outlined by the Missouri Reentry Process (restated herein). Our staff believe that our participants can change for the better;
- The recovery process begins when the participant first seeks help;
- RHP will help to ensure that there is seamless continuum of services for the participant coming from prison or another agency;
- Participants must remain law abiding, medication compliant, abstinent, and live in an environment that teaches abstinence;
- Participants must receive training, education, and treatment to help them be better prepared for independent living after treatment;
- Participants must meet their obligations to their family to help reduce the intergenerational cycle of substance abuse and crime;
- Employment is an important element in ensuring that the participant remains stable;
- Ensure Faith-based and/or Family support elements in ensuring the participant's future ability to reintegrate into the community;
- Participants must have support to ensure access to healthcare services;
- RHP must endeavor to enforce restitution for, and input from, the victims of crime.

Long Range Goals & Objectives: See the "Quality Improvement Plan."

Ethics: RHP has an ethical responsibility to the participants and community it serves. Our program philosophy; through our mission, vision, and core approach; provides a consistent and ethical framework for our participant care and business practices. To support ethical operations and fair treatment of participants, RHP operates according to a policy of ethical behavior. Our ethical practices ensure that RHP conducts its business and participant care practices in an honest, decent, and proper manner.

Participants: RHP provides a multidimensional housing and treatment facility for participants involved in the criminal justice system and/or in need of treatment for substance abuse or mental health issues. We serve primarily an adult (17 years old and older) population which has been sent to the facility through the following admission categories: substance abuse or mental health testing, substance abuse or mental health counseling & education , life skills education, pre-sentence evaluation, 24/7 monitoring, 24/7 lockdown, work release, safe residential housing, and post-release home planning & referral.

Organization

The number of admissions in these classifications has seen steady growth over the past decade. However, changes in state and federal budgets along with growth in the court systems and the rapidly increasing number of inmates in the Department of Corrections who require mental health & substance abuse services will have a dramatic impact on the number of participants we serve, their length of stay, the level of security we provide, and the type of treatment offered.

Participant satisfaction and input is an important element in any strategic plan. RHP has in the past, and will in the future, compiled and analyzed the results of participant satisfaction surveys and participant statistical data. The survey results and data have assisted in the development of Participant Councils in each of our programs to allow participant input, it must be realized that the data reflected from these processes will be somewhat skewed because the majority of the participants are involuntarily committed and in many cases receiving treatment they do not believe they need. We do take seriously the information garnered from this process and try to improve living and treatment environments based on this information.

Active Treatment: RHP provides a wide variety of treatment modalities for the participants served. Active treatment includes the use of rehabilitation programs that have been publicized as having an impact on participants previously thought of as treatment resistant. These programs include Social Learning Model and Cognitive Restructuring. Our treatment programs include Boone County's Drug Court Program, DWI Court Program, and On Track Program; Anger Management ; Moral Reconation Therapy Parenting Skills Program; Job Skills programs; and a PMI/Pannell Transitional Housing and Sober Living Program for males/females respectively. RHP also provides substance abuse services and case management support through Boone County's Mental Health Court Program.

Services Provided/Programming Options: RHP has a long history of providing alternative sentencing to participants with substance abuse and mental illness dating back to the early 1970's when most communities were doing very little to address the ever increasing state prison population and high recidivism rates. Over the years, as prisons overflowed and courts were faced with "revolving door" participants, many of these services have been established in communities across the nation. However, these programs must operate economically and efficiently as more pressure is brought onto the program due to limited financial resources and the challenges of dwindling funding. The following is a summary of the basic programming offered by RHP. A variation on the basic programs is often provided.

Residential Probation & Parole Program *(RPP): Referrals must come through the Missouri Probation & Parole office. Participation is varied and usually falls in the 3 days to 3 months range. RPP is designed to offer an alternative to prison incarceration for probationers or parolees. Release from the facility will only be allowed for court approved work, education, childcare, medical appointments, passes, and/or other conditions approved by the State Probation and Parole Liaison. Probationers and parolees living or working in Boone County are eligible for the RPP. Participants will provide their own hygiene items and other supplies. Meals are provided, to include "sack" meals when they are out of the facility. Visitors are allowed if they are pre-approved by staff. Participants are required to meet with an individual Case Manager weekly. The RPP service is located at the Prathersville facility. Cost to participants is FREE, but they are required to save 50% of gross earnings (to be returned to the participant upon successful completion of programming).*

Work Release Program *(WRP): Referrals must be Boone County Court ordered. Exceptions may be made by the RHP Executive Director if sentenced outside Boone County. Length of participation is determined by the court, but three-quarter release is possible. WRP is designed to offer an alternative to jail incarceration per state statute (RSMO 221.170). Release from the facility will only be allowed for approved work, education, childcare, medical appointments, and/or other conditions approved by the*

court. Participants will not be allowed out of the facility for more than 12-hours in any 24-hour period. Participants will provide their own hygiene items and other supplies. Meals are provided, to include "sack" meals when they are out of the facility. Visitors are allowed if they are pre-approved by staff. The WRP service is located at the Prathersville facility. The daily fee is 3 times the hourly salary. If salary cannot be verified, cost is $35 per day. Cost to participants sentenced outside Boone County is $35 per day.

***Federal Bureau of Prisons Program** (BOP): Referrals must come from the Bureau of Prisons, but may be initiated through the USPO. Common participation is 30 days to one year. The BOP is designed to offer a transition from the federal institution to an approved home plan for federal probationers or parolees. Release from the facility will only be allowed for court approved work, education, childcare, medical appointments, passes, and/or other conditions approved by the Federal Probation and Parole Officer. Probationers and parolees living or working in or near central Missouri are eligible for the BOP. Participants will provide their own hygiene items and other supplies. Meals are provided, to include "sack" meals when they are out of the facility. Visitors are allowed if they are pre-approved by staff. Participants are required to meet with an individual Case Manager weekly. The BOP service is located at the Prathersville facility. Cost to participant is 25% of gross earnings.*

***Drug Court Program** (ASC1). Referrals must enter RHP through the Boone County Drug Court Program. The Drug Court Administrator is the point-of-contact. Minimum participation is 12 months. Women's' treatment service is primarily provided by McCambridge Center. The ASC1 is designed to offer counseling, education, employment assistance, and community support to men and women who are sentenced to treatment. A wide range of services are available: Electronic Monitoring with Treatment, Residential Treatment, Day Treatment, Outpatient Treatment, Education, Family Services, Anger Management, Moral Reconation Therapy, and/or variations of those themes. Participants will generally provide their own food, hygiene items, and other supplies. When residing at the facility (residential), visitors are allowed if they are pre-approved by staff. Most ASC1 service is located at the Clinical Services facility, but some services are offered at the main Prathersville facility. In most cases, the cost is FREE to the participant—to be determined by the ASC1 Administrator.*

***Federal Treatment Program** (FTX). Referrals must enter RHP through the United States Probation Officer (USPO). The USPO and the RHP Federal Program Director are the point-of-contact. Minimum participation is determined by the USPO. The FTX is designed to offer counseling, education, employment assistance, and community support to men and women who are sentenced to DCP treatment. A wide range of services are available: Electronic Monitoring with Treatment, Day Treatment, Outpatient Treatment, Education, Family Services, and/or variations of those themes. Participants will generally provide their own food, hygiene items, and other supplies. When residing at the facility (residential), visitors are allowed if they are pre-approved by staff. Most FTX service is located at PMI, but some services are offered at the main Prathersville facility. BOP participants will primarily be seen at Prathersville. Generally, no cost to the participant for programming.*

***Inmate Trustee Program** (ITP): Placement/Referrals must be made by the Boone County Jail. Exceptions may be made by the RHP Executive Director if sentenced outside Boone County. Length of participation is determined by the court and the Boone County Jail. ITP is designed to offer overflow placement for the Boone County Jail. Release from the facility will not be allowed for any reason without a Police/Sheriff escort. Meals are provided. Visitors are allowed if they are pre-approved by staff. The ITP service is located at the Prathersville facility. Cost to Boone County participants is FREE and if sentenced outside Boone County is $35 per day.*

REALITY HOUSE PROGRAMS, INC.

Organization

Residential Transition Programs *(Pannell/PMI): Referrals must come through RHP's Client Services Director. Minimum stay is 1 month with a one year maximum. Pannell & PMI are designed to offer sober transitional housing (Oxford House model) to men and women who are involved with the local courts or local probation and parole. Anyone may make a referral to Pannell or PMI. Participants will provide their own food, hygiene items, and other supplies. The PMI & Pannell facilities have a live-in RHP House Manager. Visitors are allowed. Pannell is located at 1201 Pannell Street and PMI service is located at 1200 Rangeline Street. Cost is $56.00 per week for the participant.*

On-Track Court *(ASC3). Referrals must enter RHP through the Boone County On-Track Court Program and generally come directly from state prison. There is an initial mandatory 3-day lockdown period. The On-Track Court Administrator is the point-of-contact. Minimum participation is 6 months. Mental health treatment service is primarily provided by Burrell Behavioral Health. The ASC3 Program is designed to offer counseling, education, employment assistance, and community support to men and women who are sentenced to ASC3 treatment. A wide range of services are available: Electronic Monitoring with Treatment, Residential Treatment, Day Treatment, Outpatient Treatment, Education, Family Services, Anger Management, Moral Reconation Therapy, and/or variations of those themes. Participants will generally provide their own food, hygiene items, and other supplies. When residing at the facility (residential), visitors are allowed if they are pre-approved by staff. Most ASC3 service is located at the Clinical Services facility, but some services are offered at the main Prathersville facility. In most cases, the cost is FREE to the participant—to be determined by the ASC3 Administrator.*

Mental Health Court *(ASC2): Referrals must be court ordered into the ASC2. The Mental Health Court Administrator is the point-of-contact. Average participation is approximately 18 months. MHC is designed to offer supervision services to men and women who are sentenced to Mental Health Court. Case Management, substance abuse treatment, Anger Management, Moral Reconation Therapy, employment/school assistance, and community support services are available. Mental health treatment service is primarily provided by Burrell Behavioral Health. Participants will provide their own food, hygiene items, and other supplies, unless they are indigent. Visitors are allowed if they are pre-approved by staff. The MHC service is located at the Clinical Services facility and at the Prathersville location. In most cases, the cost is FREE to the participant—to be determined by the MHC Administrator.*

DWI Court Program *(ASC4). Referrals must enter RHP through the Boone County DWI Court Program. The DWI Court Administrator is the point-of-contact. Minimum participation is 12 months. Women's treatment service is primarily provided by McCambridge Center. The DWI is designed to offer counseling, education, employment assistance, and community support to men and women who are sentenced to DWI treatment. A wide range of services are available: Tracker random monitoring, Electronic Monitoring with Treatment, Residential Treatment, Day Treatment, Outpatient Treatment, Education, Family Services, Anger Management, Moral Reconation Therapy, and/or variations of those themes. Most DWI service is located at the Clinical Services facility, but some services are offered at the main Prathersville facility. When residing at the facility (residential), visitors are allowed if they are pre-approved by staff. Participants will generally provide their own food, hygiene items, and other supplies. Substantial programming costs are borne by the participant.*

Human Resources: Our most important resource is our staff. Unlike some local substance abuse programs, RHP does not have a large amount of money tied up in internet technicians, grant writing personnel, quality improvement staff, and other administrative staff devoted to non-participant care duties. RHP is focused on the competence, training, education, and expertise of the staff providing care and support services to the participant. Since 1970, RHP has endeavored to recruit the highest quality professional staff available within the community. It is anticipated that recruitment of substance abuse counselors and corrections officers over the next several years should not be problematic. The reason for

this is the movement toward community corrections and, recently, away from substance abuse treatment in the institutions.

Retaining highly sought after and trained staff is of paramount importance. Having to constantly recruit and retrain staff is not economically feasible. Retaining staff requires a dedication by leadership to listen to employee suggestions, to provide appropriate training, and to determine the level of employees' satisfaction with their work and work environment.

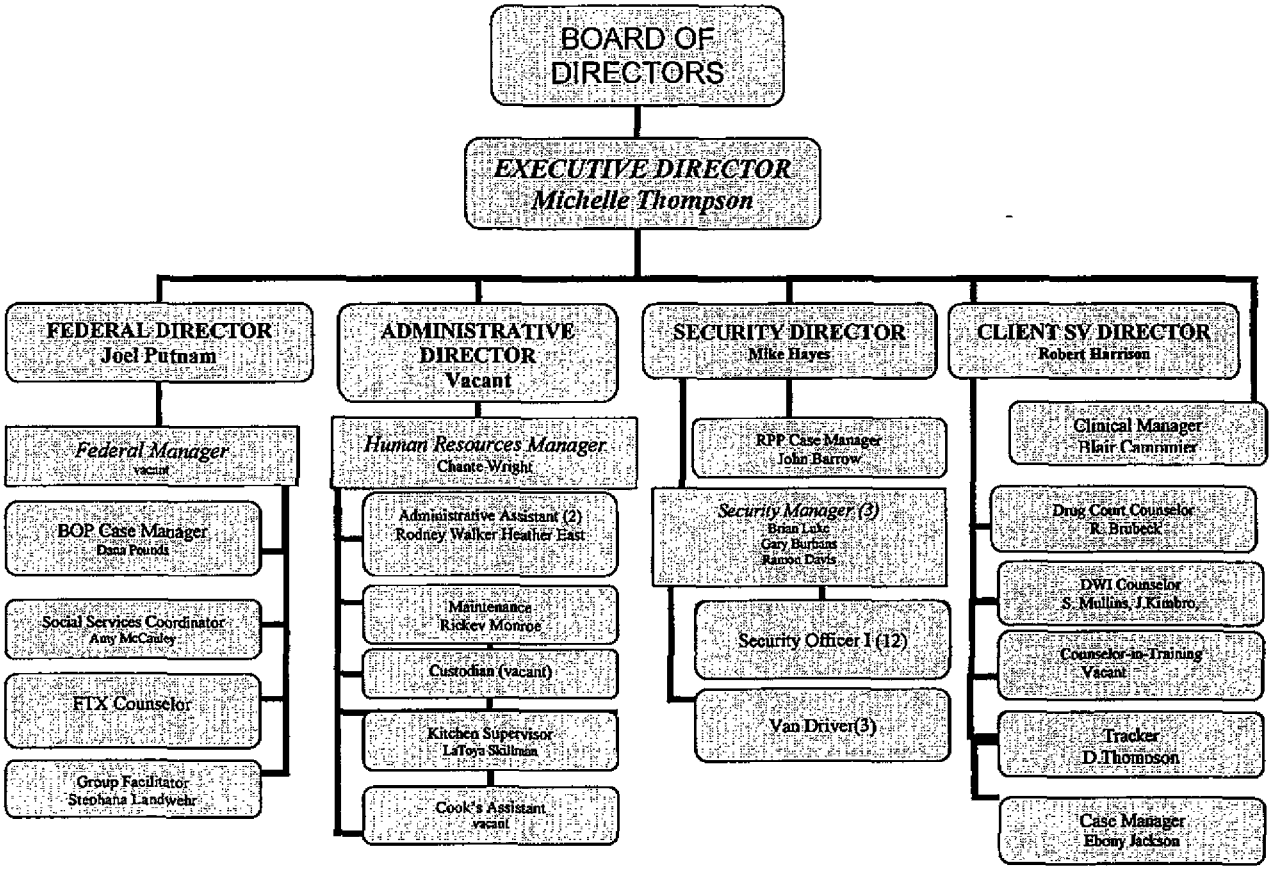
Changing Environment: In the late 90's, the community corrections environment was altered significantly. The emergence of Restorative Justice Organizations and the replacement of "lock 'em up" approach to incarceration prompted vast and broad change. These dramatic changes affected the public sector as well as the private sector. In the long-term state prison system, the impact of these changes is one that will certainly continue.

The political and socioeconomic environment is also undergoing significant change. There is a dramatic movement toward a more-conservative approach in dealing with social issues such as crime and welfare. These shifts will have an impact on the care provided as well as the participants served. Changes in state statutes will make commitment to state mental health facilities easier, while other law changes will make release more difficult. The increasing numbers of inmates in the Department of Corrections is increasing the need for mental health and substance abuse services. Courts are being allowed to certify youths as adults at younger ages. The need for more secure facilities for those individuals who commit violent offenses and are diagnosed with mental retardation or another developmental disability is growing. Each of these issues must be considered as we develop our plans for the future.

Documents: The RHP Administrative Director will maintain documentation showing the corporation's standing as a legal entity; tax exempt status; and property & liability insurance for the corporation. All documents will be made readily available to inspectors.

Staff Communications: The RHP Executive Director will conduct weekly staff meetings to foster communication, establish policy, discuss problems, and ensure compliance with contracted services and to meet RHP's programs' objectives. The Executive Director will distribute new or revised policy and procedure to staff, volunteers, and when appropriate to participants. RHP supervisors will meet weekly with their subordinates to disseminate information, discuss problems, and ensure compliance with contracted services and to meet RHP's programs' objectives, but will meet formally at least monthly. All meetings will be documented and the documents retained for one year.

REALITY HOUSE PROGRAMS, INC.



MISSOURI DEPARTMENT OF MENTAL HEALTH

ADA
DIVISION OF ALCOHOL AND DRUG ABUSE

Having demonstrated compliance with certification standards for organizations providing substance abuse treatment,

Reality House Programs, Inc.

is fully certified by

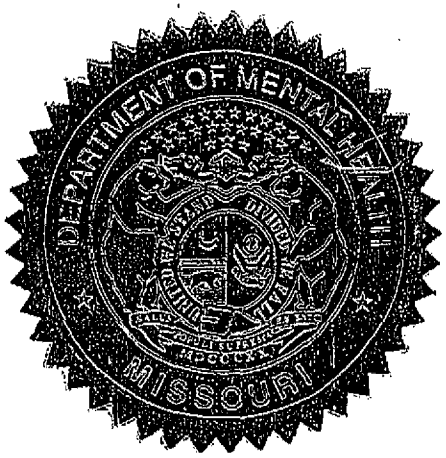
The Department of Mental Health
Division of Alcohol and Drug Abuse

to provide the following services:

Outpatient:
Community-based Primary Treatment
Intensive Outpatient Rehabilitation
Supported Recovery

1259
Certificate Number

April 1, 2012 – March 31, 2015
Date



Deputy Director

Staffing Plan						
day	time	hrs	employee	man hrs	daily hrs	
sun	0000-0800	8	2	16		
	0800-1600	8	2	16		
	1600-2400*	8	2	16	**48**	sun
mon	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	mon
tues	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	tue
wed	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	wed
thur	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	thur
fri	0000-0900	9	2	18		
	0900-1500	6	1	6		
	1500-2400*	9	2	18	**42**	fri
sat	0000-0800	8	2	16		
	0800-1600	8	2	16		
	1600-2400*	8	2	16	**48**	sat
		168		306	**306**	
306 Required Man Hours + 14 Hours PRN during peak hours* = 320/40 = 8.0 FTE						

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 10/20/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Kasmann Insurance Agency
P O Box 1111

Columbia MO 65205

CONTACT NAME: Bill J Kasmann
PHONE (A/C, No, Ext): 573-442-1105 FAX (A/C, No): 573-442-1618
E-MAIL ADDRESS: Bill@kasmanninsurance.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: Essex Ins Company	
INSURER B: Progressive Ins Co	
INSURER C: Missouri Employers Mutual	
INSURER D: Scottsdale Ins Co	
INSURER E:	
INSURER F:	

INSURED
Reality House, Inc
P O Box 1507

Columbia MO 65205

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	GENERAL LIABILITY X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC			2CS7758	7/8/2014	7/8/2015	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 50,000 $ EXCLUDED $ 1,000,000 $ 2,000,000 $ INCL IN GEN AG $
B	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS X SCHEDULED AUTOS X HIRED AUTOS X NON-OWNED AUTOS			01775665	07/09/2014	07/09/2015	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $ $
D	X UMBRELLA LIAB X OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION $			CXS0004538	7/08/2014	07/08/2015	EACH OCCURRENCE AGGREGATE	$ 1,000,000 $ 1,000,000 $
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N N If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		MEM000963902	04/14/2014	04/14/2015	X WC STATU-TORY LIMITS OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 500,000 $ 500,000 $ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Halfway House for Teens as an alternative to incarceration State of Missouri

CERTIFICATE HOLDER

Mo Dept of Corrections,
Div of Probation & Parole, 2729 Plaza Dr
P O Box 236
Jefferson City, MO 65102

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE <VP>

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STATE OF MISSOURI
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

TERMS AND CONDITIONS -- REQUEST FOR PROPOSAL

1. TERMINOLOGY/DEFINITIONS

Whenever the following words and expressions appear in a Request for Proposal (RFP) document or any amendment thereto, the definition or meaning described below shall apply.

a. **Agency and/or State Agency** means the statutory unit of state government in the State of Missouri for which the equipment, supplies, and/or services are being purchased by the **Division of Purchasing and Materials Management (DPMM)**. The agency is also responsible for payment.
b. **Amendment** means a written, official modification to an RFP or to a contract.
c. **Attachment** applies to all forms which are included with an RFP to incorporate any informational data or requirements related to the performance requirements and/or specifications.
d. **Proposal Opening Date and Time** and similar expressions mean the exact deadline required by the RFP for the receipt of sealed proposals.
e. **Offeror** means the person or organization that responds to an RFP by submitting a proposal with prices to provide the equipment, supplies, and/or services as required in the RFP document.
f. **Buyer** means the procurement staff member of the DPMM. The **Contact Person** as referenced herein is usually the Buyer.
g. **Contract** means a legal and binding agreement between two or more competent parties, for a consideration for the procurement of equipment, supplies, and/or services.
h. **Contractor** means a person or organization who is a successful offeror as a result of an RFP and who enters into a contract.
i. **Exhibit** applies to forms which are included with an RFP for the offeror to complete and submit with the sealed proposal prior to the specified opening date and time.
j. **Request for Proposal (RFP)** means the solicitation document issued by the DPMM to potential offerors for the purchase of equipment, supplies, and/or services as described in the document. The definition includes these Terms and Conditions as well as all Pricing Pages, Exhibits, Attachments, and Amendments thereto.
k. **May** means that a certain feature, component, or action is permissible, but not required.
l. **Must** means that a certain feature, component, or action is a mandatory condition.
m. **Pricing Page(s)** applies to the form(s) on which the offeror must state the price(s) applicable for the equipment, supplies, and/or services required in the RFP. The pricing pages must be completed and submitted by the offeror with the sealed proposal prior to the specified proposal opening date and time.
n. **RSMo (Revised Statutes of Missouri)** refers to the body of laws enacted by the Legislature which govern the operations of all agencies of the State of Missouri. Chapter 34 of the statutes is the primary chapter governing the operations of DPMM.
o. **Shall** has the same meaning as the word must.
p. **Should** means that a certain feature, component and/or action is desirable but not mandatory.

2. APPLICABLE LAWS AND REGULATIONS

a. The contract shall be construed according to the laws of the State of Missouri. The contractor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.
b. To the extent that a provision of the contract is contrary to the Constitution or laws of the State of Missouri or of the United States, the provisions shall be void and unenforceable. However, the balance of the contract shall remain in force between the parties unless terminated by consent of both the contractor and the DPMM.
c. The contractor must be registered and maintain good standing with the Secretary of State of the State of Missouri and other regulatory agencies, as may be required by law or regulations.
d. The contractor must timely file and pay all Missouri sales, withholding, corporate and any other required Missouri tax returns and taxes, including interest and additions to tax.
e. The exclusive venue for any legal proceeding relating to or arising out of the RFP or resulting contract shall be in the Circuit Court of Cole County, Missouri.
f. The contractor shall only employ personnel authorized to work in the United States in accordance with applicable federal and state laws and Executive Order 07-13 for work performed in the United States.

3. OPEN COMPETITION/REQUEST FOR PROPOSAL DOCUMENT

a. It shall be the offeror's responsibility to ask questions, request changes or clarification, or otherwise advise the DPMM if any language, specifications or requirements of an RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP to a single source. Any and all communication from offerors regarding specifications, requirements, competitive proposal process, etc., must be directed to the buyer from the DPMM, unless the RFP specifically refers the offeror to another contact. Such e-mail, fax, or phone communication should be received at least ten calendar days prior to the official proposal opening date.
b. Every attempt shall be made to ensure that the offeror receives an adequate and prompt response. However, in order to maintain a fair and equitable procurement process, all offerors will be advised, via the issuance of an amendment to the RFP, of any relevant or pertinent information related to the procurement. Therefore, offerors are advised that unless specified elsewhere in the RFP, any questions received less than ten calendar days prior to the RFP opening date may not be answered.
c. Offerors are cautioned that the only official position of the State of Missouri is that which is issued by the DPMM in the RFP or an amendment thereto. No other means of communication, whether oral or written, shall be construed as a formal or official response or statement.
d. The DPMM monitors all procurement activities to detect any possibility of deliberate restraint of competition, collusion among offerors, price-fixing by offerors, or any other anticompetitive conduct by offerors which appears to violate state and federal antitrust laws. Any suspected violation shall be referred to the Missouri Attorney General's Office for appropriate action.
e. The RFP is available for viewing and downloading on the state's On-Line Bidding/Vendor Registration System website. Registered offerors are electronically notified of the proposal opportunity based on the information maintained in the State of Missouri's vendor database. If a registered offeror's e-mail address is incorrect, the offeror must update the e-mail address themselves on the state's On-Line Bidding/Vendor Registration System website.
f. The DPMM reserves the right to officially amend or cancel an RFP after issuance. It shall be the sole responsibility of the offeror to monitor the State of Missouri On-Line Bidding/Vendor Registration System website at: https://www.moolb.mo.gov to obtain a copy of the amendment(s). Registered offerors who received e-mail notification of the proposal opportunity when the RFP was established and registered offerors who have responded to the RFP on-line prior to an amendment being issued will receive e-mail notification of the amendment(s). Registered offerors who received e-mail notification of the proposal opportunity when the RFP was established and registered offerors who have responded to the proposal on-line prior to a cancellation being issued will receive e-mail notification of a cancellation issued prior to the exact closing time and date specified in the RFP.

4. PREPARATION OF PROPOSALS

a. Offerors must examine the entire RFP carefully. Failure to do so shall be at offeror's risk.
b. Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All proposals must meet or exceed the stated specifications and requirements.
c. Unless otherwise specifically stated in the RFP, any manufacturer names, trade names, brand names, information and/or catalog numbers listed in a specification and/or requirement are for informational purposes only and are not intended to limit competition. The offeror may offer any brand which meets or exceeds the specification for any item, but must state the manufacturer's name and model number for any such brands in the proposal. In addition, the offeror shall explain, in detail, (1) the reasons why the proposed equivalent meets or exceeds the specifications and/or requirements and (2) why the proposed equivalent should not be considered an exception thereto. Proposals which do not comply with the requirements and specifications are subject to rejection without clarification.
d. Proposals lacking any indication of intent to offer an alternate brand or to take an exception shall be received and considered in complete compliance with the specifications and requirements as listed in the RFP.
e. In the event that the offeror is an agency of state government or other such political subdivision which is prohibited by law or court decision from complying with certain provisions of an RFP, such an offeror may submit a proposal which contains a list of statutory limitations and identification of those prohibitive clauses. The offeror should include a complete list of statutory references and citations for each provision of the RFP, which is affected by this paragraph. The statutory limitations and prohibitive clauses may (1) be requested to be clarified in writing by DPMM or (2) be accepted without further clarification if the statutory limitations and prohibitive clauses are deemed acceptable by DPMM. If DPMM determines clarification of the statutory limitations and prohibitive clauses is necessary, the clarification will be conducted in order to agree to language that reflects the intent and compliance of such law and/or court order and the RFP.
f. All equipment and supplies offered in a proposal must be new, of current production, and available for marketing by the manufacturer unless the RFP clearly specifies that used, reconditioned, or remanufactured equipment and supplies may be offered.
g. Prices shall include all packing, handling and shipping charges FOB destination, freight prepaid and allowed unless otherwise specified in the RFP.
h. Proposals, including all prices therein, shall remain valid for 90 days from proposal opening or Best and Final Offer (BAFO) submission unless otherwise indicated. If the proposal is accepted, the entire proposal, including all prices, shall be firm for the specified contract period.
i. Any foreign offeror not having an Employer Identification Number assigned by the United States Internal Revenue Service (IRS) must submit a completed IRS Form W-8 prior to or with the submission of their proposal in order to be considered for award.

5. SUBMISSION OF PROPOSALS

a. Proposals may be submitted by delivery of a hard copy to the DPMM office. Electronic submission of proposals by registered offerors through the State of Missouri's On-Line Bidding/Vendor Registration System website is not available unless stipulated in the RFP. Delivered proposals must be sealed in an envelope or container, and received in the DPMM office located at 301 West High St, Rm 630 in Jefferson City, MO no later than the exact opening time and date specified in the RFP. All proposals must (1) be submitted by a duly authorized representative of the offeror's organization, (2) contain all information required by the RFP, and (3) be priced as required. Hard copy proposals may be mailed to the DPMM post office box address. However, it shall be the responsibility of the offeror to ensure their proposal is in the DPMM office (address listed above) no later than the exact opening time and date specified in the RFP.
b. The sealed envelope or container containing a proposal should be clearly marked on the outside with (1) the official RFP number and (2) the official opening date and time. Different proposals should not be placed in the same envelope, although copies of the same proposal may be placed in the same envelope.
c. A proposal submitted electronically by a registered offeror may be modified on-line prior to the official opening date and time. A proposal which has been delivered to the DPMM office may be modified by signed, written notice which has been received by the DPMM prior to the official opening date and time specified. A proposal may also be modified in person by the offeror or its authorized representative, provided proper identification is presented before the official opening date and time. Telephone or telegraphic requests to modify a proposal shall not be honored.
d. A proposal submitted electronically by a registered offeror may be canceled on-line prior to the official opening date and time. A proposal which has been delivered to the DPMM office may only be withdrawn by a signed, written document on company letterhead transmitted via mail, e-mail, or facsimile which has been received by the DPMM prior to the official opening date and time specified. A proposal may also be withdrawn in person by the offeror or its authorized representative, provided proper identification is presented before the official opening date and time. Telephone or telegraphic requests to withdraw a proposal shall not be honored.
e. A proposal may also be withdrawn after the proposal opening through submission of a written request by an authorized representative of the offeror. Justification of withdrawal decision may include a significant error or exposure of proposal information that may cause irreparable harm to the offeror.
f. When submitting a proposal electronically, the registered offeror indicates acceptance of all RFP terms and conditions by clicking on the "Submit" button on the Electronic Bid Response Entry form. Offerors delivering a hard copy proposal to DPMM must sign and return the RFP cover page or, if applicable, the cover page of the last amendment thereto in order to constitute acceptance by the offeror of all RFP terms and conditions. Failure to do so may result in rejection of the proposal unless the offeror's full compliance with those documents is indicated elsewhere within the offeror's response.
g. Faxed proposals shall not be accepted. However, faxed and e-mail no-bid notifications shall be accepted.

6. PROPOSAL OPENING

a. Proposal openings are public on the opening date and at the opening time specified on the RFP document. Only the names of the respondents shall be read at the proposal opening. All vendors may view the same proposal response information on the state's On-Line Bidding/Vendor Registration System website. The contents of the responses shall not be disclosed at this time.
b. Proposals which are not received in the DPMM office prior to the official opening date and time shall be considered late, regardless of the degree of lateness, and normally will not be opened. Late proposals may only be opened under extraordinary circumstances in accordance with 1 CSR 40-1.050.

7. PREFERENCES

a. In the evaluation of proposals, preferences shall be applied in accordance with chapter 34, RSMo, other applicable Missouri statutes, and applicable Executive Orders. Contractors should apply the same preferences in selecting subcontractors.
b. By virtue of statutory authority, a preference will be given to materials, products, supplies, provisions and all other articles produced, manufactured, mined, processed or grown within the State of Missouri and to all firms, corporations or individuals doing business as Missouri firms, corporations or individuals. Such preference shall be given when quality is equal or better and delivered price is the same or less.
c. In accordance with Executive Order 05-30, contractors are encouraged to utilize certified minority and women-owned businesses in selecting subcontractors.

8. EVALUATION/AWARD

a. Any clerical error, apparent on its face, may be corrected by the buyer before contract award. Upon discovering an apparent clerical error, the buyer shall contact the offeror and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. Examples of apparent clerical errors are: 1) misplacement of a decimal point; and 2) obvious mistake in designation of unit.
b. Any pricing information submitted by an offeror shall be subject to evaluation if deemed by the DPMM to be in the best interest of the State of Missouri.
c. The offeror is encouraged to propose price discounts for prompt payment or propose other price discounts that would benefit the State of Missouri. However, unless otherwise specified in the RFP, pricing shall be evaluated at the maximum potential financial liability to the State of Missouri.

d. Awards shall be made to the offeror whose proposal (1) complies with all mandatory specifications and requirements of the RFP and (2) is the lowest and best proposal, considering price, responsibility of the offeror, and all other evaluation criteria specified in the RFP and any subsequent negotiations and (3) complies with chapter 34, RSMo, other applicable Missouri statutes, and all applicable Executive Orders.
e. In the event all offerors fail to meet the same mandatory requirement in an RFP, DPMM reserves the right, at its sole discretion, to waive that requirement for all offerors and to proceed with the evaluation. In addition, the DPMM reserves the right to waive any minor irregularity or technicality found in any individual proposal.
f. The DPMM reserves the right to reject any and all proposals.
g. When evaluating a proposal, the State of Missouri reserves the right to consider relevant information and fact, whether gained from a proposal, from an offeror, from offeror's references, or from any other source.
h. Any information submitted with the proposal, regardless of the format or placement of such information, may be considered in making decisions related to the responsiveness and merit of a proposal and the award of a contract.
i. Negotiations may be conducted with those offerors who submit potentially acceptable proposals. Proposal revisions may be permitted for the purpose of obtaining best and final offers. In conducting negotiations, there shall be no disclosure of any information submitted by competing offerors.
j. Any award of a contract shall be made by notification from the DPMM to the successful offeror. The DPMM reserves the right to make awards by item, group of items, or an all or none basis. The grouping of items awarded shall be determined by DPMM based upon factors such as item similarity, location, administrative efficiency, or other considerations in the best interest of the State of Missouri.
k. Pursuant to section 610.021, RSMo, proposals and related documents shall not be available for public review until after a contract is executed or all proposals are rejected.
l. The DPMM posts all proposal results on the On-line Bidding/Vendor Registration System website for all vendors to view for a reasonable period after proposal award and maintains images of all proposal file material for review. Offerors who include an e-mail address with their proposal will be notified of the award results via e-mail.
m. The DPMM reserves the right to request clarification of any portion of the offeror's response in order to verify the intent of the offeror. The offeror is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.
n. Any proposal award protest must be received within ten (10) business days after the date of award in accordance with the requirements of 1 CSR 40-1.050 (9).
o. The final determination of contract(s) award shall be made by DPMM.

9. CONTRACT/PURCHASE ORDER

a. By submitting a proposal, the offeror agrees to furnish any and all equipment, supplies and/or services specified in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein.
b. A binding contract shall consist of: (1) the RFP, amendments thereto, and any Best and Final Offer (BAFO) request(s) with RFP changes/additions, (2) the contractor's proposal including any contractor BAFO response(s), (3) clarification of the proposal, if any, and (4) DPMM's acceptance of the proposal by "notice of award" or by "purchase order." All Exhibits and Attachments included in the RFP shall be incorporated into the contract by reference.
c. A notice of award issued by the State of Missouri does not constitute an authorization for shipment of equipment or supplies or a directive to proceed with services. Before providing equipment, supplies and/or services for the State of Missouri, the contractor must receive a properly authorized purchase order or other form of authorization given to the contractor at the discretion of the state agency.
d. The contract expresses the complete agreement of the parties and performance shall be governed solely by the specifications and requirements contained therein. Any change to the contract, whether by modification and/or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representative of the contractor and the DPMM or by a modified purchase order prior to the effective date of such modification. The contractor expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any person, shall be used or construed as an amendment or modification to the contract.

10. INVOICING AND PAYMENT

a. The State of Missouri does not pay state or federal taxes unless otherwise required under law or regulation.
b. The statewide financial management system has been designed to capture certain receipt and payment information. For each purchase order received, an invoice must be submitted that references the purchase order number and must be itemized in accordance with items listed on the purchase order. Failure to comply with this requirement may delay processing of invoices for payment.
c. The contractor shall not transfer any interest in the contract, whether by assignment or otherwise, without the prior written consent of the DPMM.
d. Payment for all equipment, supplies, and/or services required herein shall be made in arrears unless otherwise indicated in the RFP.
e. The State of Missouri assumes no obligation for equipment, supplies, and/or services shipped or provided in excess of the quantity ordered. Any unauthorized quantity is subject to the state's rejection and shall be returned at the contractor's expense.
f. All invoices for equipment, supplies, and/or services purchased by the State of Missouri shall be subject to late payment charges as provided in section 34.055, RSMo.
g. The State of Missouri reserves the right to purchase goods and services using the state purchasing card.

11. DELIVERY

Time is of the essence. Deliveries of equipment, supplies, and/or services must be made no later than the time stated in the contract or within a reasonable period of time, if a specific time is not stated.

12. INSPECTION AND ACCEPTANCE

a. No equipment, supplies, and/or services received by an agency of the state pursuant to a contract shall be deemed accepted until the agency has had reasonable opportunity to inspect said equipment, supplies, and/or services.
b. All equipment, supplies, and/or services which do not comply with the specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all equipment, supplies, and/or services which are discovered to be defective or which do not conform to any warranty of the contractor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.
c. The State of Missouri reserves the right to return any such rejected shipment at the contractor's expense for full credit or replacement and to specify a reasonable date by which replacements must be received.
d. The State of Missouri's right to reject any unacceptable equipment, supplies, and/or services shall not exclude any other legal, equitable or contractual remedies the state may have.

13. WARRANTY

a. The contractor expressly warrants that all equipment, supplies, and/or services provided shall: (1) conform to each and every specification, drawing, sample or other description which was furnished to or adopted by the DPMM, (2) be fit and sufficient for the purpose expressed in the RFP, (3) be merchantable, (4) be of good materials and workmanship, and (5) be free from defect.
b. Such warranty shall survive delivery and shall not be deemed waived either by reason of the state's acceptance of or payment for said equipment, supplies, and/or services.

14. CONFLICT OF INTEREST

a. 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 105.452 and 105.454, RSMo, regarding conflict of interest.
b. The contractor hereby covenants that at the time of the submission of the proposal the contractor has no other contractual relationships which would create any actual or perceived conflict of interest. The contractor further agrees that during the term of the contract neither the contractor nor any of its employees shall acquire any other contractual relationships which create such a conflict.

15. REMEDIES AND RIGHTS

a. No provision in the contract shall be construed, expressly or implied, as a waiver by the State of Missouri of any existing or future right and/or remedy available by law in the event of any claim by the State of Missouri of the contractor's default or breach of contract.
b. The contractor agrees and understands that the contract shall constitute an assignment by the contractor to the State of Missouri of all rights, title and interest in and to all causes of action that the contractor may have under the antitrust laws of the United States or the State of Missouri for which causes of action have accrued or will accrue as the result of or in relation to the particular equipment, supplies, and/or services purchased or procured by the contractor in the fulfillment of the contract with the State of Missouri.

16. CANCELLATION OF CONTRACT

a. In the event of material breach of the contractual obligations by the contractor, the DPMM may cancel the contract. At its sole discretion, the DPMM may give the contractor an opportunity to cure the breach or to explain how the breach will be cured. The actual cure must be completed within no more than 10 working days from notification, or at a minimum the contractor must provide DPMM within 10 working days from notification a written plan detailing how the contractor intends to cure the breach.
b. If the contractor fails to cure the breach or if circumstances demand immediate action, the DPMM will issue a notice of cancellation terminating the contract immediately. If it is determined the DPMM improperly cancelled the contract, such cancellation shall be deemed a termination for convenience in accordance with the contract.
c. If the DPMM cancels the contract for breach, the DPMM reserves the right to obtain the equipment, supplies, and/or services to be provided pursuant to the contract from other sources and upon such terms and in such manner as the DPMM deems appropriate and charge the contractor for any additional costs incurred thereby.
d. The contractor understands and agrees that funds required to fund the contract must be appropriated by the General Assembly of the State of Missouri for each fiscal year included within the contract period. The contract shall not be binding upon the state for any period in which funds have not been appropriated, and the state shall not be liable for any costs associated with termination caused by lack of appropriations.

17. COMMUNICATIONS AND NOTICES

Any notice to the offeror/contractor shall be deemed sufficient when deposited in the United States mail postage prepaid, transmitted by facsimile, transmitted by e-mail or hand-carried and presented to an authorized employee of the offeror/contractor.

18. BANKRUPTCY OR INSOLVENCY

a. Upon filing for any bankruptcy or insolvency proceeding by or against the contractor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee, or assignee for the benefit of creditors, the contractor must notify the DPMM immediately.
b. Upon learning of any such actions, the DPMM reserves the right, at its sole discretion, to either cancel the contract or affirm the contract and hold the contractor responsible for damages.

19. INVENTIONS, PATENTS AND COPYRIGHTS

The contractor shall defend, protect, and hold harmless the State of Missouri, its officers, agents, and employees against all suits of law or in equity resulting from patent and copyright infringement concerning the contractor's performance or products produced under the terms of the contract.

20. NON-DISCRIMINATION AND AFFIRMATIVE ACTION

In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall agree not to discriminate against recipients of services or employees or applicants for employment on the basis of race, color, religion, national origin, sex, age, disability, or veteran status unless otherwise provided by law. If the contractor or subcontractor employs at least 50 persons, they shall have and maintain an affirmative action program which shall include:

a. A written policy statement committing the organization to affirmative action and assigning management responsibilities and procedures for evaluation and dissemination;
b. The identification of a person designated to handle affirmative action;
c. The establishment of non-discriminatory selection standards, objective measures to analyze recruitment, an upward mobility system, a wage and salary structure, and standards applicable to layoff, recall, discharge, demotion, and discipline;
d. The exclusion of discrimination from all collective bargaining agreements; and
e. Performance of an internal audit of the reporting system to monitor execution and to provide for future planning.

If discrimination by a contractor is found to exist, the DPMM shall take appropriate enforcement action which may include, but not necessarily be limited to, cancellation of the contract, suspension, or debarment by the DPMM until corrective action by the contractor is made and ensured, and referral to the Attorney General's Office, whichever enforcement action may be deemed most appropriate.

21. AMERICANS WITH DISABILITIES ACT

In connection with the furnishing of equipment, supplies, and/or services under the contract, the contractor and all subcontractors shall comply with all applicable requirements and provisions of the Americans with Disabilities Act (ADA).

22. FILING AND PAYMENT OF TAXES

The commissioner of administration and other agencies to which the state purchasing law applies shall not contract for goods or services with a vendor if the vendor or an affiliate of the vendor makes sales at retail of tangible personal property or for the purpose of storage, use, or consumption in this state but fails to collect and properly pay the tax as provided in chapter 144, RSMo. For the purposes of this section, "affiliate of the vendor" shall mean any person or entity that is controlled by or is under common control with the vendor, whether through stock ownership or otherwise. Therefore offeror's failure to maintain compliance with chapter 144, RSMo, may eliminate their proposal from consideration for award.

23. TITLES

Titles of paragraphs used herein are for the purpose of facilitating reference only and shall not be construed to infer a contractual construction of language.

Revised 12-27-12

REALITY HOUSE PROGRAMS, INC.

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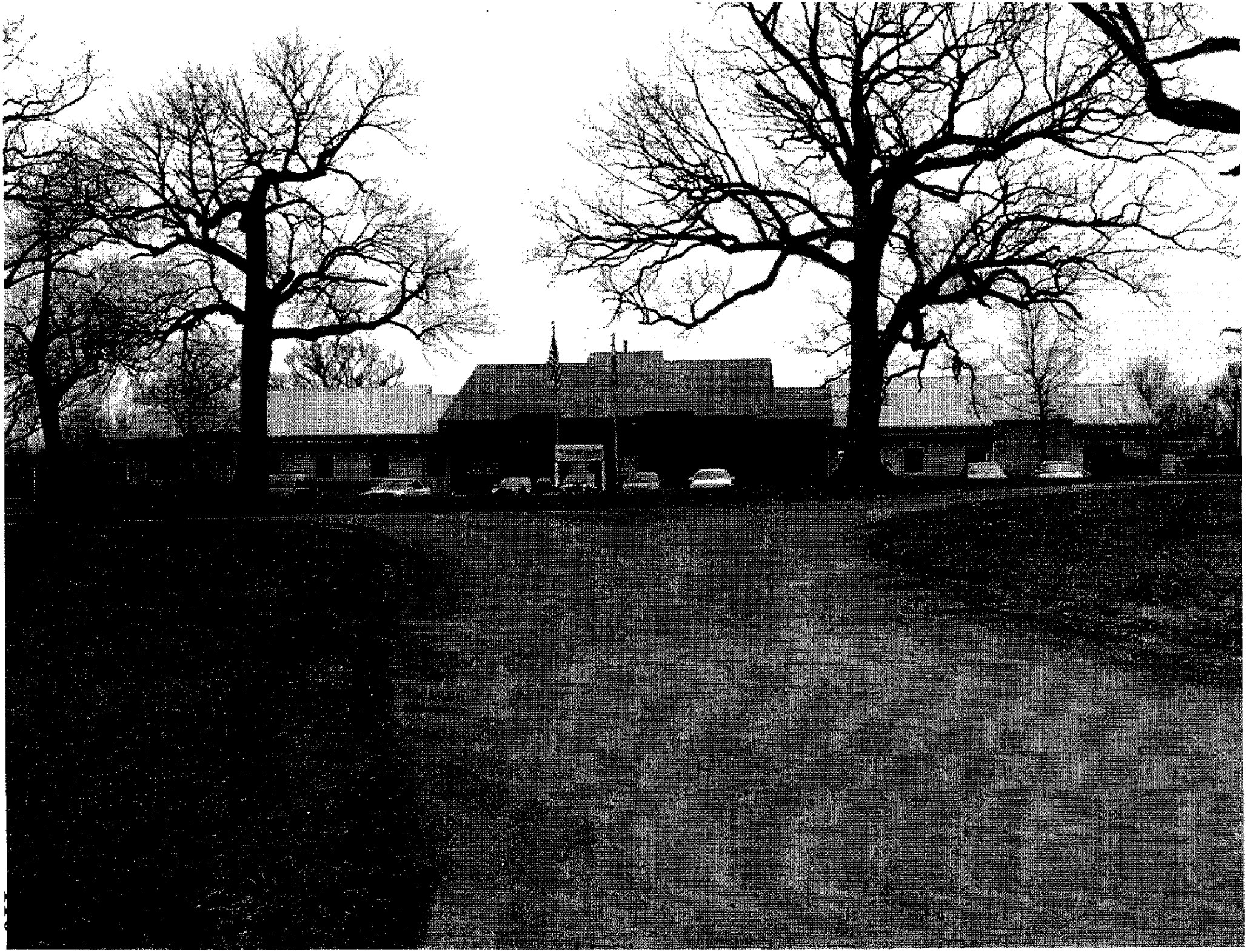
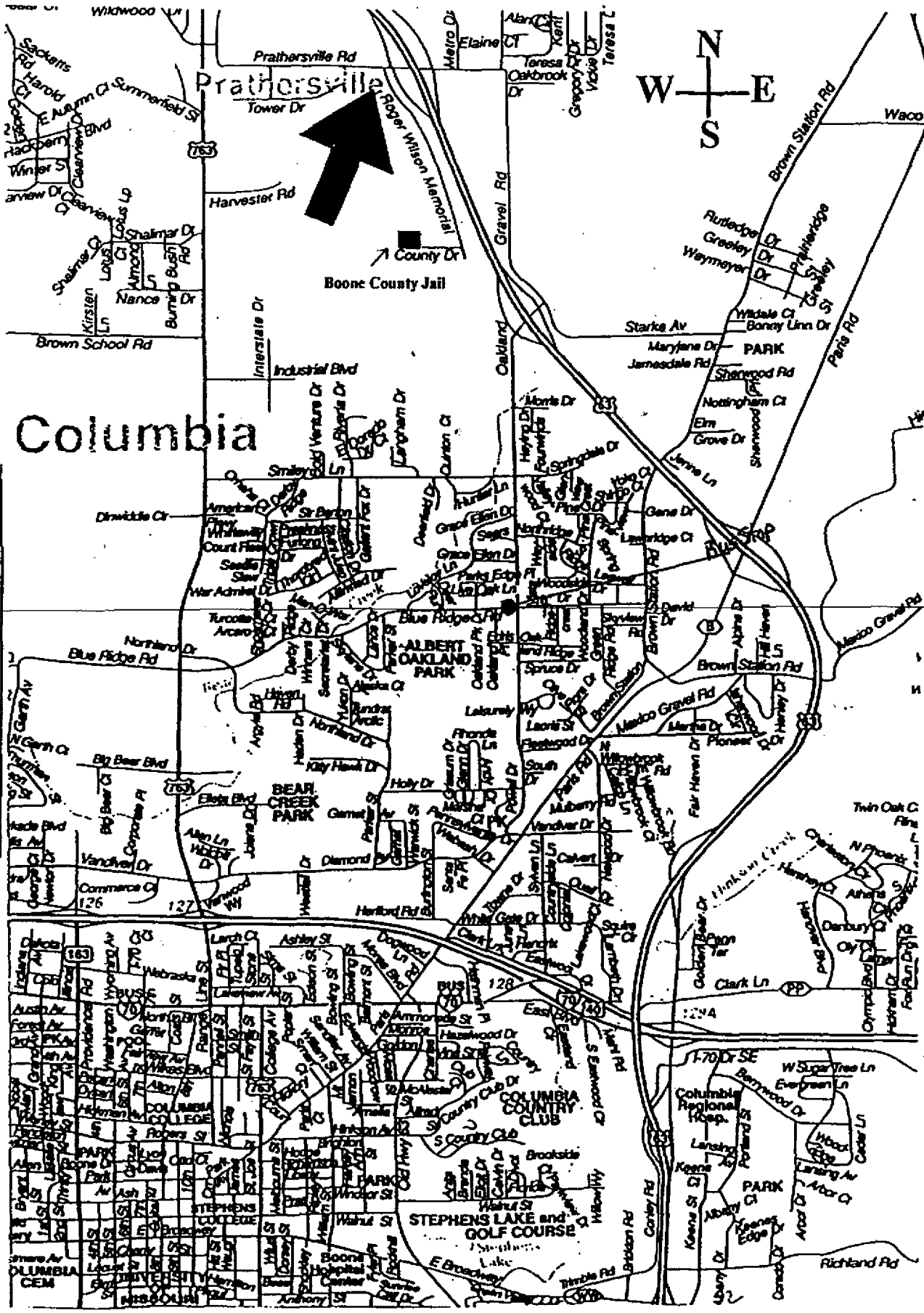


REALITY HOUSE PROGRAMS, INC.

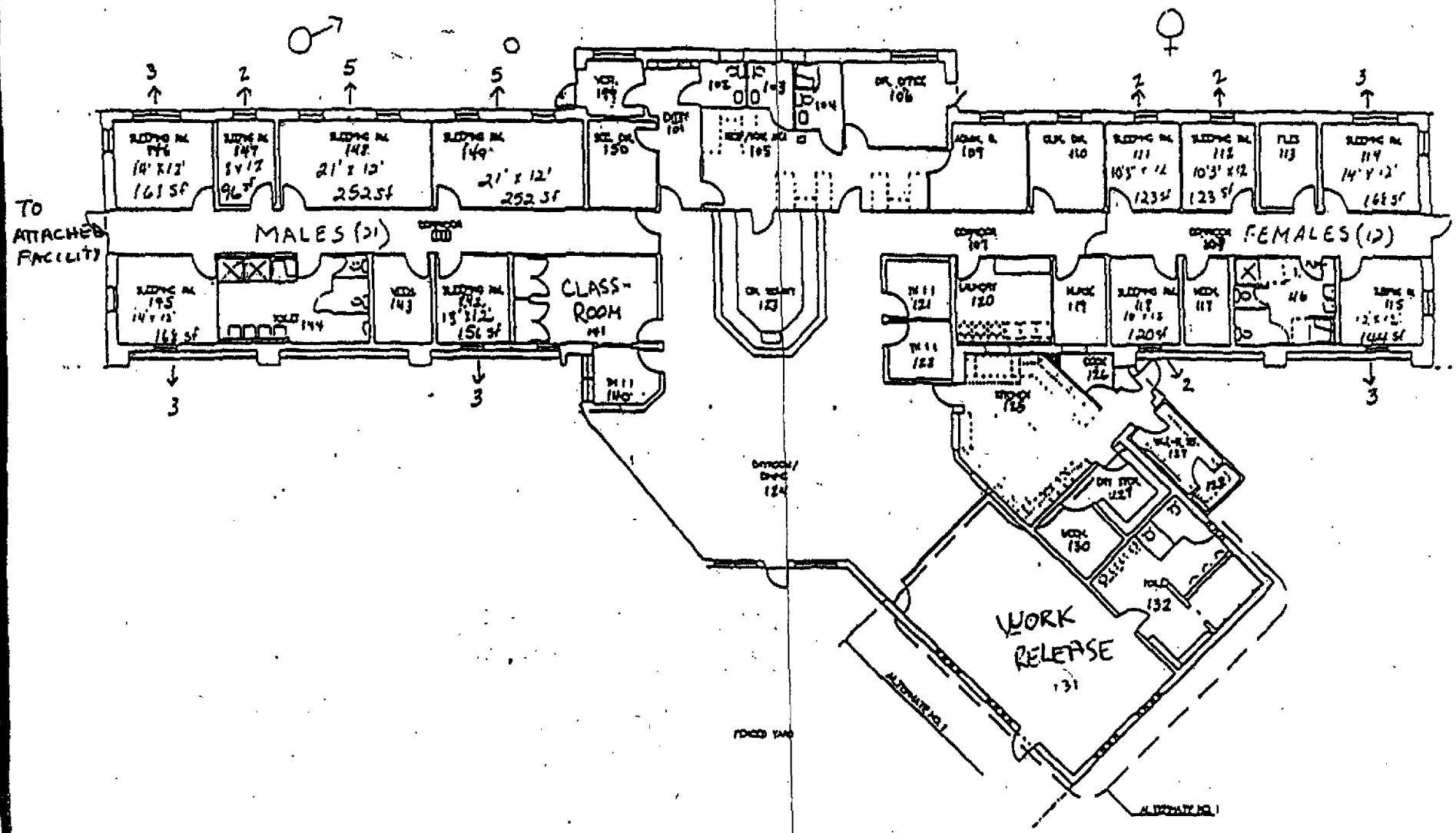
Prathersville Location Map



Marked by the BLACK arrow, RHP 1900 Prathersville Road Facility is at the corner of Prathersville Road & Roger Wilson Memorial Drive and next to the new Juvenile Justice Center.

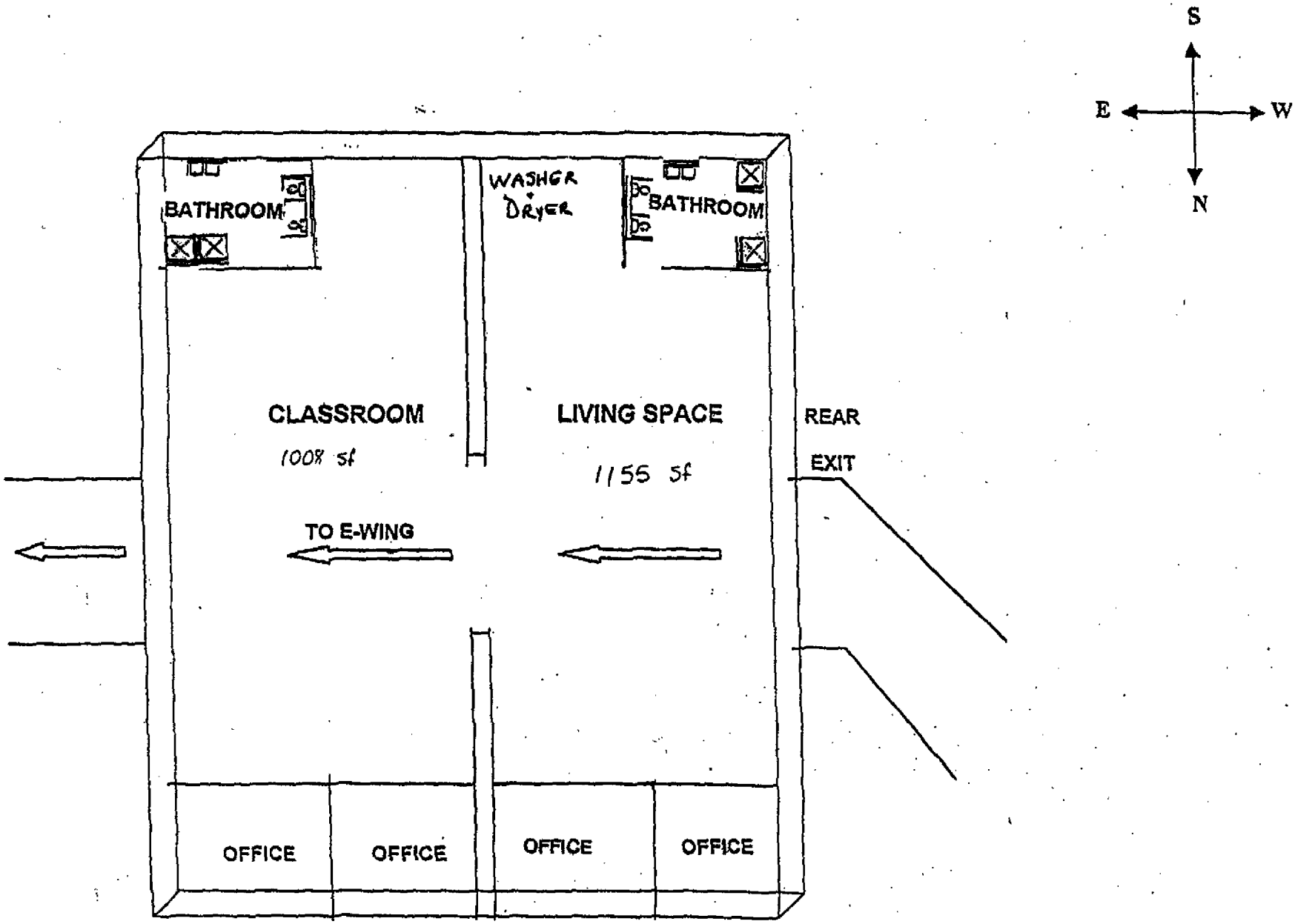
REALITY HOUSE PROGRAMS, INC.

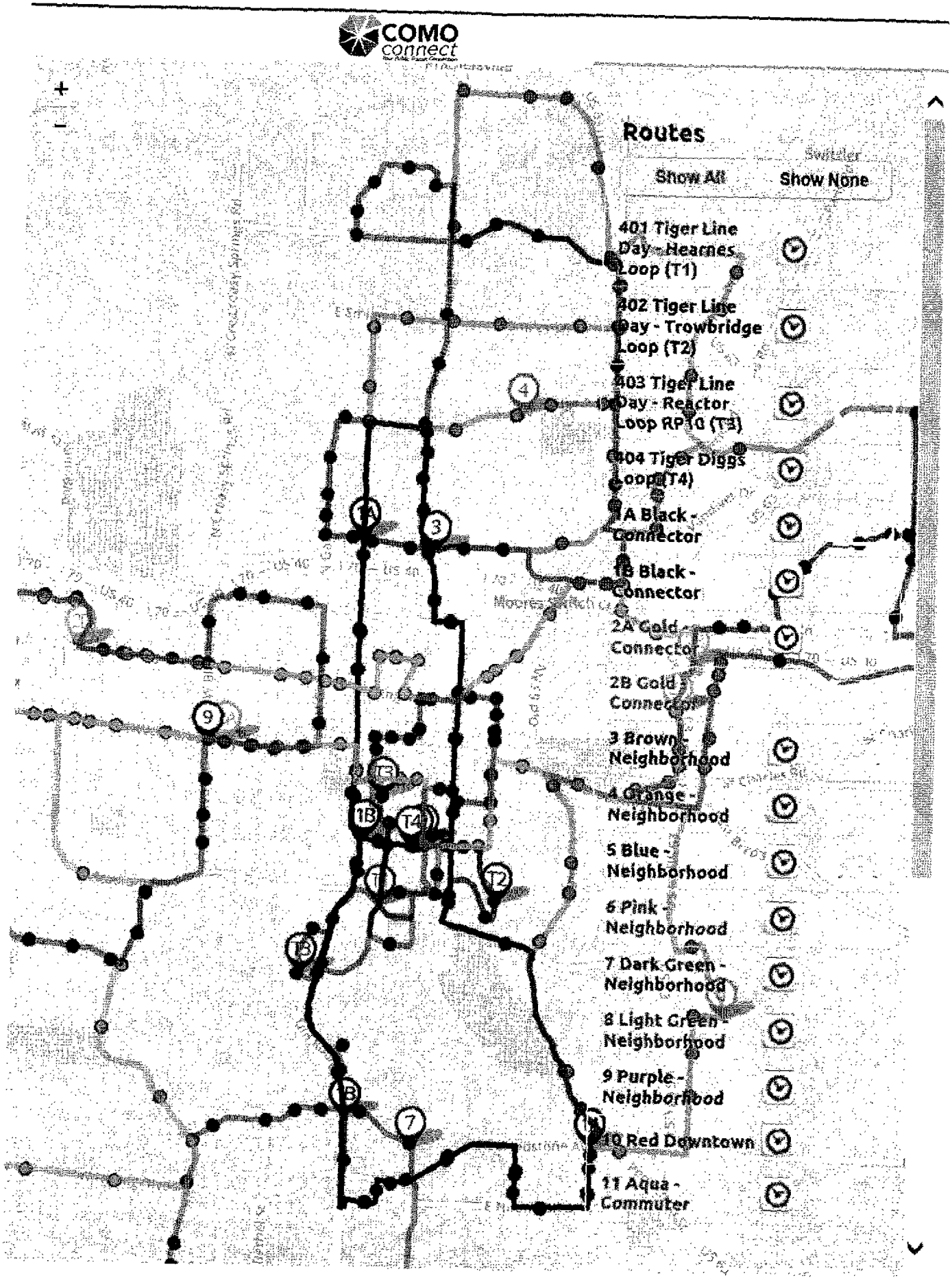
Prathersville Facility Diagram



REALITY HOUSE PROGRAMS, INC.

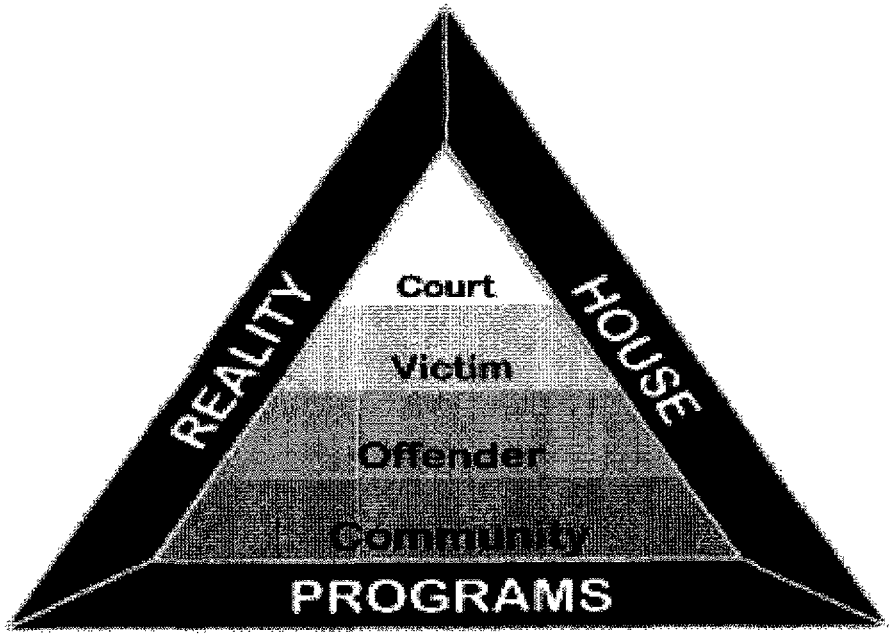
Attached Facility




COMO connect
Routes
Show All
Show None
401 Tiger Line Day - Hearnes Loop (T1)
402 Tiger Line Day - Trowbridge Loop (T2)
403 Tiger Line Day - Reactor Loop RP10 (T3)
404 Tiger Diggs Loop (T4)
1A Black - Connector
1B Black - Connector
2A Gold - Connector
2B Gold - Connector
3 Brown - Neighborhood
4 Orange - Neighborhood
5 Blue - Neighborhood
6 Pink - Neighborhood
7 Dark Green - Neighborhood
8 Light Green - Neighborhood
9 Purple - Neighborhood
10 Red Downtown
11 Aqua - Commuter

REALITY HOUSE PROGRAMS, INC.

Participant Rules of Conduct



(UPDATED: July 2014)

THIS MANUAL IS AVAILABLE FOR ALL TO REVIEW 24 HOURS PER DAY

All violations of the Program Rules should be written on a Violation Report and referred to an RHP Section Director. Section Directors are: Ms. Michelle Thompson, Ms. Joel Putnam, Mr. Robert Harrison, and Mr. Michael Hayes.

*****This manual is available in alternate format if requested & required*****

1. RHP Programs: There are seven basic programs at Reality House Programs (RHP): Residential Probation & Parole (RPP), Bureau of Prisons (BOP), Work Release (WRP), Residential Transition (RTP), ASC Services (ASC1-4), Positive Motivation Incorporated (PMI), Inmate Trustee (ITP), and Federal Treatment (FTX). All programs are open to men and women who are in trouble with the law except PMI (all male).

2. General Conduct: While at RHP, participants must have a good attitude, must obey staff, and must follow the RHP rules. If they do not do so, they may be unsuccessfully discharged.

3. Sexual Misconduct: While at RHP; sexual talk, contact, or any other sexual activity between participants is forbidden and will be considered misconduct. Any sexual activity (including talk) directed toward staff will be considered sexual misconduct.

4. Alcohol & Drug Use: RHP participants are not allowed to eat or drink anything containing alcohol or take drugs not prescribed by a licensed physician. Participants may be drug & alcohol tested at any time. Refusing a breath or urine test will be considered a positive test.

5. RHP Orientation: All new participants will have their belongings inventoried by RHP staff. If the inventory changes, it is the participant's responsibility to ensure the inventory sheet is updated. New participants will be oriented to all rules and procedures within 24 hours of entering.

6. Sheets, Towels, and Laundry: Each participant will be given a blanket, pillow, pillowcase, two sheets, two towels, and two washcloths.

6.1. Participants may use the staff supplied laundry soap until they have received a paycheck.

6.2. Participants may not leave items unattended in the laundry room, unless items are in the machines and the machines are running.

6.3. Participants must only do their weekly laundry according to the posted laundry schedule. Jail Inmates: Monday-Saturday 0700-0900; Women: Mon, Wed & Fri 1000-2300; Men: Tues, Thur & Sat 1000-2300.

7. Emergencies:

7.1. Fire: When a participant first sees fire or smoke or hears the fire alarm siren, he must tell staff (who will call 911) then do the following:

- 7.1.1. Unplug all electrical appliances and close all doors.
- 7.1.2. Tell all the people in the area about the danger, but **DO NOT YELL FIRE.**
- 7.1.3. Quickly take the shortest way out that is not blocked by fire. Exit maps are posted on the wall.
- 7.1.4. All participants must meet in the Graveled Smoking Yard near the gate, if possible.
- 7.1.5. Stay at this emergency meeting place until instructed to leave by RHP Staff, Sheriff's Deputy, Police Officer, or Fireman.

7.2. Storm/Tornado: When a participant hears warning sirens or hears a whistle, do the following:

- 7.2.6. Tell the staff person(s) on duty.
- 7.2.7. Participants in the B and E Wings will sit with their head between their legs facing the wall in the hallway or bathroom. Participants in the C Wing will sit with their head between their legs facing the wall in the bathroom. Participants residing in the trailers will quickly enter the main facility and will sit with their head between their legs facing the interior walls in the E Wing hallway or bathroom.
- 7.2.8. All participants will remain in this position until a staff member announces the danger is over.

7.3. Flood: When a participant see signs of a flood or hear staff yell "FLOOD," do the following:

- 7.3.9. Tell the staff person(s) on duty.
- 7.3.10. Climb on top of bunks, cabinets, or desks;
- 7.3.11. Never drive through flood water;
- 7.3.12. All participants will remain in this position until a staff member announces the danger is over.

7.4. Earthquake: When a participant suspects an earthquake or hears staff yell "EARTHQUAKE," do the following:

- 7.4.13. If you are in bed, stay in bed a hold on until the shaking stops;
- 7.4.14. If not in bed, get under a sturdy piece of furniture and hold on;
- 7.4.15. Stay away from glass and outside walls;
- 7.4.16. If you are outside, stay outside;
- 7.4.17. All participants will remain in this position until a staff member announces the danger is over.

7.5. Other Emergency: When a participant hears or see signs of a dangerous situation, do the following:

7.5.18. Remove yourself from the danger.
7.5.19. Tell the staff on duty.
7.5.20. If asked to do so by staff, calmly give assistance.
7.5.21. If a staff member is unavailable, call 911.

7.6. Medical Emergencies: Participants must assist staff during medical emergencies if asked to do so. Staff will take the following steps for medical emergencies and participants should assist when asked to do so:

7.6.22. **Call or have someone call 911**;
7.6.23. Assess the situation using appropriate First Aid Procedures;
7.6.24. If necessary, yell for assistance;
7.6.25. Administer emergency aid (the Security Officer on duty is primarily responsible for all first aid equipment);
7.6.26. Continue to administer aid and care for the patient;
7.6.27. Have another staff member contact a staff Section Director;
7.6.28. Stay with the patient until relieved by medical personnel;
7.6.29. Provide medical personnel with our Medical Agreement Form;
7.6.30. Complete an Incident Report ASAP;
7.6.31. Contact the hospital at least daily to check the patient's status;
7.6.32. **ALL MEDICAL EXPENSES WILL BE PAID BY THE PARTICIPANT, NOT REALITY HOUSE.**

8. Medication: All prescription and over-the-counter medication must be turned in to RHP staff when entering the facility. Participants must take medication as prescribed and ensure that they have refills. All prescription medication must be prescribed in the participant's name, must be in the original bottle, and must not be expired.

8.1. Participants must notify staff when they need to take their medication.
8.2. All medication dosing must be logged by the participant.

9. Off-Limits: THIS IS A VERY SERIOUS VIOLATION!!! Participants are not allowed to be outside of approved areas without staff approval. The off-limits areas are:

9.1. Any sleeping wing or room where the participant does not sleep,
9.2. Mechanical rooms,
9.3. Inside the security key (this includes reaching over the counter),
9.4. In the kitchen (unless working as a Trustee),
9.5. Past the laundry room (unless going to staff's office),
9.6. Females are not allowed out of their wing unless they are in the laundry room, paying fees, going to their Case Manager's office, emergency situation, or leaving/returning to the facility.

10. Living Space Regulations & Personal Belongings :

10.1. Each participant will be assigned a locker and a lock. Locks are not to be used for any other purpose.
10.2. All personal belongings must be kept in the locker except: one clock, one pair of shoes (under the bed), one laundry bag (attached to the bed or locker), one wash cloth & one towel.
10.3. Participants may have seven pants, seven shirts, seven sets of underwear, three footwear, one hat, one clock (12" or smaller), one radio with headset (12" or smaller), and a reasonable amount of hygiene items.
10.4. All personal belongings must be listed on the Property Inventory sheet and the sheet must be updated when needed.
10.5. Participants are not allowed to place ANYTHING on the walls.
10.6. Any items left at RHP for over thirty days will be discarded.

11. Vandalism: In the case of damage or theft, all participants will share in the cost of repair or replacement unless someone accepts individual responsibility.

12. Recreation: RHP provides a full range of free recreational activities located at the facility. For those participants on premises, provides:

12.1. Horseshoe pits with horseshoes,
12.2. Color television cable,
12.3. Outdoor Washers and Bean Bag games,
12.4. Nintendo computerized games with separate color television,
12.5. Three daily newspapers and numerous magazines and books.
12.6. Federal participants may walk around the 10 acre property with their Case manager's approval.

13. Sign-in/-Out: All participants must sign-in/-out, for themselves, every time they enter or exit the facility (unless doing a chore for staff, i.e.; taking out trash).
13.1. WRP participants may only sign-out for 12 hours per day, including travel.
13.2. Sign-out times are only between 0600 and 2100, unless Case Manager gives approval for different.
13.3. All participants and their visitors will be searched by staff prior to entering the facility.

14. Pass or Furlough: Pass or furlough will only be approved if all requirements are met.
14.1. Requests must be turned in to the Case Manager two working days prior.
14.2. Changes will not be approved after the start of the pass.
14.3. Staff may shorten or revoke the privilege anytime and for any reason.

15. Free-time: Only RPP (with approval) & BOP (with approval) will be allowed free-time. RTP is allowed free-time between the hours of 0600 and 2100.
15.1. Participants may not go to places that RHP staff may restrict: Massage, tattoo, bar, night club, etc.
15.2. Doctor, court, P&P, attorney, bank, and state/county government offices are not counted as free-time.
15.3. Case Managers will determine the Participant's weekly free-time allocation.

16. Visitors:
16.1. A participant must have an approved "Visitors List."
16.2. A participant is limited to three visitors at a time.
16.3. Visitors must have a picture I.D.
16.4. Kissing and hugging are only allowed for a few seconds when starting and ending the visit.
16.5. Visitors may only drop off items during visiting hours.
16.6. Staff may terminate a visit at anytime and for any reason.
16.7. Review the posted visitation schedules for days and times (six hours per week for BOP & RPP)

17. Driving Privileges and Parking:
17.1. Participants may be allowed to drive if approved by their Case Manager, referral agent, and they have completed a Request to Operate a Motor Vehicle form. They must also have an ID sticker on the vehicle.
17.2. Participants must show security staff a valid Missouri driver's license, registration, & insurance and allow it to be copied for their file.
17.3. Participants must show responsible behavior as demonstrated by file documentation.
17.4. Review of traffic record by the referral agent may be required.
17.5. Participant must surrender their license and any keys upon return to the facility each time they return.
17.6. The parking lot is off limits to visitors of a participant who have not signed-in and visitors are not to leave their car unattended blocking the driveway.
17.7. All cars are subject to search and will be searched at random times and dates.
17.8. The parking lot at the North, West, and South may be used by participants. Parking anywhere else is not allowed.
17.9. Any violation of the aforementioned may result in the loss of driving privileges.

18. Trespassing: Anyone at or near the fenced areas surrounding the RHP facility will be arrested for trespassing. See posted warning signs.

19. Telephone: Phone calls are limited to 15 minutes and participants may not use the telephone between midnight and 0600 hours.

20. Smoking: Smoking is not allowed inside the facility. Hand rolled cigarettes, chewing tobacco, snuff, E-cigarettes and pipes are not allowed on RHP property. All cigarette butts must be placed in the cigarette can or trash can. Smoking is not allowed from midnight until 0600. Participants on building or room restriction may smoke for ten minutes after meals and may smoke from 2350 until midnight. Any outside smoking must occur at least 10 feet from the doorways.

21. Lending, Borrowing, Trading, Sale, etc.: NO loaning, borrowing, trading, or selling is allowed. Sharing is allowed as long as the participant expects nothing in return and as long as the participant does not ask staff for assistance in getting items back.

22. Curfew: All participants must be out of bed at 0600 hours and finished with their chore before 0800. Curfew is 2100 hours daily.

23. Dress and Hygiene: All participants must be fully clothed at all times. ITP participants must wear jail issue top and bottom anytime they leave the C Wing. All participants must dress appropriately at all times—staff will advise on what is "appropriate" if there is a question. All participants must wash their bodies and brush their teeth daily, and launder their clothes weekly. Personal hygiene items are available until participant receives income.

24. Noise: Yelling, singing loudly, cursing, stomping, etc. will not be tolerated.

25. Program Appearance: RHP Security Officers are in charge of program appearance. The Security Officers on duty will decide if the room appearance is up to RHP's standards. Each participant must complete their job assignment and room cleanup each day before 0800. Nothing is to be placed under the bed other than one pair of shoes. The room must be kept clean day and night. At a minimum, the following is required:

25.1. Bed made neatly.
25.2. Locker locked.
25.3. **ANY ITEM LEFT OUT AND NOT LISTED IN 11.1 WILL BE CONFISCATED AND NOT RETURNED!!!**
25.4. Trashcan NOT overflowing.
25.5. Floors cleaned.

26. Contraband: Check the bulletin board for the latest list of contraband items.

27. Disobeying/Insubordination: A participant is not allowed to disobey RHP staff members, unless told to do something dangerous, sexual, immoral, or illegal.

28. Group Meetings and Education: Dates and times will be posted on the classroom bulletin board. A participant must not be late for the start or restart of class according to the clock in the group room and must sign the group sheet after group. Participants must be orderly and obey the instructor. Contact your Case Manager or the Security Manager about days and times of all classes and groups.

29. Food Service:

29.1. Participants may receive only three meals per day. See the posted menus for meal times.
29.2. Each participant eating a meal must sign the meal log by 1700 the night before for breakfast, lunch and dinner. Participants cannot take food out of the dining area. Participants must not sign the meal log if they will not be at RHP to eat. Participants are allowed only one tray/meal per person, per meal.
29.3. Sack Meals - Participants may sign up for sack meals if they will be away from the facility at mealtime. They must do so before 0500 the day prior to wanting the sack lunch. All sack meals must be taken with the participant when he leaves the facility and must be eaten outside of the facility.
29.4. If returning to RHP between 1930 and 2130 because of work, participants may receive a sack meal or a hot meal that may be microwaved if they have notified kitchen staff. After 2130 hot meals must have the approval of the case manager.
29.5. Participants who do not sign-up for meals will be offered a Peanut butter sandwich.
29.6. For participants who require dietary substitutions because of medical issues or religion, the case manager or section director must provide to the kitchen manager with appropriate documentation.

30. Illegal & Intolerable Behavior: Participants who are arrested are required to report the arrest to their RHP Case Manager/Counselor and Probation & Parole Officer and to report to Reality House to submit drug and urine screens immediately. See "Prohibited Acts & Sanctions."

31. Leaving RHP: Participants may not be discharged without an RHP Director's approval!!! ANYONE on lock-down may not be discharged without an RHP Director's approval AND approval of the referring agency (Jail, BOP, Drug Court, etc.). Do not accept a telephone call from the Jail, BOP, or Drug Court as discharge verification. If they call RHP, call them back! A participant is no longer under the care of RHP upon discharge or absconding/escape.

32. Treatment: Participants must consult their Case Manager or Counselor for requirements.

33. Sanctions: Staff may write Violation or Incident Reports about participants who fail to comply with the "Participant Rules of Conduct." The Case Manager, in concert with the referral agent, will review all reports and decide on the type of sanction. Federal participants will be subject to a formal sanction process that will be explained by their Case Manager. Below is a list of possible sanctions:

33.1. Verbal Warning;
33.2. Written Warning;
33.3. Loss of privilege (e.g.: recreation, free-time, visitation, passes, etc.);
33.4. Writing assignment;
33.5. Additional chores;
33.6. Room Restriction (Participants may only leave their room for food, hygiene & emergencies);
33.7. Program release date extended;
33.8. Program termination.

34. Grievance/Appeal Procedures for Participants: Grievance/Complaints will be defined as an objection to Reality House Programs staff, policies, procedures, etc. Ideally, the participant will discuss the matter with their program director before filing a formal grievance/complaint.

34.1. Participants who initiate grievances/complaints must continue to abide by all policies, rules, and conditions until resolved. If a participant fails to follow proper procedures, their grievance/complaint may be invalid. A former participant must start the process within five [5] days of separation.
34.2. All grievances/complaints will be logged by the Human Resources Manager and will be addressed by the appropriate RHP Section Director within five (5) days of receipt. Grievances/Complaints involving discrimination, sexual misconduct, or threats of physical abuse will be answered immediately.
34.3. Treatment participants; in a case of a complaint regarding abuse, neglect or a violation of participant rights, the Department of Mental Health participant right's monitor may be contacted at the following number: 1-800-364-9687.
34.4. Missouri Probation or parole participants may also contact their officer at the following number: 1-573-441-5862.
34.5. Boone County Jail inmates and Work Release participants may also contact jail officials at the following number: 1-573-875-1111.
34.6. BOP participants may contact 1-313-226-2884.
34.7. If a participant is not sure who to contact, ask an RHP Director or your Probation and Parole Officer.
34.8. Grievance/Complaint forms are available at the KEY near the gray box on the countertop.

35. Program participants have the following rights:

- To have private visits from a lawyer, doctor or clergyman at reasonable times, but should be scheduled at least 24 hours in advance through RHP staff.
- To consult with a private, licensed practitioner at one's own expense.
- To have a right to see and review one's own treatment record.
- To correspond by sealed mail with officials of the Department of Corrections, a lawyer, or the court.
- To humane care and treatment.
- To medical treatment in accordance with the highest standards accepted in medical practice.
- To safe and clean housing.
- To attend or not attend religious services.
- To receive prompt evaluation, care, and treatment.
- To have their rehabilitation plan explained.
- To be treated with dignity and addressed in a respectful, age appropriate manner.
- To be subject to an experiment only with consent or the consent of a person legally authorized to act.
- To have an examination by a doctor at the participant's expense.
- To be evaluated and cared for in the least restrictive environment allowed by the court.
- To refuse hazardous treatment, unless ordered by the court.
- To request and receive a second opinion before hazardous treatment, except in an emergency.
- To have nourishing, well-balanced meals.
- To be paid for work unrelated to treatment.

- To have records kept confidential.
- To have the same legal rights and responsibilities as any other citizen, unless otherwise stated by law.
- To not be denied admission or services because of race, creed, marital status, national origin, gender, sexual preference, age, or handicap.
- To be free from abuse, neglect, corporal punishment and other mistreatment such as humiliation, threats, or exploitation.
- To be free from sexual harassment: as defined by this policy includes, but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual or offensive nature (e.g., signs, pictures, and drawings), or requests for sexual favors.
- To a nourishing, well-balanced, varied diet;
- To attend or not attend religious services;
- To communicate by sealed mail with DMH and, if applicable, legal counsel and court of jurisdiction;
- To receive visits from one's attorney, physician or clergy in private at reasonable times; and
- To be paid for work unrelated to treatment, except that an individual may be expected to perform limited tasks and chores within the program that are designed to promote personal involvement and responsibility, skill building or peer support. Any tasks and chores beyond routine care and cleaning of activity or bedroom areas within the program must be directly related to recovery and treatment plan goals developed with the individual.

Program participants also have the following rights unless restrictions have been placed by court rules or sentencing courts order.

- To wear one's own clothes and keep and use one's own personal possessions.
- To keep and be allowed to spend a reasonable amount of one's own funds
- To have reasonable access to a telephone
- To make and to receive confidential calls
- To have reasonable access to current newspapers, magazines, and radio and television programming.
- To be free from seclusion and restraint
- To have opportunities for physical exercise and outdoor recreation
- To receive visitors or one's own choosing at reasonable hours; and
- To communicate by sealed mail with individuals outside the facility

Confidentiality Regulations: Federal confidentiality regulations require that participants receive a written summary of their rights.

- During program in-processing, participants will review and sign a copy of "Participant Rights".
- A copy of "Participant Rights" will be posted on the staff bulletin board.
- A copy of "Participant Rights" will be maintained in the staff Policy and Procedures manual.

Limits on Participant Rights: will not be made unless they are prescribed in the Reality House rules manual and must be detailed on a participant violation report and signed by the Executive Director

36. <u>Van Transportation</u>:

1. No food or drink in the van, (no eating or drinking in the van)
2. No smoking in the van
3. No abusive language or threatening behavior
4. No horseplay
5. No unscheduled stops
6. No distracting the driver
7. Be on time, the van driver will not wait
8. The van will make hourly trips to the bus stop during their hours of operation
9. Van Driver will only drop off and pick-up at the bus stop.
10. Van rides are a privilege
11. If passengers do not follow the Van Driver's instructions, the privilege may be suspended
12. The Columbia Transit telephone is: 874-7282
13. If you are at the bus stop and miss the van, call 449-8117 for assistance.

REALITY HOUSE PROGRAMS, INC.

Safety & Emergency Response

Safety: Reality House Programs, Inc. (RHP) will be maintained in good physical repair. The Administrative Director or Safety Manager will be primarily responsible for the physical condition of the building. All furniture and equipment within the facility will also be maintained in good repair. Adequate lighting and comfortable building temperature will be maintained. Contracted pest control will be conducted on a monthly basis, and trash will be stored in covered containers.

- Inspections: The RHP Administrative staff will maintain a current independent third party certification that the Prathersville and Rangeline facilities are in compliance with all building and safety codes. All fire extinguishers will be inspected by the Fire Marshall annually. All CPR, 1st Aid kits, and drug testing kits will be inspected by the Security Director quarterly. Evacuation drills will be conducted monthly. The Security Director will ensure inspection reports will be retained and made available to inspectors to indicate the inspections were completed in a timely and appropriate manner
- Diagramed Evacuation Routes and Drills: RHP will post diagramed evacuation routes at a conspicuous location on every floor or level of our facilities. A diagramed emergency evacuation route shall identify "You Are Here" location and be compatible with the floor plan. This diagram will also show the exterior areas around the facility and indicate outside areas of the facility used as assembly points or other areas of safe refuge during an emergency evacuation or drill. The diagram will include the location of building exits, fire extinguishers, pull-stations, fire hose cabinets, and first aid supplies. It will also show areas of safe refuge from inclement weather. Staff will review all emergency and evacuation procedures, including diagramed evacuation routes, with each new participant upon arrival.
  - Staff will conduct an evacuation drill at a minimum of one drill each month. The information on how the evacuation alarms were activated, date and time of the drill, amount of time taken to evacuate the building, evacuation path used, number of staff and participants participating, and comments will be made in writing and maintained by the Security Director
  - Staff will conduct an annual emergency drill other than fire or tornado. Written results will be maintained by the Security Director and provided to the State agency.
- Fire & Carbon Monoxide Alarm Systems: RHP Prathersville has an automatic fire detection and alarm system (AFP-200 Intelligent Fire Detection and Alarm System) designed, installed, tested, and maintained by Tech Electronics, Inc. 877-844-2202. The system design incorporates hard wired smoke detectors in all sleeping rooms, corridors, and common areas. The alarm system is hard wired into an enunciator panel, located at a central control point under 24-hour staff supervision. The Rangeline and Pannell system design incorporates hard wired smoke detectors in all sleeping rooms, corridors, and common areas. It is designed, installed, tested, and maintained by Tech Electronics, Inc. 877-844-2202. Korsmeyer Fire Protection. 573-659-8805
- Fire Extinguishers: The RHP Prathersville, Rangeline and Pannell facilities are equipped with portable fire extinguishers that are sized, located, installed, tested, and maintained in accordance with local fire codes. These extinguishers are installed and maintained by Korsmeyer Fire Protection. 573-659-8805
- Furnishings: RHP towels, sheets, chairs, tables, etc. will be kept clean and in good repair. The quality of furnishings will meet the requirements of all RHP funding/referral agencies. If furnishings are not clean and in reasonable condition, staff or participants should contact the RHP Administrative staff or Safety Manager to address the situation
- Physical Plant: The design and structure of Reality House is designed to adequately accommodate staff, participants, and functions of the program. The following accommodations will be made available for all participants
  - Reception/in-processing area;
  - Private offices for individual therapy;
  - Private room for group therapy and educational class;
  - Indoor room for social activities/guests;
  - Indoor area for recreational actives
- Infection, Disease, and Injury: Reality House staff will take reasonable measures to prevent, identify, and control infections, disease, and injury in accordance with their First-Aid training. Staff members will also

utilize their American Heart Association reference manual: Heart Saver First Aid and his/her training. Contact 911 immediately if there is a need for assistance, then contact a Reality House Director.

Reporting: A monthly safety and security report to be posted on the corporation's website at: **WWW.REALITYHOUSE.ORG** See the final page of this section for an example of the report.

Electrical Standards: RHP meets all local, state, and national electric codes to include National Electric Code (NEC) and OSHA standards. In the event local, state, and national codes conflict, the most stringent apply.

- Prior to the preoccupancy inspection, the successful contractor will provide documents of an independent inspection of the electrical system by a certified contractor. Administrative staff will maintain all inspection and certification documents;
- Ground Fault Circuit Breaker. RHP will use GFCI's on all 110 Volt, single phase outlets in the laundry, kitchen, and bathroom areas within 180 centimeters (5.9 feet) of a water source. GFCI wiring shall be 14 gauge with ground;
- Panel Box. The electrical panel box covers will contain an accurate directory. The directory shall reference the disconnecting means of electrical equipment, such as the breaker switch, and indicate the area which it controls;
- Extension Cords. RHP staffs and participants will not use extension cords in lieu of hard or permanent wiring. The Administrative Director must approve the temporary use of extension cords;
- Receptacles. Wiring and receptacles must be grounded. Two-wire outlets may not be used;
- Floor Space Heaters. Floor space heaters are not allowed in participant rooms. Space heaters used in classrooms or offices must be cool to the touch and utilize an automatic shutoff if overturned;
- Fans. Appropriate guard grids on oscillating or floor fans shall be in place. Only one fan is allowed in participant rooms. Large fans are available for use in participant hallways.

Electrical Safety: The following electrical safety standards shall apply:

- Damaged or frayed wiring cannot be taped or spliced. The use of electrical tape to repair cut or damaged cords or cables is prohibited. Cords and cables must be repaired by the proper means, e.g., use of heat shrink tubing, re-installation of cords or cables to equipment. Bare wire may not be exposed;
- Empty light fixture or fuse sockets may not be exposed or unprotected. Missing knock-outs, circuit breakers, or other openings in electrical equipment must be enclosed to prevent exposure to live or energized ports;
- The use of multi-outlet electrical adapter plugs is prohibited and damaged plate covers, switches, and outlets must be replaced.

Maintenance & Emergencies: The Administrative Director must be contacted, along with Boone County Maintenance employees, when any condition arises where an electrical maintenance or emergency condition exists.

Public Safety: As vital as our role is in providing alternatives to incarceration, equally important is our responsibility to provide for public safety. Built into every RHP program must be a component to appropriately and adequately measure participants' ability to understand the consequences of their actions and behaviors. RHP staff must attempt to ensure through careful assessment of each participant's current behavior that moving the participant to a less-restrictive setting places no perceived or real danger on anyone, especially the community.

Without close attention to public safety issues, the program's ability to provide a secure environment for programming will be jeopardized or impaired. This impairment could result in the inappropriate shifting of participants to jail, prison, or other state agencies, resulting in potentially increased cost to the state and a further reduction in the effectiveness of our programming.

When designated as "high risk" by the referral source, RHP staff will provide electronic monitoring and/or GPS tracking of the participant.

REALITY HOUSE PROGRAMS, INC.

Safety & Emergency Response

Emergency Response: Staff is the first line of defense in responding to emergency situations in the facility. The following are basic responses to the more common emergency situations that could arise. For emergencies not listed, staff must use there good judgment and staff training to help guide them. A 911 call must be made as soon as possible during an emergency.

Reporting must be accomplished swiftly and accurately. The Administrative Director will make a report to the RHP Board of Directors, apprising them of the emergency situation, as soon as the situation allows. At the conclusion of the emergency, a full report will be written by the Security Director with supplemental staff reports as necessary. All reports will be forwarded to the appropriate referral agent(s) ASAP. If there was damage to person or property, the Administrative Director will contact the RHP insurance agent(s) for recompense.

Fire & Carbon Monoxide: When staff first sees fire, smoke, or hears the alarm siren, they immediately call 911 then do the following:

- If the fire is small, grab the nearest extinguisher and attempt to put out the fire;
- The Security Officer(s) assigned to work in the Key will be responsible for the following:
  - Tell all the people in the facility about the danger, but **DO NOT YELL FIRE;**
  - After alerting participants to evacuate, staff should check the alarm panel to determine where the problem is located. If possible, the staff member should check that location to see what the problem is and attempt to extinguish the fire, if possible;
  - Ensure all people in the facility take the shortest way out that is not blocked by fire. Exit maps are posted on the wall;
  - Have participants close all doors when leaving the facility;
  - Staff should grab gate keys and flashlight before leaving;
  - Ensure all persons meet in the Graveled Smoking Yard near the gate;
  - Stay at this emergency meeting place until instructed to leave by a Sheriff's Deputy/Police Officer, or Fireman;
  - Complete a detailed written report about the emergency before leaving the premises.

Storm/Tornado: When staff first hears outdoor warning sirens, located at Boone County Fire Station #5, or suspect severe weather or tornado, the Security Officer(s) assigned to work in the Key will be responsible for the following:

- Blow the warning whistle;
- Grab the gate keys and flashlight;
- Tell all the people in the facility about the danger;
- Have participants in the B and E Wings will sit with their head between their legs facing the wall in the hallway or bathroom. Participants in the C Wing must sit with their head between their legs facing the wall in the bathroom. Participants residing in the trailers must quickly enter the main facility and will sit with their head between their legs facing the interior walls in the E Wing hallway or bathroom;
- After ensuring everyone in the facility and attached facility have complied, staff must find themselves a sitting position facing an interior concrete wall;
- All participants must remain in this position until staff announces the danger is over;
- Complete a detailed written report about the emergency before leaving the premises.

Bomb Threat: When receiving a threat of bombing, the Security Officer(s) assigned to work in the Key will be responsible for the following:

- Keep the caller on the line as long as possible;
- Record the following information:
- Where is the bomb?
- When will it explode?
- What is his or her name?
- Male or female caller?

- ☐ Old or young caller?
- ☐ Race/ethnicity of caller?
- ☐ Anything unusual about caller's voice?
- ☐ Any background noises or voices?
- ☐ Time and length of call?
- ☐ Do not hang up until the caller hangs up.
- ☐ If the caller does not indicate the location of the bomb or time of possible detonation, ask him/her for this information.
- ☐ Inform the caller that the building is occupied and the detonation of a bomb can result in death or serious injury to many innocent people.
- ☐ Report the threat to 911 immediately after the caller hangs up, follow their instructions, and remain available in the event that law enforcement personnel want to interview you
- ☐ Contact a staff Director for guidance immediately.

Talk of Suicide/Homicide: All talk of suicide or homicide must be handled by a licensed counselor. RHP currently has two licensed counselors: the Executive Director, and the Federal Program Director. One of the two must be contacted immediately. In addition, staff must do the following:

- Do not attempt to judge the seriousness of the participant's words/actions;
- Remember your first aid (CCC) - Check the participant to see if he needs emergency medical attention;
- Call 911, if necessary. Care for his wounds/injuries;
- Detain the participant and do not let him leave your sight;
- If you are unable to contact one of the licensed counselors, within one hour, call 911;
- If the participant absconds during this process, contact 911 immediately and apprise them of the situation;
- Additionally, you must call the Security Director;
- Complete a detailed Incident Report.

Medical Emergencies: Participants must assist staff during medical emergencies if asked to do so. The Security Officer(s) assigned to work in the Key will be responsible for the following steps for medical emergencies:

- Call or have someone call 911;
- Assess the situation using appropriate First Aid Procedures;
- If necessary, yell for assistance;
- Administer emergency aid (the Security Officer on duty is primarily responsible for all first aid equipment);
- Continue to administer aid and care for the patient;
- Have another staff member contact a staff Director;
- Stay with the patient until relieved by medical personnel;
- Provide medical personnel with our Medical Agreement Form;
- Complete an Incident Report ASAP;
- Contact the hospital at least daily to check the patient's status.

Earthquakes: The Security Officer(s) assigned to work in the Key will yell "EARTHQUAKE" and ensure that everyone outside the building stays there, and those inside do the following:

- **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow, unless you are under a heavy light fixture that could fall. In that case, move to the nearest safe place.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load-bearing doorway.

- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- Call 911 and deliver emergency medical where necessary.

Floods: The Security Officer(s) assigned to work in the Key will yell "FLOOD" and will be responsible for the following when experiencing flooding.

- Take seriously all flood warnings;
- Move essential items up off the floor, or to an upper floor;
- Unplug electrical appliances;
- Turn off utilities (gas and electric) at the main switches or valves if instructed to do so;
- Do not touch electrical equipment if you are wet or standing in water;
- If you must walk through water, only go through standing water. Six inches of moving water can make you fall. Use a stick to check the firmness of the ground in front of you;
- Never drive through flood water;
- Call 911 and deliver emergency medical where necessary.

Hostage Situation: The Security Officer(s) assigned to work in the Key will be responsible for the following when experiencing a hostage situation:

- Any staff witnessing or becoming aware of an unfolding hostage situation must immediately dial "911" and notify his/her supervisor and a Security Officer. The supervisor must ensure that the police have been notified via "911." The supervisor must also immediately notify the Security Director as quickly as possible.
- The area involved shall be isolated and the evacuation of the building must be immediately ordered thereafter. Evacuation of the building must be handled in accordance with the posted evacuation plan for the particular facility. Staff and residents must be instructed by the Security Officers on areas of the facility to be avoided based on the situation. On-site supervisors shall immediately account for all staff and report results to Law Enforcement and the Security Director.
- A command center will be established in the Security Key. The Security Director, Administrative Director, Maintenance Manager, Security Managers, and Security Officers II will comprise the hostage response team. The Security Officers shall provide assistance to law enforcement personnel as required (e.g. supplying as many details as possible including the number of people involved, description of hostage takers, dangerous weapons or tools displayed, threats made, etc.). The command center will remain in operational until the situation has been fully resolved.

Riot Situation: The Security Officer(s) assigned to work in the Key will be responsible for the following when experiencing a riot situation.

- Ensure all doors are electronically locked and retreat to the administrative area with the door control panel;
- Manually bolt/lock the door leading to the Security Key;
- Call 911;
- Any staff witnessing or becoming aware of a riot situation must immediately dial "911" and notify his/her supervisor and a Security Officer. The supervisor must ensure that the police have been notified via "911." The supervisor must also immediately notify the Security Director as quickly as possible. If staffs are located in other parts of the building, contact them by intercom or radio to apprise them of the situation and the need to lock themselves in their office or flee to safety—avoiding becoming a victim or hostage.
- A command center will be established in the Security Key. The Security Director, Administrative Director, Maintenance Manager, Security Managers, and Security Officers II will comprise the hostage

response team. The Security Officers shall provide assistance to law enforcement personnel as required (e.g. supplying as many details as possible including the number of people involved, description of hostage takers, dangerous weapons or tools displayed, threats made, etc.). The command center will remain in operational until the situation has been fully resolved.

ALL MEDICAL EXPENSES WILL BE PAID BY THE PARTICIPANT, NOT REALITY HOUSE.

"Facility Emergency Procedure": Only the Executive Director may declare a facility emergency. A facility emergency situation will be defined as, but not limited to, the following: riot/mass panic, death, explosion, gun shot(s), natural disaster (tornado, fire, etc.), mass escape, etc.

Facility Emergency Response Plan: The following plan characterizes areas of responsibility and outlines an administrative framework to respond to emergency situations. This plan is fashioned to facilitate rapid, professional and supportive response to facility emergencies and allows for the facility community to quickly adapt to events as they unfold. It should be understood that individual departments must develop response plans for situations that may develop within their areas of responsibility.

Definitions:

CEO	- Executive Director
ADD	- Administrative Director
KEY	- Emergency Command Center/Security Key
EMT	- Emergency Management Team
OIC	- Security Officer in Charge
Police	- Columbia Police Department
RT	- Response Team
SOP	- Standard Operating Procedure
DOS	- Director of Security

Levels of Emergency Response:

Level 1: Minor RHP or building incident - can be resolved by a responding service unit. (Examples: ADD responds to a broken water pipe or short-term heating or electricity outage)

Level 2: RHP or building incident - can be resolved with existing Reality House resources or limited outside help. These incidents are usually one dimension events having a limited duration and little impact except those using the space/building in which the incident occurs. (Examples: Minor chemical or fuel oil spills; loss of building heat or electricity for several hours; minor fire confined to a room and not involving hazardous chemicals; etc.)

Level 3: Primarily people, rather than infrastructure focused. Many participant issues can become complex because of varied institutional and participant support responses that must be coordinated. For these situations, written departmental plans must be in place and implemented. (Examples: Assaults; sexual assaults; building/office occupation; hate crimes; bomb threats; etc.).

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In addition to the level 1 and 2 response, the OIC must await determination from the CEO on all facets and potential ramifications of a Level 3 situation and to provide input on what actions should be taken.

Level 4: Major emergency impacting a sizable portion of the facility and/or outside community. Level 4 emergencies may be single or multi-hazard situations, and often require considerable coordination both within and outside the Reality House. These emergencies include projected events in facility or in the general community that may develop into a major crisis or a full disaster. (Examples: Electric plant failure or extended power outage; severe storms; major fire; contagious disease outbreak; domestic water contamination; etc.).

If a Level 4 or 5 emergency has occurred or is imminent, the DOS/CEO shall notify and assemble an RT. In the absence of the DOS or CEO, the ADD will assume RT leadership responsibilities until the DOS or CEO arrives. Prior to the RT arrival on facility, on scene responders are authorized to make necessary operational and response decisions and to commit resources to mitigate and control the crisis. Police personnel are authorized to request immediate assistance from Reality House departments and personnel on an emergency basis, including asking staff to be reassigned from less critical assignments to assist officers.

Level 5: Catastrophic emergency involving the entire facility and surrounding community. Immediate resolution of the disaster, generally multi-hazard, is beyond the emergency response capabilities of facility and local resources. (Examples: Earthquake or tornado requiring State and/or Federal assistance.)

Declaration of Emergency Situation: The Reality House Executive Director (CEO) or any Director level officer is authorized to declare a Level 4 or 5 emergency when s/he deems it necessary to place into immediate effect emergency procedures and/or to close all or part of the Reality House. This individual may also activate the Response Team (RT) as the situation dictates.

Emergency Response: Emergencies or potential emergency conditions should be reported immediately to 911 and then to the CEO, DOS, or other Director. Reality House will follow a Standard Operating Procedure (SOP). The SOP, reviewed/updated annually, will be followed for nearly all emergency situations.

1. Dispatch police officers (911) and make appropriate staff & team rescue calls.

2. Notify the DOS and CEO, one of whom will determine whether or not to initiate the emergency notification telephone call list or selectively notify individuals.

3. If the emergency call list is initiated, the DOS or CEO will determine the appropriate level of response and to what extent an RT will become involved.

Some situations may require deviation, but in all situations full and complete communication with Reality House Director(s) is required.

Emergency Command Center (KEY): Level 4 or 5 emergencies require the CEO or OIC establish an Emergency Command Center (KEY). Normally, the KEY will be the at its present location. The KEY can be established at other locations where necessary support facilities exist including easy access to:

- Telephone and communication services
- Radio access via a scanning radio for all facility and local municipal frequencies
- Facility computer network connections
- Large scale facility map
- Designated FAX machine

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Response Team

- Gather, confirm & evaluate incident information
- Define and implement tactics/actions to resolve specific priority situations
- Identify resource needs
- Reassign/deploy individuals in support of critical needs
- Liaise with Public Relations

Members:

- CEO
- DOS
- ADD
- Program Director (Levels 4 & 5 emergencies)
- Clinical Director (Levels 4 & 5 emergencies)
- Drug Court Supervisor (Level 5 emergencies)

Other Reality House units and personnel may be asked to assist and support the RT as conditions dictate:

- BOP Counselor
- RPP Counselor
- Drug Court Counselor(s)
- Head Cook
- Program Development Coordinator
- Others

In emergency situations that involve the city of Columbia or other surrounding municipalities, the facility Police Department is responsible for activities of the RT that must be coordinated with local emergency preparedness officials.

Emergency Management Team (EMT) (Level 4 or 5):

- Approve or endorse overall priorities and strategies
- Issue media and public information reports and instructions
- Liaise with government and external organization other than, local, state, and federal emergency preparedness officials.

This policy group will normally meet in the RHP Conference Room or as the situations dictate.

Members:

- CEO
- DOS
- ADD
- Program Director
- Clinical Director

Reality House Staff Responsibilities: The following Reality House offices/individuals are to assume various roles and provide support as needed in an effort to provide an effective, coordinated response.

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CEO	Identify and resolve policy and procedure issues. Coordinate necessary faculty resources.
ADD	Coordinate use of the Gym Complex or other designated spaces as staging areas, open bay temporary shelter, and/or a temporary morgue.
Clinical Director	Assist employees and participants in coping with trauma.
OIC	Provide back-up medical support. Assist in providing services to those with minor injuries and provide trauma support. Assist onsite medical triage if requested.
ADD Assistant	Provide courier services for Response and Management Team. Post signs and notices. Provide printed material as directed.
Security Officers	Mitigate utility, facility and grounds damages, restoring to functional levels. Assist Police create safety perimeter(s) at the emergency site(s). Arrange for fit-up of temporary quarters for displaced units. Coordinate structural evaluations and repair estimates
DOS	Evacuation, law enforcement, crowd control, site security, and mobile communications. Liaise with on-site fire and medical command personnel.
Program Director	Obtain emergency goods and services including coordination of pick-up & delivery to emergency site.
ADD	Coordinate housing operations including any temporary shelters.
Program Director	Coordinate temporary telephone, fax, and computer hookups. Arrange phone bank for necessary participant call-outs to family. Activate "800" number if necessary.
Program Director	Reality House spokesperson and media coordination..
Cook	Coordinate dining services for dislocated participants, personnel, and emergency workers.
OIC	Create new identification/access credentials as requested.
Drug Court Supervisor	Assist in any biohazard incidents. Link with State Environmental Authorities as necessary.
ADD Assistant	Assist in identifying scope of loss and coordinate / liaise on insurance issues.

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In some circumstances, it may be necessary to request faculty or staff to assume temporary roles outside the normal scope of their duties, taking into consideration their ability to carry out those temporary roles. Any section not having a specific role for their personnel will automatically become part of a "pool" of reserve personnel to assist as assigned by the RT.

Termination of Emergency Situation: Only the CEO or designee may officially declare an end to the state of emergency after counsel and advice with the RT.

Calling Staff Procedure: To call staff, the security officer on duty should call the appropriate person as aforementioned. If the staff member's telephone is a cell phone, allow the phone to ring six or seven times, then ask to speak directly to that staff member. If an answering machine is on, leave a message.

Any emergency situation: Even if it is not on the aforementioned list, emergency situations should be handled with urgency. Those situations that occur that require other staff assistance should be handled with an appropriate priority.

REALITY HOUSE PROGRAMS, INC.

Security, Search, Accountability & Escape

SECURITY: RHP requires staff be trained, dressed, awake, and on the premises to provide 24 hour coverage, seven days a week. Three Security Officers will be on-duty from 1500 hours until 0900 hours the next day in the main facility and one in the attached facility. Two Security Officers will be on-duty from 0900 hours until 1500 hours everyday; one in the main facility and one in the attached facility. Ideally, both sexes will be represented on every shift. Staff will ensure the safe and secure supervision of all participants, visitors, staff, and the orderly operation of the Reality House Programs, Inc. facilities. Security Officers will not be engaged in any other duties/activities other than safety and security during their shift and shift assignments for specific contracts. Each officer is required to roam the two facilities and the surrounding property for approximately fifteen minutes each hour, but must keep their primary base in both facilities from 1500 hours until 0900 hours the next morning. Except under emergency conditions, the Security Key in the main facility should never be abandoned.

Security Breach: Unaccounted for participants, unauthorized visitors, dangerous contraband, or any other serious breach of security must be reported to the Security Director immediately and then an incident report must be written. The Security Director will immediately contact the RHP Executive Director and then the referral agent.

Reporting For Duty: Immediately after starting the work shift, staff must check with the pervious Security Officers to receive an update and/or instruction for the shift to ensure all pertinent information is shared between staff. Also, check to ensure that the main exit door is locked and remains locked at all times when participants are not passing through it.

- Staff Log Book & Shift Notes: All Security Officers must read and initial all staff notes left in this log. This log is to be used for staff communication and not to be used as a compliant forum against fellow employees. The log should be used to pass on important information to all staff members.
- All Security Officers must write shift notes in the Log Book for each Reality House Program: WRP, ITP, RPP, and BOP. These notes should give any pertinent information to the next shift. When coming on duty, these notes should all be read in full and initialed. New participants entering, exiting, and changing programs is extremely important to note. Also, participants who have had their movement restricted and expanded by staff supervisors must be noted.
- Personal Property: All personal property brought into Reality House Programs by Security Staff must be properly stored and secured. Security staff is to secure personal property in lockers located in entry way of building. No personal property including but not limited to keys, purses, wallets, cellular phones, etc must be secured in lockers.
- Safety Check: At the beginning of each shift, Security staff is responsible for ensuring that all non-essential items are cleared from key area. This includes: putting games away; clearing key area of any items that could be used as weapons against staff and/or participants (shovels/scissors etc); ensuring laundry products are out of reach of participants; medications are properly stored and secure, all linens are put away and not resting on counter tops.

Work Release Rules: Please review the Operations Manual, "Work Release."

Duties: RHP security staffs' are responsible for the cleanliness, safety, and security (accountability) of all employees, participants, and visitors at the facility. To ensure the aforementioned conditions are met, staffs will follow the guidelines listed below:

- Referrals: A waiting list will be provided to the Security Manager by the Executive Director. If a referral fails to arrive at Reality House on the date indicated on the waiting list, the Security Director must be notified at 0001 hours on the following day.
- Intake of Participants: Security Officers must complete all intakes and discharges that occur during their shift. Additionally, Intakes and Discharges must be noted in the log book and an RHP Director

must be notified. The "Intake Packet" will be the guide for intake processing. Security Staff must call the Security Director or Executive Director when a new participant enters RHP or prior to any participant discharging from RHP. ALL INTAKE AND DISCHARGE FILES MUST BE PUT IN THE EXECUTIVE DIRECTOR'S BOX.

- New Participant Intake: When a new participant arrives during your shift, immediately contact the Security Director (who will notify the referral agent).
- Intake Paperwork: Participants must complete their intake packet that is appropriate to their program. Security Officers should work through the intake packet with the participant to ensure completeness and to make sure the participant understands what is going to be expected on him/her while in their program. Make sure all forms have appropriate signatures.
- Program Rules: All new participants must be given the Program Rules Manual to read and understand. Participants should be encouraged to reread program rules whenever they feel it necessary.
- Prescription Medication: All new participants must turn in all medications and have all of their medication logged in by the intake Security Officer. See the Operations Manual, "Medication."
- Drug and Alcohol Screening: All new participants must have a breathalyzer administered and provide a drug test. Make sure initial breath test is logged on sign in/out sheet. See the Operations Manual, "Zero Tolerance Protocol."
- Room: Security Officers will assign the participant a room and bed. Make sure the participant gets linens. Specifically he/she must get an intake bag containing: (1) top and (1) bottom sheet, (1) pillow, (1) pillow case, and (1) blanket. Participants will also be issues a towel and washcloth. Ensure participant understands that failure to return these items will result in his/her account being charged accordingly.
- Tour: Security Officers will take the new participant on a tour of the facility: emergency exits, dining area, laundry facilities, assigned therapist's office, etc.
- Other Intake Procedures:
  - A new participant must be given a lock and locker, making sure the lock number is written in the intake packet.
  - New participants will be provided a cup and any personal hygiene items needed.
  - Security Officers should explain the procedures for meals and laundry, setting up therapist appointments, discharge procedures, curfew and wake-up, and chore assignment.
  - Security Officers must put participant's names on roster sheets, boards, make new sign out sheets.
  - Ensure all new participants are very familiar with the emergency exits and procedures in the Participant Rules Manual.
  - Put completed intake folder in the Executive Director's box. The Executive Director will be responsible for maintaining a participant list database that includes all referrals. The database will include denied referrals, referral anticipated entry dates, referral anticipated discharge dates, and all other pertinent data related to the participant/referral.

- Discharge of Participants:
  - Successful Participants and Unsuccessful Participants That Are Not Arrested: The Security Officer needs to physically collect and personally view Reality House Program's belongings returned by the participant. All linens, towels, and blankets should be washed and folded and placed in a new intake bag for new participants. The Security Officer must also collect the participant's locks, cups, and any other items and check them in. Any missing items should be noted and that information forwarded to the Administrative Director on an incident report. Participants should be instructed to take all their belongings and medications with them or have them picked up, and reminded that abandoned belongings become the property of RHP within 30 days in accordance with their contract.

- Absconders and Unsuccessfully Discharged Participants That Are Arrested: When the Security Officer learns that a participant has left the facility unsuccessfully or strongly suspects an absconder; staff should secure participant's belongings to minimize potential for theft. The belongings need to be secured and inventoried WITHIN ONE HOUR by the Security Officer. A detailed inventory should be made of all items, the belongings need to be bagged and clearly/securely labeled with the participant's name, date of discharge, and number of bags. Additionally, a note should be made of any electronic devices or any other property that are not bagged and which program director has possession of the item(s). These items are to be stored in the staff bathroom with the inventory sheets attached to the bags. Participant's locker must be returned to room immediately after belongings are inventoried.
- Discharge Paperwork: All paperwork should be filled out, marked off, and signed by both the Security Officer and the participant. Once this is complete, the participant's folder should be placed in the appropriate Program Director's box. Security Officers must ensure the 6 "YES" and "NO" questions at the bottom of the "Initial Intake Form" are answered by the discharging participant. **Additionally, all Work Release participants must have "Jake's Law" paperwork completed, faxed to the Boone County Jail, and cleared by the BCJ prior to their discharge.**
- Reality House Property: Linens need to be collected. The pillow should be returned to the linen drawer. *All other items: sheets, pillowcase, blanket* should be washed. The Program's lock should be collected and placed in the Security Director's box.
- *Thirty Days after Discharge: Items become the property of RHP, Inc. thirty days after a* participant leaves. In the past there has, on occasion, been a problem when releasing belongings to anyone other than the participant, even other family members. In order to prevent possible problems, the release of any property has to go through the Security Director, who may *sometimes give authorization for the Security Officer to release property.* If someone shows up unannounced and wants to pick up some belongings, they must first be referred to the Security Director during regular working hours for these arrangements to be made. Written permission is needed to allow any belongings to be released.

- Rules: All Security Officers are accountable for his/her knowledge regarding Program Rules of Conduct and procedures so as to perform his/her job in a satisfactory manner and to ensure consistency form one shift to another. Be as consistent as possible.
- Violations and Incidents: When rule violations occur, the Security Officer needs to inform the participant of the violation and impose the correct consequences. A violation/incident report is to be filled out by the Security Officer and the form must be signed by the participant. Included on the violation form must be the participant's signature, action plan, and comments. If the situation is not a violation of RHP rules or a participant cannot be identified, the Security Officer must complete an incident report. All forms must be completed by the staff person witnessing the violation or incident.
- Violence: Under no circumstances are participants to be physically restrained or forced to participate in any activity. If a participant becomes violent, the security officer should attempt to calm him/her down verbally. In case of dangerous situations, 911 and then the Security Director must be called.
- Visitors: All visitors to the facility must sign-in and show ID, even if they are visiting staff and are known to all staff! Participants' family and friends belongings; including hats, glasses, phones, coats etc.; must be secured in the entry lockers while visiting.
  - Monitor the flow of all visitors.
  - All visitors are expected to act in an adult-like manner. They may not use loud, profane language nor start arguments or conflicts within the facility.
  - Staff will keep the visitor log in his/her possession. This is a confident log to be filled out by staff only to protect the phone numbers and addresses of the visitors.
  - Anyone that is not approved on a visitor list for a participant may not be allowed to visit.
  - No visitor is allowed to have in their possession any contraband item while visiting a participant.

Such items are to be left outside of facility or confiscated by program staff for duration of visitation. This includes purses, bags, cellular phones etc.

- Guidelines for Dealing with Overly Disorderly Visitors:
  - The Security Officer should explain the problem to the participant being visited and instruct *him to ask his visitor to leave. The participant should then be required to return to his/her* room.
  - If the visitor does not leave after the first request, he/she should again be asked to leave by the Security Officer.
  - If the visitor still declines to leave, the Security Officer will contact the Security Director for advice on how to proceed.
  - If the Security Director is unavailable of if there is an emergency situation which doesn't allow time for consultation, the Security Officer should calmly advise the visitor that if he/she does not leave, the police will be called.
  - If the visitor still fails to cooperate, the Security Officer should call 911.

- Maintenance: All property damage and maintenance problems should be noted on a violation/incident report and placed in the Administrative Director's or Safety Manager's box.
- Laundry: All shifts are responsible for washing the following items that are returned when a participant is discharged: blanket, pillowcases, fitted sheets, towels, and washcloths. These items are to be placed in the washer by participant and finished by the Security Officer on duty. Staff must ensure all participants wash their clothes and linens as needed.
- Intake Bags: All shifts are responsible for making intake bags for new participants. When the Security Officer finishes washing the above items, they should be folded and placed into a bag for new intakes. There should always be extra intake bags for the next shift.
- Phone Calls: All Security Officers must answer phones with the following message: "Reality House Programs, this is _ (name) _, how may I help you." All phones call must be answered and forwarded to the appropriate person or voicemail. Personal phones call must be limited to five (5) minutes and no long distance calling is allowed for personal reasons. Security Officers must not use cellular telephones while on duty except under emergency situations.
- Medication: All Security Officers are responsible for monitoring medication procedures. Refer to the RHP Operations Manual, "Medical."
- Security Key: All Security Officers are responsible for maintaining, stocking, and cleaning the security key area. This includes ensuring supply of trash bags, paper products and routine dusting and vacuuming occur.
- Weapons or Explosives: Weapons of any sort are not allowed on Realty House Property. If any potential weapon is found, the staff on duty should immediately confiscate the item, complete a Confiscated Property Log, bag and tag item, place bag in Security Director box (or staff bathroom if too big), and a violation/incident report completed. The Security Director should also be contacted immediately. Explosives or other potentially hazardous items, once identified, must be guarded and left untouched while immediately contacting **911**.
- Sanitation: RHP will maintain a high standard of sanitation and environmental health throughout its facilities. Participants are not permitted to perform "clean-up" except as part of the sanitation and housekeeping plan. RHP staff will require participants to maintain high sanitation in their living areas. This includes sweeping and cleaning their sleeping areas, recreation or day rooms, bathrooms and showers, passages and hallway areas. "Extra Duty" to clean an area of the facility may be imposed for minor rule infractions as outlined in the Participant Rules of Conduct.
- Staff will assign specific duties and responsibilities to participants by preparing a Chore list just prior to each meal for the participants to complete after each meal. Staff will equitably assign general housekeeping chores of common areas to all participants.
  - Staff will ensure the facility and its surrounding area is kept clean and in good repair at all times.

- Sidewalks leading from the exits shall always be clear of materials, debris, ice, and snow.
- *Waste containers shall be of noncombustible or other approved materials.*
- Filters on furnaces and ventilation systems are to be exchanged and kept clean per manufacturer's requirement. Staff should not allow the ventilation system ducts and vents to accumulate *excessive dust and dirt build-up. Generally, filters and ducts will be cleaned by county* maintenance employees, but staff must ensure the vents are vacuumed as necessary.
- The kitchen will be cleaned by kitchen staff. The requirement for kitchen cleanliness is set by the *County's Health Inspector. See inspection results for specifics on kitchen cleanliness.*
- Staff will document weekly sanitation and safety inspections of all internal and external areas and equipment. Documentation shall indicate corrective action to be taken on discrepancies found *during these inspections. The action will be done in a timely manner and will be documented on* the inspection form.

- Sixteen-Hour Watch: A Sixteen-Hour Watch may be started by a RHP Director for the following reasons: being seriously ill, having suicidal/homicidal thoughts, or for behavioral problems. Staff must document the watch on the Sixteen-hour Watch Checklist form. Checks are to be made visually every 15 minutes and documented on the form until the director who issued the watch ends the watch. The Security Officer must keep the participant in sight at all times if so ordered by a Director.
- Drug and Alcohol Screening: All Security Officers are responsible for obtaining drug screens and administering breathalyzer tests. Refer to "Zero Tolerance Protocol."
- Property Inspections: When a participant enters the facility, Security Officers must always inspect their belongings. All new property must be logged onto the participant's property inventory sheet. When participants bring additional property into facility, an Add Inventory form should be completed. Contraband items should be secured and given to the Security Director. Additionally, all purses and bags must be inspected thoroughly.
- Participant Body Searches: The Security Officer must pat search all participants in the lobby (near the Security Director's office) before they enter the facility. Security staff should ensure participants remove hats, coats, sunglasses, and that they empty all pockets for inspection. **Strip searches should never be done without prior authorization of the Executive Director**, must be done in private, must be done on camera (in the classroom with window on door covered), must not include removing the underwear, and **must be done by the same sex**! Cross gender pat searches and body cavity searches are prohibited.
- Room Inspections: Security Officers are required to perform complete room checks every hour. The officer will ensure all furniture, walls, ceilings, windows, and doors are in good repair and that the room is clean. Officers will ensure all participants' belongings are secured inside locked storage unless policy allows otherwise. Officers will ensure rooms are clear of contraband which requires monthly or sooner inspections inside locked storage, under mattresses, under bunk frames, under locked storage containers, and in ceiling vents. Security Officers do not need special approval to perform contraband inspections of the rooms.
- Vehicle Inspections: Security Staff must conduct monthly unannounced vehicle inspections of all participants' vehicles on the RHP property. Staff must ensure that all vehicles are approved by RHP staff & the referral agent, that all vehicles have a current inspection, and that all vehicles have been thoroughly searched for contraband items (consistent with staffs' training).

SEARCH INTRODUCTION: Security staffs are responsible for searching participants, the facility/rooms, the perimeter around the facility, participants' vehicles, and anything that a participant's visitor may drop off for a participant. Participants' visitors do not need to have their person searched, but they must leave coats and personal belongings in their vehicle or the visitors' lockers in the RHP entryway.

REALITY HOUSE PROGRAMS, INC.

Security, Search, Accountability & Escape

A. Staff must recognizes that participants have a right to privacy, dignity, and to be free from unreasonable searches. Participants, staff, and visitors also have the right to a safe and therapeutic environment which under certain circumstances necessitates taking steps to ensure participants are not in possession of items that may present a hazard to personal safety or the therapeutic environment. Searches of participants, their living areas, and vehicles are permitted in order to prevent participants from possession potentially dangerous items or to recover stolen or missing property.

B. When it is necessary to conduct a search, it will be carried out in a professional and courteous manner recognizing the intrusion to personal privacy that occurs.

C. Persons visiting participants will not be searched by staff, but may be asked to allow staff to inspect items brought into the facility.

DEFINITION: "Contraband" is a term used to describe prohibited or unauthorized items. Certain items are clearly considered contraband in the facility environment. These include weapons, illegal or unauthorized drugs, intoxicants, flammable items and items with a sharp edge. Other items such as a torn sheet or clothing, electrical cords, silverware, wire, etc., may be considered contraband if staffs believe the item may be used by a participant to harm themselves or someone else. Additionally, excessive amounts of any authorized item, or personal items whose ownership cannot be determined, may also be considered contraband.

RESPONSIBILITIES:

A. Security Staff – Conduct and document searches of participants, living areas, and their vehicles in accordance with the following guidelines.

B. Directors – Provide authorization for conducting searches for contraband when deemed necessary. Only the Executive Director can authorize a strip search.

PROCEDURE:

All individuals inside or outside the facility, if on RHP property, are subject to search.

- Any individual entering the facility should have their person and belongings checked thoroughly prior to entering the facility.
- Belongings consist of any bags, back-packs, clothes, pockets, coats, and any item that is being brought into the facility.
- If the individual is displaying suspicious behavior, a further external search (pat-down search) must be conducted by staff of the same sex.
- If any further full body searches are deemed necessary, the Security Director must be contacted.
- If a participant displays any behavior that is consistent with drug use or paraphernalia is found, an extensive search of all belongings must be completed immediately.
- Random searches of participants living areas must also be conducted when there is reasonable suspicion that a participant is in violation of the contraband policy.
- RHP security staff must conduct searches of the facility and personal belongings of participants (including participants' vehicles) as required by the Security Director. These facility searches will be documented on the appropriate form.

A. Whenever possible, staff members will obtain authorization from a Director, who will contact Boone

County Sherriff's Department when a search is needed where the participant is asked to remove articles of clothing other than the shoes. This type of search will be conducted by Boone Country Sheriff's deputies and be done in private (i.e.; the classroom). If there is an imminent threat to personal safety created by reasonable suspicion that a participant possesses contraband which could be used to harm themselves or someone else, the search may be carried out by staff members and notice provided to the Director immediately afterward. At least two staff members should be present when conducting searches, other than routine searches, of participants or their living areas.

B. Whenever possible, participant room and vehicle searches will be conducted with the occupant(s) present. However, if a participant is uncooperative, they may be removed to another location for the duration of the search. A search may also be conducted without the participant present if staffs have reasonable cause to believe a dangerous item may be hidden in the room or vehicle. A systematic inspection will be made of the room/vehicle and its contents. This will include lockers, bunks, under seats, trunks, spare tires, and all cracks and crevices therein. Non-contraband articles must be put back in an orderly manner.

1. New items brought to the facility will be inspected as part of procedures for recording personal effects. The participant will be asked to open packages while staff observe and record contents.

2. Participants are requested to open their mail in the presence of staff so the contents of packages and envelopes can be viewed for contraband. Staffs are not to read mail unless requested by a Director. Participants have an unrestricted right to receive sealed mail from their attorneys, private physicians, other professional persons, courts, and government officials.

C. Common areas such as halls, bathrooms, activity yards, and group rooms may be searched without participants' present.

D. Participant searches must be conducted in a location which affords reasonable privacy. Two staff members must be present when searching a participant. Participant cooperation should be solicited by explaining the reason for the search and using a sensitive and straightforward approach.

1. Pat Search: The most common introduction of contraband is through carrying the contraband item on their person or in personal belongings carried into the facility. Inside clothing, hats, wallets, purses, bags, etc. The staff member making physical contact with the participant must be the same gender as the participant being searched. Any search of body cavities other than the mouth or ears is not allowed under any circumstances.
   a. Instruct the participant to remove shoes, hat, coat or jacket, and empty pockets –turning them inside out. Check pockets to ensure they are empty and closely examine any items that have been removed.
   b. Closely examine the participant's hair and look behind the ears to locate any possible concealed items. If necessary, run hands through the hair.
   c. Ask the participant to stand with legs apart and arms extended outward. Conduct a systematic head-to-toe search as follows:
      1) Observe closely for inappropriate bulges or areas the participant is reluctant to reveal.
      2) Run hands under shirt collar, across shoulders and down upper part of each arm to the wrists.
      3) Run hands inside waistband and down each leg. Check each sock and shoe.
      4) Sweep hands down the participant's back from the shirt collar to the waist.
      5) Ask to look inside the participant's mouth.
   d. Only ask the participant to remove articles of clothing if there is reasonable suspicion the

participant is concealing an item that cannot be detected through pat search procedures. Under most circumstances, this will not be necessary. Staff present should be of the same gender as the participant and whenever possible should include a licensed nurse. When working with participants who have been victims of sexual abuse, staff should request guidance or assistance from other staff to minimize adverse effects. The search may not be any more intrusive than necessary to ensure the participant is not in possession of any contraband. The Executive Director's approval is necessary if taking off more than shoes, coat, or sweatshirt.
e. Hand held metal detector may be used to assist with search procedures. The button on the wand must be depressed while waving the wand 1-2 inches above the clothing. If the wand continuously beeps, the battery or sensitivity may need to be changed. Contact the Security Manager for assistance.

2. Perimeter Searches: The second most popular method is through perimeter transfer. Often, participants will walk up to the exterior fence and pass an item of contraband through, under, or over the fence and then retrieve it at a later time. Therefore, it is imperative that staff do regular and thorough perimeter searches. Additionally, staff must watch cameras and participants movement before and after they enter the facility.

Staff must look for the following:

a. Any item that does not occur naturally (can, wrapper, cigarette butt—they all may contain contraband).
b. Gaps over, under or around the perimeter fence.
c. Perimeter lighting that it not working.
d. People walking near the perimeter.

It is RHP staffs' job to ensure that all trash in or around the perimeter is picked up and disposed of at all times.

3. Room Search: when doing a room, you always start at the door and work left from the floor to the ceiling until you get back to the starting point. If you do so, you will be more likely to perform a successful search than if you go from common hiding area to common hiding area—this method often leads to missing areas that should be checked.

Participants change the places that they hide contraband on a regular basis. A lot of times this is determined by what they observe us checking. Some ideas get recycled frequently (in an appliance, in the front flap of boxer shorts, in a cut out section of a book, in a hollowed out section of a handle, door, ceiling vent, in a antiperspirant container, in laundry soap, in a plastic bottle inside a coke can, in pillows, mattresses, bed frames, bars of soap, cassette tapes, clothing, shoes, etc.) and new ideas come in from other facilities, states, books, etc. Participants network well in this area and to be effective we need to do the same. Resources like other staff, books on how to hide things, looking through magazines for how to hide your valuables items like false outlets, cans with hidden compartments, places that will put whatever you want in a Campbell's soup can, the internet, staff from other areas, and trying to think like an participant (where would I hide something in this area) all can be helpful to searchers.

4. Vehicle Searches: Much like a room search, the vehicle search must be methodical. Start by looking under the vehicle, under the hood, and on top of the vehicle. Next, look through the driver's door & seat, the dash area, the passenger door & seat, and then the rear seats—do not forget to feel behind the seat cushions. Finally, do thorough searches of the trunk/spare tire area.

There are two very important things to remember: Do not destroy/damage the vehicle and do not be

discouraged if it is full of "stuff." Have the vehicle's owner hold a trash bag while you place items in the bag. Do not let the owner help with the search or discard the "trash."

5. Documentation that search procedures have been conducted will be entered into an Incident Report. Additionally, documentation will be copied to the participant Case Manager whenever contraband is found or the situation dictates. Documentation entered into the Incident Report will include:
   a. Date, time and location of search.
   b. Information shared with the participant(s) prior to the search.
   c. Result of the search.
   d. Participant response and actions taken.
   e. Date and time of any special permission from supervisors.

6. If staffs locate missing or stolen items, they must be returned to the rightful location or owner.

ACCOUNTABILITY: Throughout the Security Officer's shift, continual monitoring of the participants whereabouts is a must. The Security Officer must know which participants are in the facility and which participants have signed out. Problems during monitoring must be addressed with the appropriate urgency and must be noted on an incident report.

Inside Monitoring of Participants:

- Security Rounds: Each officer is required to roam the main facilities, attached facility, and the surrounding property for approximately fifteen minutes each hour. Officers must make checks to ensure participants are safe, secure, and not violating Reality House Rules. While on rounds, any facility maintenance issues should be noted and written up on an Incident Report. Additionally, the facility should be scanned for possible fire hazards, contraband items, and other potentially harmful items. Rounds should include bathrooms, classroom, fence perimeters, parking lot, and vehicles. Ensure that gates in the fenced yards are chained and locked and the facility is secure.
- Accountability Checks: Security Officers are required to perform complete checks on participant's whereabouts every hour. This is done by examining all program roster boards and verifying that all participants signed out of the facility are out of the facility. Staff should sign each sheet and document the time the check was completed. This means security staff must make face-to-face contact with each participant in the facility in order to verify the participant is in the facility and is safe from harm. The Security Director will be reviewing the security camera tapes to ensure staffs' compliance.
- Video Monitoring: Date and time stamped video cameras will be used to monitor the movement of staff, visitors, and participants inside and outside of the facilities 24/7. The Security Key will have a monitor that displays sixteen cameras inside and outside of the facility. The Security Director will have a monitor that shows sixteen cameras inside and outside the facility. The Security Director will record all cameras on a desktop computer that will not rewrite itself for 180 days. If an "incident" occurs or at the request of any referral source, the monitoring will be save to a removable disk indefinitely. The video camera equipment is RTS Sentry (www.rtssentry.com) and was installed and is maintained by Alarm Communications Company.

Outside Monitoring of Participants: Reality House staffs' will be able to locate and verify the whereabouts of participants at all times. Reality House staffs' will contact the participant either telephonically or in-person at random times to maintain accountability throughout the sign-out times. This should occur at a frequency that ensures accountability and should be appropriate with the accountability needs of each individual participant. Reality House staffs' may request the referral agent to approve fewer daily contacts if it is in the best interest of participant accountability and program

objectives.

- Curfew: Other than for employment and required programming, a participant must be in the facility from 9:00 P.M. to 6:00 A.M., unless exceptions are made by an RHP Director on a case-by-case basis.
- Leave: Reality House staffs' will authorize an participant to leave the facility through sign-out procedures only for an approved program activity such as seeking employment, working, medical, court, or approved pass. In certain situations, an RHP participant is considered to be on "lockdown" status and is not allowed to leave without law enforcement escort. ITP are always considered "lockdown."
- Boards and Sign-out Sheets: Participant boards and sign out sheets must represent which participants are in the facility and which have signed out. All boards and sign out sheets must be accurate and filled out completely. This includes use of am/pm notation or 24-hour time, breath results, hours worked, and destination and purpose of sign-out. The log sheet will be maintained in each participant's file specific to that participant's movement. It will contain: participant's full name, register number, type of participant, time-out, destination, purpose, authorized return time, time-in, a section for special comments, and certification by staff's initials for each entry. The sign-in/sign-out sheet alone is invalid for overnight release or out of county destinations.
- Tracking: Reality House staffs' will contact the participant either telephonically or in-person at random times to maintain accountability throughout the sign-out times. Staffs' will routinely ask about the participant's work performance and will record their findings on an incident report for the Case Manager. Tracking should be accomplished for all participants who are outside the facility at least once every 12 hours. Tracking contact(s) must be noted on the sign-out sheet.
- Passes: Absences, other than work and other pre-approved, are required to have court or referral agent approval through pass or furlough.
  - A copy of the pass authorization form and the detailed pass plan, including all relevant phone numbers and address must be submitted and approved 48 hours before the pass starts. Permission from the Case Manager, court, and referral agent must be obtained prior to the participant leaving.
  - All signed and completed forms will be kept at the security key until the participant returns from pass.
  - At least two checks should be made on each day pass and three checks on each overnight pass. If any problems in contact are encountered or any irregularities noted, checks should be made more frequently. If the Security Officer is unable to contact a participant on pass for three hours, the Security Director or other Director must be notified immediately.
  - Checks made on passes should be recorded on the bottom of the pass authorization form. On the form staff must note time of contact, whether or not everything appears in order, and any directions or information given to the participant.
  - A breathalyzer and drug test should be obtained immediately after the pass.
  - Do not, in any case, approve any changes on a pass form without consulting an RHP Director (who will consult with the referral agent).
  - Failure to return from pass on time or other irregularities must be reported to the Security Director and referral agent on a violation report.
  - Security Officers will return the pass authorization form and detailed pass plan to the participant's Case Manager after he has returned from pass.

ESCAPE: Escape is a very serious condition and must be treated as such by RHP staff. Immediate response is required when identifying an escape. The four types of escape are: Escape, Walk-away, Failure to Return, and Failure to Report. All types of escape, except Failure to Report, require staff to complete the 3-Hour Warrant Checklist (2 pages). See RHP Operations Manual, "Forms."

REALITY HOUSE PROGRAMS, INC.

Security, Search, Accountability & Escape

- The following procedures will be followed when a participant of RHP "escapes" from the RHP facility. An "escape" is a participant who is on "**lockdown**" status.
  - **Call 911 immediately!** Let the 911 operator know if the participant is intoxicated, homicidal, or suicidal
  - Contact the Security Director (who will call CPD or the Command Center)
  - Physically attempt to locate the participant. Search the building and grounds. If the participant's frequent "hangouts" are known, check them
  - Attempt to call the participant (cell phone, work, family's house, etc.)
  - Contact people who may have come in contact with the participant
  - Contact the participant's referral agent, P.O., and others who are connected to the participant's placement with RHP
  - Security staff will secure and inventory the participant's belongings ASAP
  - Expedite a written Discharge Report to the referral agent
- Walk-away: The following procedures will be followed when a participant of RHP "walks away" from the RHP facility. A "walk-away" is a participant who **IS NOT** on "lockdown" status.
  - If the participant is intoxicated, homicidal, or suicidal: call 911 immediately
  - Physically attempt to locate the participant. Search the building and grounds. If the participant's frequent "hangouts" are known, check them
  - Attempt to call the participant (cell phone, work, family's house, etc.)
  - Contact people who may have come in contact with the participant
  - Contact the participant's referral agent, P.O., and others who are connected to the participant's placement with RHP
  - If "foul play" is likely, contact law enforcement
  - Immediately, contact the Security Director (who will call CPD or the Command Center)
  - Security staff will secure and inventory the participant's belongings ASAP
  - Expedite a written Discharge Report to the referral agent
- Failure to Return: The following procedures will be followed when a participant of RHP "fails to return" to the facility as required.
  - Attempt to call the participant (cell phone, work, family's house, etc.)
  - Physically attempt to locate the participant (if the participant's frequent "hangouts" are known)
  - Contact people who may have come in contact with the participant
  - Complete the Warrant Checklist
  - Contact the participant's referral agent, P.O., and others who are connected to the participant's placement with RHP
  - If "foul play" is likely, contact law enforcement
  - After three hours, contact the Security Director (who will call CPD or the Command Center)
  - Security staff will secure and inventory the participant's belongings ASAP
  - Expedite a written Discharge Report to the referral agent
- Failure to Report: If a participant of RHP is not a "participant" of RHP and is considered "out-patient," the person first noticing that the participant is missing, or has missed a scheduled meeting, will do the following:
  - Attempt to call the participant (cell phone, work, family's house, etc.)
  - Physically attempt to locate the participant (if the participant's frequent "hangouts" are known)
  - Contact people who may have come in contact with the participant
  - Complete the Warrant Checklist
  - Contact the participant's referral agent, P.O., and others who are connected to the participant's placement with RHP
  - If "foul play" is likely, contact law enforcement
  - After thirty days, the participant will be administratively discharged from RHP

REALITY HOUSE PROGRAMS, INC.

Security, Search, Accountability & Escape

Federal Escapes: BOP escape procedures begin when an participant arrives at RHP and the Security Officer informs the participant of the consequence of an escape. All federal participants must learn the importance of participant accountability. A more detailed lecture must be given during the participant's admission and orientation period, ordinarily during the first two weeks, and most usually by the Case Manager.

The lecture at a minimum will include information about decision making; accepting the consequence of the decisions; personal accountability; personal management of challenges presented to the participant during RHP residency; resource person(s) who will assist the participant in meeting these challenges; consequence of escapes; sign-in/sign-out procedures, pass and furlough procedures; component assignment; and appropriate behavior both in the community and RHP.

- Escape Defined: An escape means an participant who fails to report to the facility for admission at the scheduled time; fails to remain at the approved place of employment or training during the hours specified by the terms of the employment or training/treatment program; fails to return to the facility at the time prescribed; fails to return from an authorized furlough or pass at the time and place stipulated; fails to abide by the residence, employment or curfew conditions of home confinement; is arrested; or otherwise leaves without permission from staff.
  - Participants under supervision (USPO cases) are not in the custody of the BOP and cannot be considered escapees. These participants are referred to as "absconders." When they are deemed missing or escaped, RHP will immediately (or as coordinated locally with the supervising authority) report to the supervising authority, i.e., USPO. RHP will notify the CCM of USPO absconders no later than the next calendar day.

- Staff Action. RHP has provided written procedures that ensure that all staff understand and appropriately report an escape. These procedures will specifically instruct staff when an participant is considered missing, i.e., not at their approved location. These procedures will include instructions to determine that the participant is not in the facility and provide reasonable attempts to locate the participant which may include going to the pass location or residence.
  - RHP has a step-by-step procedure that covers the following: internal notification; a thorough search of all areas inside the facility; telephone contacts where the participant has signed-out; and telephone inquiries to determine if the participant has been arrested or injured. This should ordinarily take less than 20 minutes. If all efforts to locate the participant have failed, the Director will consider the participant as ESCAPED and **immediately notify the Security Director and referral agent**. RHP will prepare an incident report and conduct a disciplinary hearing in the participant's absence. See Operations Manual "Forms" for the 3-Hour Warrant Checklist.
- Preventive Measures: RHP will notify the referral agent anytime when a participant's behavior or poor programming makes them an escape risk. RHP will train staff to recognize observed aberrant behaviors and report these instances. Participants with Public Safety Factors or any special needs case exhibiting unusual behavior, requires closer attention and reporting to the referral agent. Some indicators may include frequent tardiness, misconduct, or continued disrespect toward peers and staff. The intent is to apply intervention measures to prevent the participant from escaping.
  - If a participant receives an incident report that may cause program failure, RHP will contact the referral agent prior to issuing the report. RHP will allow any participant, who has been determined to have escaped by RHP, to return to the facility. In this instance, RHP will immediately notify the referral agent so that an appropriate action plan can be determined.

REALITY HOUSE PROGRAMS, INC.

RPP INTAKE ORIENTATION CONFIRMATION

Date of Arrival _____ Date Orientation Completed _____

My initials and signature below verify that the following has been reviewed with me:

1. A tour of RHP has been given to me and I understand where the laundry service, food service, fire/emergency exits, common area, recreational area and equipment are as well as the regulations associated with such. _____
2. I have been offered my free 15 day supply of basic toiletry items. _____
3. Security has informed me of my right to sign an offender Disposition and Release of Personal Property which I have accepted _____ or denied _____.
4. I have completed the Personal Property form and have been informed to update my inventory list as needed. _____
5. I have received the medical information to include:
   a. Responsibility for expenses _____
   b. Standards on medications _____
   c. Medical Resources/Addresses _____
6. I understand that 50% of my gross income <u>must</u> be placed in a savings account here at RHP and can only be released by my P.O. _____
7. Pass/Free Time Procedures _____
8. Meals/Sack Lunch Procedures _____
9. My case manager has reviewed the disciplinary procedures and consequences with me. _____
10. Censored Materials Rule _____
11. I understand that I must sign the release of information and failure to do so will result in my P.O. being contacted immediately. _____
12. I have been informed of the rules and procedures of the RHP facility, RPP Program and my living quarters. _____
13. I have been informed of the Program Expectations including But not limited to weekly chores, responsibilities and duties assigned to me. _____

I have been assigned Blaire Hines as a case manager and informed of the name of my P.O.

Resident's Signature _____ Date _____

Staff Member's Signature _____ Date _____

REALITY HOUSE PROGRAMS, INC.

Participant Intake

Name:_____ Date: _____ Arrival Time: _____ (24-Hour)

Program:_____ Case Manager:_____ Case Manager Notified: _____ (24-Hour)

Security Officer's Intake Checklist (RESIDENTIAL PARTICIPANT'S ONLY):

Participant MUST initial indicating completion of each item:

_____ Initial breathalyzer result completed? Result: _____ 15 minute retest: _____
_____ Urinalysis procedures explained and initial urinalysis test completed?
_____ Participant understands "Contraband" and the **NO DRUGS & ALCOHOL** policy?
_____ "Intake Basic Information" form completed?
_____ "Grievance & Participant's Rights" form completed?
_____ "Notice of Privacy Practices" form completed?
_____ "Initial Issue & Property Inventory" form completed?
_____ Participant was notified of the location of the "Rules of Conduct" and told to read them?
_____ If Work Release, given a copy of the Work Release Guidelines?
_____ Food service & laundry procedures explained?
_____ Participant was shown the "Pay Window" and advised to see them about fees & savings?
_____ Participant was advised their Case Manager is:_____(Case Mgr's Name)?
_____ Participant was advised where to find the list of medical providers and that all medical expenses are their responsibility?
_____ Emergency procedures explained and emergency exits reviewed?
_____ Tour of the building completed, room assignment made, participant escorted to room?

Participant's Signature:_____Date:_____Staff's Signature:_____

Executive/Administration's Intake Checklist:

Administrator MUST initial indicating completion of each item:

_____ Participant reviewed to ensure all of the appropriate referral paperwork?
_____ Initial data entry completed?
_____ Participant Intake Checklist reviewed for completeness?
_____ Participant file and paperwork given to Case Manager?

Case Manager's/Counselor's Intake Checklist:

Participant MUST initial indicating completion of each item:

_____ 2nd review of the Rules of Conduct completed?
_____ Program rules explained?
_____ Participant understands the treatment/case management process?
_____ Participant understands work, education, and advancement requirements?
_____ Participant understands that not everyone is successful?
_____ Participant understands that success will depend on their attitude, effort & behavior?

Participant's Signature:_____Date:_____Staff's Signature:_____

REALITY HOUSE PROGRAMS, INC.

Participant Intake

Main Facility: 1900 Prathersville Road; Columbia, Missouri 65202; (573) 449-8117
PMI Facility: 1200 Rangeline; Columbia, Missouri 65201; (573) 256-5823

Participant's Name: _____ Program: _____
Home Address: _____ Phone: _____
DOB: _____ SSN: _____ Race: W B H A O Sex: M/F Dependents: 0 1 2 3 4+
Education: Less than 12 / GED / HS Diploma / Some College / BA / MA / Other_____
Why are you here? _____

1. STATUS:
Legal: Pre-Sentence / Probation / Parole / NO Supervision Are you homeless? YES / NO
How do you feel? _____
Where do you live? _____
Where do you work or attend school? _____
How do you get along with family? _____

2. NOTIFICATION IN CASE OF EMERGENCY:
In an emergency or death, I direct that my _____(relationship), whose name and address are:
(name)_____(street)_____(city)_____
(state)_____(zip)_____(telephone)_____ be notified.
Personal Physician: _____ Physician's Telephone: _____
Special Needs: _____
Personal and Release Needs: _____
Release Personal Property to: _____ _____
Name Relationship

3. HEALTH HISTORY:
Under a physician's care? YES/NO Physician's Name: _____
Reason: _____
Taking medication? YES/NO What? _____
Reason: _____
When did you last use drugs or alcohol?_____ What?_____
Do you have a drug or alcohol problem? YES / NO Are you addicted to drugs or alcohol? YES / NO
Where have you attended treatment? _____
Any special dietary needs? YES/NO Needs are? _____
Any current health concerns that are/are not being addressed? YES/NO What?_____

ALL MEDICAL EXPENSES ARE THE RESPONSIBILITY OF THE PARTICIPANT, NOT RHP!

	Intake	Discharge
1. Last 30 days did you work for money or receive disability benefits?	YES/NO	YES/NO
2. Last 30 days did you do AA; NA; or any treatment?	YES/NO	YES/NO
3. Last 30 days did you rent or own a home?	YES/NO	YES/NO
4. Last 30 days were you arrested, commit a crime, or a victim of crime?	YES/NO	YES/NO
5. Last 30 days did anyone try to help you?	YES/NO	YES/NO
6. Last 30 days was your life good?	YES/NO	YES/NO
7. **Don't answer on intake**...Did RHP staff encourage you to do better?	YES/NO	YES/NO

Participant's Signature:_____ **Date:** _____ **Time:**_____**(24-HR)**

Staff's Name:_____ **Signature:**_____ **Date:**_____

REALITY HOUSE PROGRAMS, INC.

Grievances & Participant's Rights

Grievance Procedures: Grievance will be defined as an objection to Reality House Programs staff, policies, procedures, etc. Ideally, the participant will discuss the matter with his program director before filing a formal grievance.

- The grievance process should involve no more than thirty-one [31] days.
- The participant shall present grievances in writing to his Case Manager/Counselor within five [5] days of the event, and an agreement shall be sought within five [5] days of the Case Manager/Counselor receiving the grievance.
- If the grievance is not resolved, then the participant shall attempt to reach an agreement with the Executive Director (presented in writing) within five[5] days of the Case Manager's/Counselor's decision. The Executive Director has five [5]
- If the grievance is still not mutually resolved, then the participant may appeal to the Board Chairman or designee (presented in writing) within five [5] days of the Executive Director's decision. The Chairman shall be responsible for settling
- Participants who initiate grievances must continue to abide by all policies, rules, and conditions until resolved. If a participant fails to follow proper procedures, his grievance may be invalid. A former participant must start the process within five [5] days of leaving employment.

If you have a complaint against Reality House Programs, Inc., you can call: The Alternative Sentencing Court at: 573-886-4180. State Probation or Parole participants may also contact their officer at: 1-573-884-7016. Federal probation or parole participants may contact their P.O. at: 913-551-1118. USPO must contact their P.O. at 1-800-550-8012. BCJ Inmates & Work Release may contact jail officials at the following number: 1-573-875-1111. MO-DMH Treatment participants may call: 1-800-364-9687.

Program Participants have the Following Rights:

- To have private visits from a lawyer, doctor or clergyman at reasonable times, but should be scheduled at least 24 hours in advance through RHP staff
- To consult with a private, licensed practitioner at one's own expense
- To have a right to see and review one's own treatment record
- To correspond by sealed mail with officials of the Department of Corrections, a lawyer, or the court
- To humane care and treatment
- To medical treatment in accordance with the highest standards accepted in medical practice
- To safe and clean housing
- To attend or not attend religious services
- To receive prompt evaluation, care, and treatment
- To have their rehabilitation plan explained
- To be treated with dignity and addressed in a respectful, age appropriate manner
- To be subject to an experiment only with consent or the consent of a person legally authorized to act
- To have an examination by a doctor at the participant's expense
- To be evaluated and cared for in the least restrictive environment allowed by the court
- To refuse hazardous treatment, unless ordered by the court
- To request and receive a second opinion before hazardous treatment, except in an emergency
- To have nourishing, well-balanced meals
- To be paid for work unrelated to treatment
- To have records kept confidential

- To have the same legal rights and responsibilities as any other citizen, unless otherwise stated by law
- To not be denied admission or services because of race, creed, marital status, national origin, gender, sexual preference, age, or handicap
- To be free from abuse, neglect, corporal punishment and other mistreatment such as humiliation, threats, or exploitation

Additional Rights:

The following additional rights apply to residential settings, and where otherwise applicable, and shall not be limited under any circumstances:

- To a nourishing, well-balanced, varied diet
- To attend or not attend religious services
- To communicate by sealed mail with DMH and, if applicable, legal counsel and court of jurisdiction
- To receive visits from one's attorney, physician or clergy in private at reasonable times
- To be paid for work unrelated to treatment, except that an individual may be expected to perform limited tasks and chores within the program that are designed to promote personal involvement and responsibility, skill building or peer support. An

Rights Subject to Limitation:

Each individual shall have further rights and privileges, which can be limited only to ensure personal safety or the safety of others. Any limitation due to safety considerations shall occur only if it is:

- Applied on an individual basis
- Authorized by an RHP Director or designee
- Documented in the individual's record
- Justified by sufficient documentation
- Reviewed on a regular basis at the time of each individualized treatment plan review
- Rescinded at the earliest clinically appropriate moment

Limits on Participant's Rights:

Limits will not be imposed unless they are prescribed in the Reality House rules manual and must be detailed on a participant violation report and signed by the Executive Director.

Confidentiality Regulations:

Federal confidentiality regulations require that participants receive a written summary of their rights. During program in-processing, participants will review and sign a copy of "Participant's Rights."

➢ **I have read and understand the Reality House Programs, Inc. Grievances and Participant's Rights. I have received a copy of the Participant Orientation Information brochure which contains this information. If Reality House Programs, Inc. is unable to resolve my grievance, I will notify my Probation or Parole Officer.**

Participant's Signature: _____ Date: _____

Staff's Signature: _____ Title: _____ Date: _____

REALITY HOUSE PROGRAMS, INC.

Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL AND DRUG AND ALCOHOL RELATED INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY.

General Information: Information regarding your health care, including payment for health care, is protected by two federal laws: the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 42 U.S.C. & 1320d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C & 290dd-2, 42 C.F.R. Part 2. Under these laws, Reality House may not say to a person outside Reality House that you attend the program, nor may Reality House disclose any information except as permitted by federal law.

Reality House must obtain your written consent before it can disclose information about you for payment process. For example, Reality House must obtain your written consent before it can disclose information to your health insurer in order to be paid for services. Generally, you must also sign a written consent before Reality House can share information for treatment purposes or for health care operations. Any such written consent may be revoked by you in writing. However, federal law permits Reality House to disclose information without your written permission:

1. Pursuant to an agreement with a Qualified Service Organization;
2. For research, audit or evaluations;
3. To report a crime committed on Reality House's premises or against Reality House personnel;
4. To medical personnel in a medical emergency;
5. To appropriate authorities to report suspected child abuse or neglect;
6. As allowed by a court order.

Your Rights: Under HIPAA you have the right to request restrictions on certain uses and disclosures of your health information. Reality House is not required to agree to any restrictions you request, but if it does agree then it is bound by that agreement and may not use or disclose any information which you have restricted except as necessary in a medical emergency. You have the right to request that we communicate with you by alternative means or at an alternative location. Reality House will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA you also have the right to inspect and copy your own health information maintained by Reality House, except to the extent that the information contains psychotherapy notes or information compiled for use in a civil, criminal or administrative proceeding or in other limited circumstances. Under HIPAA you also have the right, with some exceptions, to amend health care information maintained in Reality House's records, and to request and receive an accounting of disclosures of your health related information made by Reality House during the six years prior to your request. You also have the right to receive a paper copy of this notice.

Reality House's Duties: Reality House is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. Reality House is required by law to abide by the terms of this notice. Reality House reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains.

Complaints and Reporting Violations: You may complain to Reality House and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States Attorney in the district where the violation occurs.

If Reality House Programs, Inc. violates Confidentiality Law, you can call: The Alternative Sentencing Court at: 573-886-4180. State Probation or Parole participants may also contact their officer at: 1-573-884-7016. Federal probation or parole participants may contact their P.O. at: 913-551-1118. USPO must contact their P.O. at 1-800-550-8012. BCJ Inmates & Work Release may contact jail officials at the following number: 1-573-875-1111. MO-DMH Treatment participants may call: 1-800-364-9687.

All persons also have the right to file a complaint with the Office for Civil Rights, U.S. Department of Health and Human Services:
Office for Civil Rights
U.S. Dept. of Health and Human Services
200 Independence Avenue, S.W.
Room 509F, HHH Building
Washington, D.C. 20201

There will be no retaliation for filing a complaint with Reality House Programs, Inc., the Department of Mental Health, or the Office for Civil Rights.

I, _____(Print Name), have received the Notice of Privacy Practices:

Signature of Participant: _____ Date: _____

Staff's Signature: _____ Title: _____ Date: _____

REALITY HOUSE PROGRAMS, INC.

Initial Issue & Property Inventory

(RESIDENTIAL PARTICIPANT'S ONLY)

Last Name: _____ First Name: _____ Date: _____

I understand that I am responsible for keeping all of my property in my possession and secured at all times. I understand that if I fail to turn in items that were issued to me, I will owe Reality House $5 per item that I do not turn in: **Resident's signature:**_____.

ITEM	INITIALS:	STAFF OUT	RESIDENT	STAFF IN
LOCK#_____		_____	_____	_____
PILLOW		_____	_____	_____
PILLOW CASE		_____	_____	_____
2 SHEETS		_____	_____	_____
BLANKET		_____	_____	_____
WASHCLOTH		_____	_____	_____
TOWEL		_____	_____	_____
TOILETRIES		_____	_____	NA

ENTER:_____ _____

Resident **Date** **Reality House Staff** **Date**

EXIT: _____ _____

Resident **Date** **Reality House Staff** **Date**

Personal Property:

(Items valued over $100 are forbidden)

AMOUNT	ITEM	AMOUNT	ITEM

I verify that this is all of my personal property. Should any changes occur in my personal property, I understand it is my responsibility to update the inventory list.

Participant's Signature:_____Date:_____Staff's Signature:_____

REALITY HOUSE PROGRAMS, INC.

Food Services

Food: RHP will provide a food service program on-site and operated by RHP staff. The Kitchen Manager will have a posted schedule and will be responsible for food preparation. The Kitchen Manager will also maintain a list of daily, weekly, and monthly delegated duties. RHP staff will comply with the most recent copy of the Food Code of the City of Columbia which is adapted from the FDA, U.S. Department of Public Health, Food Code. The code can be referenced at: http://www.gocolumbiamo.com/Health/Food_Safety/Food_Code/index.html

National Fire Protection Agency Codes. Compliance to NFPA as it relates to fire extinguishing systems over cooking services is mandatory. City of Columbia Fire Department will monitor for NFPA compliance when completing inspections and Korsmeyer Fire Protection maintains the equipment.

- Extinguishers will be equipped with automatic shut-off devices for when the fire extinguishing system is activated. Fuse links are to be changed and the system tested in accordance with the manufacturers' recommendation.

On-site Food Service. RHP will have adequate space to provide for food preparation and service and will provide an eating and seating area that is over 15 square feet per person, for all who dine at the same time. The area is separated from sleeping quarters and is well ventilated, properly furnished, and clean.

- Staff will ensure that food provided to the participants is safe and does not become a vehicle in a disease outbreak or in the transmission of communicable disease. RHP will, to the extent possible, ensure that food is unadulterated, prepared in a clean environment, and honestly presented.
- Any person, who serves, prepares, or handles food is required to have a prior physical examination and possess a valid Food handler's card issued by the City of Columbia.
- All staffs preparing food will comply with federal, state, and local health and sanitation codes. In the event of any conflict in these codes, the most stringent will apply.

Provisions. All participants, regardless of employment or financial status, will be provided the opportunity for food services (3 meals per day). RHP will include meal costs in the per-diem rate and under no circumstances will the participant be required to pay for these services.

- RHP will serve meals in an appetizing manner at regularly posted mealtimes
- RHP will provide meals to participants who work irregular hours and are not available at regularly scheduled meal times.
- Staff will make arrangements to provide a hot meal for those participants unable to return to the residential facility for a scheduled hot meal due to work or assigned offsite treatment/referrals and who do not choose to take a sack meal.
- RHP will not prepare anything made with poppy seeds.
- RHP Kitchen Manager will ensure that inventory is dated on arrival and rotated regularly. All food items will be used before the expiration/sell by date, or within six months of entry whichever is first.
- Microwave will be available for participant use in the dayroom.

Menus. All RHP menus will be approved by a Registered Dietician (RD). An RD is defined as a person who has completed academic and experience requirements established by the Commission on Dietetic Registration, the crediting agency for the American Dietetic Association (ADA). RHP will maintain a copy of the RD's current credentials and the certified menus for inspection by our referral sources and independent inspectors such as the Board of Jail Visitors.

- All fixed menus will be reviewed and approved by a RD at least annually for the nutritional value of the menu.
- Menus (including sack meal menus) will be prepared and be posted in a conspicuous place for participant's viewing.

REALITY HOUSE PROGRAMS, INC.

Food Services

- RHP will provide meals which meet diets required by confirmed religious preference, physician or dentist.

Waste Disposal. RHP will prevent backflow in accordance with the FDA, U.S. Department of Public Health, Food Code.

- Grease filters will be kept clean and will be made of stainless steel for safety reasons.
- Garbage and refuse will be kept in durable insect and rodent-proof containers which do not leak or absorb liquids.
- Garbage and refuse will be disposed of often enough to prevent the development of odor and other conditions that attract or harbor insects and rodents.

REALITY HOUSE PROGRAMS, INC.

Zero Tolerance Protocol

1. **General:** RHP is staffed with male and female staff members who are trained and able to collect urine and breath samples. The Zero Tolerance Protocol describes for RHP staffs the parameters of maintaining a safe and drug & alcohol free environment. This protocol places responsibility and accountability on the staff and participants of Reality House Programs to provide and maintain a positive and rehabilitative environment. Furthermore, this protocol reinforces the four core principles of our mission: maintaining the rehabilitative focus of our participants, accountability to our courts, safety of our community, and retribution for the victims of crime.
   - 1.1. The term "supervisor" and "director", as used herein, will imply immediate and successive supervisors and directors.
   - 1.2. References to "participant", "resident", "client", "defendant," "offender," and "individual" are interchangeable.
   - 1.3. Any Reality House Programs, Inc. participant found to be in possession of illegal drugs, alcohol, *synthetic drugs, or other paraphernalia items* while a participant at Reality House will be immediately reported to the referral agent, Boone County Sheriff's Department, and their Probation & Parole Officer with our recommendation that they be removed from Reality House Programs, Inc.
   - 1.4. Urine must NEVER be collected by the opposite sex. In urgent situations, if the same sex staff is unavailable, contact an RHP same sex Director to take the sample. Male and female Directors are available 24/7.
   - 1.5. Any individual tampering with a test, leaving before testing, refusing a test, or not complying the testing process will immediately be reported as such to the Security Director who will immediately contact the referral agent. Staff must follow-up with a written report of the incident.
2. **Testing Supplies:** The Drug Testing Coordinator will be responsible for ensuring that there is an adequate supply of "Lab Certified" testing supplies available to RHP collectors at all times. Only testing supplies procured by the Security Director from Redwood Toxicology, Intoximeters, or other contracted provider will be used.
   - 2.1. An ample supply of bottles, labels, security stickers, and log sheets will be kept in the administrative area of the facility (the administrative area has coded entry and exit locks and is off-limits to non-staffs).
   - 2.2. All supplies must be kept secure and staffs must ensure that persons not trained as RHP collectors do not attempt to use the aforementioned supplies. All collected samples will only be kept in the refrigerators inside the Key or in the Administrative Area and away from participants and all other unauthorized persons.
   - 2.3. Staff must immediately contact the Drug Testing Coordinator if supplies become short or if the security of supplies has been compromised.
3. **Collection Area:** Breath samples may be collected at the Security Key at 1900 Prathersville or in a counselor's office at any of our other facilities. To limit the possibility of adulteration, there are only three (4) locations where RHP trained collection staffs may collect urine samples from participants; the guest bathroom at 1900 Prathersville Road, the accessible bathroom on the ground floor at 1200 Rangeline (PMI), the hall bathroom at 1301 Vandiver (Clinical Services) and any bathroom at the Boone County Courthouse. If collection is required at another location, it must be approved by the RHP Security Director.
   - 3.1. The collection bathroom must be locked while staff and participant are in the room.
   - 3.2. The collection bathroom must be kept clean at all times. Other than the fixed appliances, the room must contain soap, paper towels, and a small trashcan ONLY.
   - 3.3. Do not let the participant search through the trash, paper towels, or anywhere else in the collection bathroom.
4. **Security Staffs Training:** Urine, patch, and breath samples must not be collected by untrained staffs and must not be collected from anyone who is not an RHP participant. All training must be

sanctioned by the RHP Human Resources Manager to be considered valid training. Patch training must be conducted by a Federal employee to be valid. See RHP Operations Manual, "Staff Training."

5. **Participant Urinalysis Testing Procedures:** Participants will be chosen for testing at random by the Executive Director, by RHP staff when there is suspicion, by the "color" process when applicable, and/or by the referral agent. When Security staff is notified that a participant is required to submit a urinalysis sample, the information must not be shared with anyone other than RHP staff.
   - 5.1. Advice to all Participants: Frequency of testing will be determined by the program plan, referral agent, the participant's level of custody, and/or phase of treatment. Participants may not place in or on their body anything that has alcohol as an ingredient. Participants may not take any over-the-counter or prescribed medication without approval from their Judge, Probation & Parole Officer, Case Manager, or Counselor. CAUTION: Drinking Listerine or Nyquil is just as serious as drinking beer or vodka. Participants must limit fluid intake before urinalysis testing (dilute tests may result and will be considered a positive test). To avoid dilute tests, individuals should test within one hour of waking and/or should not drink anything for one hour before testing.
   - 5.2. Advice for Staffs: Drug testing is a significant part of the rehabilitation process. When the individual is required to submit to a urinalysis, staff must understand that the urinalysis will be an observed, mid-stream collection in an effort to deter the individual from tampering with the urinalysis. The participant must be observed by a trained staff representative of the same sex. Individuals will be tested randomly throughout their entire stay at RHP to ensure compliance. Individuals must provide a urine sample on their color day (when applicable), as well as for any of the following reasons: upon intake, if they have a positive BAC, arriving late upon return to RHP, for unauthorized absences, odd behavior, strange odor, etc.
   - 5.3. BOP and USPO: Participants will be chosen for testing at random by the Executive Director, when there is suspicion, by the USPO; and in concert with their contractual requirements. Once Security staff has been notified that a participant is required to test, they will immediately retrieve the participant for collection. The participant will not leave the sight of the staff and will have two hours to submit a sample.
   - 5.4. Additional Testing Guidelines Alternative Sentencing Court Participants: Participants must call the hotline number (886-4225) after 5:00 a.m. daily. If the message has been updated (you will hear the date), and the participant's color is called, the participant must give a urine sample before 10:00 a.m. that same day. Samples may be given at the Alternative Sentencing Building. If participants have problems with the hotline, contact the Alternative Sentencing Court representative immediately.
   - 5.5. Laboratory Analysis: Redwood Toxicology Laboratory, Inc.; 3650 Westwind Boulevard, Santa Rosa, CA 95403 (800) 225-2159. RHP is currently using an nine panel lab screen: THC, barbiturates, cocaine, benzodiazepines, opiates, amphetamines, methadone, PCP, and alcohol. Additionally, creatinine levels are reported for dilute analysis (0-20 is dilute). If positive, all tests are RIA confirmed. **Do not inform the participants of the drugs being screened.**
   - 5.6. Testing Procedures (LAB):
     - 5.6.1. When a person presents for testing or is identified as requiring a urinalysis test, staff should keep them in sight until they submit a sample. Once notified, the participant has two hours to submit and must not leave the sight of RHP staff until completed. Any strange or noncompliant behavior by the participant must be reported orally and in writing.
     - 5.6.2. When the participant presents for testing, the collector will verify the participants identity (preferably by Driver's License, however some participants will be allowed alternative ID) if the collector is not certain of their identity.
     - 5.6.3. At this point, the collector should put on rubber gloves and retrieve a plastic collection bottle and the **appropriate** "Urinalysis Testing Log."

5.6.4. Any participant who is enrolled in Drug Court, Mental Health Court, DWI, or Veterans Court must use the bottles and chain of custody forms provided by the 13th Judicial Court and the RHP log sheet.

5.6.5. The collector will require that the participant remove any bulky clothing, such as a coat or loose fitting outer garments, in order to reduce the possibility of an attempt to alter or falsify the urine sample.

5.6.6. The collector will escort the participant to the collection area (bathroom) and may conduct a routine non-intrusive search or a routine frisk search of the participant in an effort to find items that may be used for altering the sample.

5.6.7. If suspicious items are found, staff must confiscate them and write an "Incident Report," but allow the participant to test.

5.6.8. Next, the participant must pull up their sleeves and wash & dry their hands.

5.6.9. The collector will then ask the participant to disrobe to make visible the skin between the bellybutton and the mid-thigh.

5.6.10. Only then will the collector hand the plastic sample bottle to the participant, keeping the bottle in sight at all times (until the bottle is placed in the refrigerator). **NOTE: THE COLLECTOR MUST SEE THE URINE ENTERING THE BOTTLE!**

5.6.11. After the bottle is approximately 1/3 filled (but no more than ¾) with their urine, the participant must hand over the bottle to the collector. The collector then must tightly secure the bottle lid to avoid possible leakage and to determine that the sample is "body temperature."

5.6.12. If the participant does not submit enough urine to fill 1/3 of the bottle, the urine must be poured out and the bottle destroyed. Do not discard the bottle without destroying it. Under all other circumstances, the urine must not be discarded and must be submitted for testing (this includes a sample that looks dilute).

5.6.13. Once the lid is secured tightly, the collector must place the numbered "tamper tape" on the bottle. The collector must place one end of the tape half-way over the top of the bottle, and then run it vertically down the side of the bottle.

5.6.14. The collector then must have the participant initial inside the circle security label, and then the collector places it over the bottle cap and vertically down the sides of the bottle.

5.6.15. The collect must then fill out the ID label (PRINT) with the "Specimen Date," "ID" (*participant's printed name*), and "Collector" name. "*CHAIN OF CUSTODY*" must have "Date," collector's "Initials," and collector's "Comments." Once completed, the collector must place the label around the body of the bottle making sure to overlap the tamper tape that is securing the bottle lid.

5.6.16. The collector must then complete the Urinalysis Testing Log (Chain of Custody Form) with the date of the test, participant's name & initials, collector's initials, reason for test, and the result (breath test only).

5.6.17. Finally, the bottle will be put in its plastic bag and placed in the refrigerator. Ensure placement in the proper refrigerator.

5.7. Records, Storage, and Shipping:

5.7.1. During the midnight shift, the Custody Log for that day will be placed in the Drug Screen Coordinator's box. The Drug Screen Coordinator then checks for quality assurance and log the tests into a database. The Drug Screen Coordinator will also check each bottle to ensure the log is accurate and the bottle was sealed correctly. Probation & Parole will receive a faxed log of the Drug Court participants providing samples daily.

5.7.2. Each bagged urinalysis bottle will be placed in a shipping bag and will be sealed, signed, and dated by the Drug Screen Coordinator. The Drug Screen Coordinator will contact the appropriate agency to let them know that the tests are ready for shipment to the lab for analysis. All samples will be shipped within 48 hours of collection. Alternative

Sentencing may require a Probation & Parole Officer collect the bag, log the bottles, and ship the samples.

5.7.3. While awaiting shipment, 13th Circuit Alternative Sentencing bottles must be stored in the refrigerator in the Administrative area next to the copy machine. Federal (BOP & USPO) participants must use the Redwood bar-coded labels and the sample is placed in the Security Key refrigerator. All other UA's go on the Reality House labels and log sheet and are stored in the Security Key refrigerator.

5.7.4. Each positive result will result in having a "Violation/Incident Report" filled out, and the individual's counselor, counselor's supervisor, and/or Program Director will be notified. The individual's Presiding Judge and Probation & Parole Officer will also be notified of any positive tests.

5.7.5. The number of persons involved in handling samples will be kept at a minimum.

5.8. On-site Testing Procedures:

5.8.1. Same as 3.5.1 thru 3.5.15.

5.8.2. The collector will remove the Reditest test card (or other RHP Executive Director approved device) from the foil pouch and pull the plastic cap from the card.

5.8.3. The collector then dips the revealed white pads on the end of the card into the urine sample for approximately 20 seconds. The collector should not dip the card so far that the urine touches the plastic on the card. After dipping the card, the collector must replace the cap over the end of the card and place the cap tightly on the bottle.

5.8.4. After five (5) minutes, but less than eight (8) minutes, the collector should interpret the results. The participant should remain with the collector and the bottle for the entire process.

5.8.5. At the bottom of the card, notice the "C" and "T" bands. For the test to be valid, the "C" must have a colored line showing horizontally across the bottom of the card. If it does not, the test is invalid. Next, notice the "T" band. If any colored lines appear in the "T" band, the participant is positive for the corresponding substance.

5.8.6. Log the results on the Urinalysis Testing Log and ensure the participant verifies the log information is correct by initialing the appropriate box. If the test is invalid, be sure to record **INVALID**.

5.8.7. **If the result is NEGATIVE:** *Discard urine in the toilet and place the bottle in the red* medical hazardous waste bag. Log the result on the test log and in the RHP Database.

5.8.8. **If the result is POSITIVE:** Follow aforementioned procedures: 5.6.12-5.6.16.

5.9. Sweat Patch Testing: The sweat patch is used to monitor participants for extended periods of time or for participants who have physician documented medical conditions. RHP staffs will only use patches supplied by the referral agent or approved by the RHP Executive Director.

5.9.1. Patches will be stored in the Executive Director's office.

5.9.2. Staffs must ensure the integrity of the collection process and make every effort to eliminate the possibility of external contamination. Staffs must wear gloves while applying and removing the patch and avoid touching the collection pad during the process.

5.9.3. If possible, ensure that a witness is present when the participant and the collector are of opposite gender. If not, RHP cameras will capture the event.

5.9.4. Staffs may apply the patch to the upper arm only. (Use the lower back or the front kidney area only in extreme situations).

5.9.4.1. Direct the client to clean the placement area with soap and cool water or with a disposable wipe.

5.9.4.2. Wearing disposable gloves, the collector shall clean the skin by using an alcohol wipe. Repeat the cleaning if wipe is dirty. Allow the area to dry for approximately 90 seconds to avoid alcohol burns to the skin.

5.9.4.3. Have the participant flex the upper arm for arm placement. Place patch on skin and firmly press into the skin to promote proper adhesion. Pull parallel to the skin when removing the paper border, not outward and up from the patch. As the paper border is removed, follow right behind with a finger pressing on the polyurethane film.

5.9.5. The patch must be worn for minimum of 24 hours and a maximum of one week.

5.9.6. Before removal, RHP staffs must randomly inspect the patch to ensure that it is in place and has not been tampered with.

5.9.7. If a participant has a sweat patch which shows signs of tampering, is falling off, has fallen off, or is missing, immediately collect a urine sample and immediately report the incident to the referral agent.

5.9.8. Instruct the participant to remove the sweat patch, and immediately inform RHP staff, if they experience a rash or any skin irritation. RHP staff will immediately report the problem to the referral agent.

5.9.9. Whenever a patch is applied, there must be clear instructions as to the scheduling for removal of the patch.

5.9.10. Sweat patch removal must proceed as follows:

5.9.10.1. Staffs must wear disposable gloves.

5.9.10.2. Peel back the top edge of the sweat patch sufficiently to expose the pad.

5.9.10.3. Inspect the pad to ascertain whether there are any signs of tampering. The collector shall note condition of pad and any evidence of tampering on the Chain of Custody Form.

5.9.10.4. Ensure that the pad is not contaminated by the participant or staff during removal.

5.9.10.5. The pad may be removed with disposable tweezers or with a gloved hand.

5.9.10.6. The pad shall immediately be placed in the specimen bag.

5.9.11. Sweat patch storage and shipment:

5.9.11.1. Ensure that the specimen and Chain of Custody Form are kept at room temperature in a secured area and mailed or shipped within 24 hours to the laboratory for analysis.

5.9.11.2. After the absorption pad is placed in specimen bag, and the security seal shall be present, initialed by collector, and intact.

5.9.11.3. Ensure a barcode label is present on the specimen bag and a security seal is present and intact.

5.9.11.4. Ensure that the sweat patch number on the polyurethane film matches the sweat patch number on the Chain of Custody Form.

5.9.12. The Drug Screen Coordinator will maintain a separate log for sweat patch specimens which includes columns:

5.9.12.1. The name of the participant

5.9.12.2. Chain of Custody barcode number

5.9.12.3. Application date and removal date

5.9.12.4. Test result and a place to note any unusual occurrences

5.9.12.5. Results are given to the Administrative Director to enter in the RHP Database

6. **Participant Breathalyzer Testing Procedures:** The Security Director will monitor all testing procedures and results. Reality House Programs, Inc. has four (4) functional Alco-Sensor FST for in-house and field applications. All participants will submit a breath test each and every time they enter an RHP facility, no exceptions. Additionally, all participants of any RHP program are subject to breathalyzer testing at anytime. The Security Director will maintain an instrument log that will document the instrument's serial number, requirements for calibration, dates of calibration, and the date for the next calibration. The instrument log will be kept near the breathalyzer machine and will be available to referral agents.

REALITY HOUSE PROGRAMS, INC.

Zero Tolerance Protocol

6.1. When a participant presents to the RHP facility or is required to test, staff must ask them to produce ID (if the participant is unknown to the tester).

6.2. Next, ask the person to submit a passive breath sample into the Alco-sensor FST as follows:

- 6.2.1. Staff attaches a Passive Sample Cup to the FST and puts the sensor in the "PAS" mode.
- 6.2.2. Ask the participant to put their mouth ~2" from the cup and blow into the cup. While they are blowing, staff should squeeze the trigger until it clicks.
- 6.2.3. If the result is "NEG," follow 6.18.
- 6.2.4. If the result is "POS," advise the participant that they need to submit another breath test using the straw (proceed to 6.3-6.18).

6.3. Participants who refuse to test must be advised that they will be treated as having a positive test.

6.4. Immediately after the positive passive result, staff asks the individual to pick a straw or plastic sleeve and insert in the breath canal on the Alco-Sensor FST.

- 6.4.1. Staff pushes the ON/OFF button on the back of the Alco-Sensor FST.
- 6.4.2. The test machine will program itself until the screen reads "BLOW."
- 6.4.3. Tell the participant to take a deep breath and continuously blow into the breath tube until it clicks.

6.5. After a proper breath, the Alco-Sensor FST will process the breath for a few seconds and will then show the results on the screen. The result should be ".000" if the participant has not recently consumed alcohol.

6.6. The RHP staff member must record the results on the Breathalyzer Log in the Results space.

6.7. If the result is other than ".000," staff must require the individual to wait another twenty (20) minutes and the breath test should be repeated. Staff must follow the exact procedure and record the results again.

6.8. During the second waiting period, staff should engage the participant in conversation, taking notes of telltale comments, behaviors, odors, etc. During the testing, the participant must remain in sight of the staff at all times. Staff must advise the participant that they are not allowed to eat, drink, or have anything in their mouth during the process.

6.9. Even if the second result is ".000," staff must obtain a urinalysis test. See Urinalysis Testing Procedures.

6.10. **STAFF MUST KEEP THE INDIVIDUAL IN SIGHT AT ALL TIMES UNTIL THEY TEST ".000" ON THE ALCO-SENSOR FST.**

6.11. Staff must contact the participant's individual counselor or counselor's supervisor for all positive breathalyzer tests. Staff must also contact the Director of the individual's program. The individuals Case Manager, Counselor, and Referral Agent must immediately be notified of any positive tests.

6.12. Any talk of harming self or others must be reported to the counseling staff and director of the individual's program. Staff must give all the details of the conversation: intended victims, plans of action, and if they have the means to follow through. This must be done out of earshot of the participant.

6.13. Staff must maintain respect for the individual, and will not threaten or criticize him for a positive test (or any other reason!).

6.14. If the participant should abscond before they test ".000", call 911 and report that they were drinking, give a description of the person, how they were dressed, and the car they were driving (if driving). If they were riding a bicycle or walking, let the 911 operator know that you are concerned for the participant's safety. Also let the 911 operator know if the participant talked of harming self or others. If the talk was of harming others, let the 911 operator know if there was an identified potential victim.

6.15. RHP staff must complete a Violation/Incident Report.

6.16. Staff must record the participant's Name, Date of Test, Time of Test, Reason for Test, and Staff Member's Initials on the Breathalyzer Testing Log. BOP, USPO, Alternative Sentencing Court, and all other RHP Programs all have separate testing logs.

6.17. The Security Director will maintain a file with all completed log sheets. Additionally, all breathalyzer testing data will be recorded in an RHP electronic database. All data will be protected to ensure privacy. Copies of all urinalysis testing results will be forwarded to the participant's referral agent and their RHP Case Manager or Counselor. All results will be recorded in the individual participant's file.

7. **Contraband:** Individuals are not allowed to bring in any items that Reality House Programs does not allow. These items will be considered contraband, they will be confiscated, the individual will be placed on Do Not Sign Out (DNSO) status and the Security Director will be contacted.

7.1.1. Contraband Items: See RHP Operations Manual, "Participant Rules of Conduct."

7.1.2. Any item that won't fit in the assigned locker, but: 2 shoes, 1 laundry bag, 1 towel & cloth

7.2. Searching for Contraband: See Operations Section; "Search, De-escalation, Communication, and Use of Force."

7.3. Confiscating Contraband Property:

7.3.1. Staff must complete a "Confiscated Property" form and fill it out in detail.

7.3.1.1. The officer must describe the contraband item, give the date and time it was confiscated, and indicate the location of the item.

7.3.1.2. This form must be signed by the participant and placed into the Security Officer's box.

7.3.2. The confiscated item(s) must be securely bagged, labeled, and placed in the Administrative Area in the Security Director's box or the staff bathroom (depending on the size).

7.3.3. For confiscated items that are or could be hazardous and should not be stored in the Administrative Area, contact the Security Director for guidance.

7.4. Participant Contraband Reporting:

7.4.1. Reality House Programs, Inc. places responsibility and accountability on the participants to come forth and report any contraband violations by another participant. It is encouraged that a participant brings any knowledge of contraband to the attention of a Reality House Director, with the knowledge that they will maintain their anonymity.

7.4.2. Participants may choose to make a report orally or in writing.

7.4.3. It is emphasized that the participants must work with the staff to ensure that Reality House is a safe and drug and alcohol free environment.

7.4.4. The identity of all participants making reports to staff will be kept confidential.

7.4.5. If any unknown substance resembling narcotics is found, the Security Director will use a Narcotic Identification Kit to determine the identity of the unknown substance. The Security Director will be proficient in using the Narcotic Identification Kit and will ordinarily be responsible for testing unknown substances.

8. **Boone County Sheriff's K9 Unit:** Reality House Programs, Inc. will be offering its facility to the Boone County Sheriffs Department's K9 Unit for training purposes.

8.1. The K9 Unit will come through RHP when available and randomly choosing different days of the week as well as different times of the day/evening. The K9 Unit will also randomly search different wings and rooms of RHP to avoid predictability.

8.2. If the K9 Unit locates the "scent of drugs" in a participant's room: a urinalysis test will be obtained from each individual within the area, a further facility search will be conducted by security staff headed by the Security Director, and an internal investigation will occur by the Security Director and Executive Director to determine the appropriate actions that need to take place.

8.3. If the K9 Unit locates drugs in a participant's room: a urinalysis test will be obtained from each individual within the area, a further facility search will be conducted by security staff headed by

the Security Director, and an internal investigation will occur by the Security Director and Executive Director to determine the appropriate actions that need to take place.

9. **Drug Free Workplace**: RHP is committed to protecting the safety, health and well being of all workers and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.
   - This policy recognizes that worker abuse of alcohol & prescription medication and the use of illegal and/or synthetic drugs can be very disruptive, adversely affect the quality of work and performance of workers, pose serious health risks to users and others, and have a negative impact on productivity and morale.
   - As a condition of employment, RHP requires that workers adhere to a strict policy regarding the use and possession of drugs and alcohol.
   - RHP encourages workers to voluntarily seek help with drug and alcohol problems.

Covered Workers: Any individual who conducts business for RHP, is applying for a position or is conducting business on RHP's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to staff Directors, supervisors, full-time workers, part-time workers, off-site workers, volunteers, and interns.

Applicability: Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for RHP. Therefore, this policy applies during all working hours, whenever conducting business or representing RHP, while on RHP property, and/or at company-sponsored events.

Prohibited Behavior: It is a violation of our drug-free workplace policy to use, possess, sell, trade, and/or offer for sale any illegal drugs or intoxicants (other than the legal use of alcohol under the "Applicability" terms outlined in the previous paragraph). RHP is a drug and alcohol testing facility which tests hundreds of people every week. The honesty and reliability of our workers is essential to maintaining the integrity of our program. Therefore, workers suspected of tampering with any urinalysis/breath test procedure or test result will be immediately terminated from their employment with RHP.

Notification of Arrests: Any worker who is arrested for any violation of the law (other than traffic under $150) must notify the RHP Executive Director immediately and must, within five calendar days of the arrest, put the aforementioned notice in writing to the Executive Director. RHP will notify contracting agencies and take immediate appropriate action after written notification from the worker.

Searches: Entering any of RHP's properties constitutes consent to searches and inspections. If an individual is suspected of violating the drug-free workplace policy, he or she may be asked to submit to a search or inspection at any time. Searches can be conducted of pockets and clothing, lockers, wallets, purses, briefcases and lunchboxes, desks and work stations and vehicles and equipment.

Consequences: One of the goals of our drug-free workplace program is to encourage workers to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious. In the case of applicants, if he or she violates the drug-free workplace policy, the offer of employment can be withdrawn. The applicant may not reapply. If a worker violates the policy, he or she will be terminated from employment.

Assistance: RHP recognizes that substance abuse & dependence are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our workers, our drug-free workplace policy:

- Encourages workers to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.
- Encourages workers to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.
- Allows the use of "leave" while seeking treatment for alcohol and other drug problems.
- Treatment for alcoholism and/or other drug use disorders may be covered by the worker's

insurance plan. However, the ultimate financial responsibility for recommended treatment belongs to the worker.

Confidentiality: *All information received by RHP through the drug-free workplace program is* confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

Shared Responsibility: A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both workers and management have important roles to play. All workers must be alert to and report others who come to work while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs. In addition, workers are encouraged to:

- Be concerned about working in a safe environment.
- Support fellow workers in seeking help.
- Report dangerous behavior to their supervisor.

It is the supervisor's responsibility to:

- Observe worker performance.
- Investigate reports of dangerous practices.
- Document negative changes and problems in performance.
- Counsel workers as to expected performance improvement.

Communication: Communicating our drug-free workplace policy to both supervisors and workers is critical to our success. To ensure all workers are aware of their role in supporting our drug-free workplace program:

- The policy will be reviewed in orientation sessions with new workers;
- Education about the dangers of alcohol and drug use will be available to all workers;
- This policy will be posted for all workers to review.

Worker Testing Procedures: A worker's refusal to take a urinalysis or breath test will result in termination from work.

- All workers of Reality House Programs, Inc. will be required to provide urinalysis samples to Mid-Mo Drug Testing Collections, Inc. before they are hired as a new worker, before rehire, randomly, and for suspicion; as determined by the Reality House Executive Director or designee.
- All workers must regularly check postings for a date and a time to take their urinalysis test. If a worker does not complete a required test within the prescribed timeframe, they are still required to submit a sample as soon as possible.
- Mid-Mo Drug Testing Collections, Inc. is located at 405 Bernadette Drive in Columbia, MO 65203. Their facility is located on the South side behind Pizza Hut, off Worley. Their facility is open Monday--Friday from 0900 – 1600; the phone number is (573) 234-1872. Remember to take your driver's license.
- Workers who submit "dilute" samples will be required to resubmit a sample immediately upon notification. Workers will be required to pay for the actual cost of "dilute" test(s) by payroll deduction. For information on how to avoid "dilute" or "altered" tests, consult the Security Director. A dilute or altered test could result in termination from employment.
- All results will be kept confidential by the Reality House Executive Director. Results will be shared with the worker's supervisor and the Chairman of the Reality House Programs, Inc. Board of Directors.
- If a worker is taking a prescription drug, a copy of the prescription must be presented to his or her supervisor prior to testing.
- Off duty hourly employees will be paid for one hour of work for each urinalysis test that they are required to submit, with the exception of missed or retests for "dilute."

REALITY HOUSE PROGRAMS, INC.

Medical Services & Medication

Medical Services: RHP will provide participants an opportunity to access medical care and treatment. Our intent is to assist the participant in maintaining the continuity of medical care and treatment in accordance with the participant's needs.

- RHP will provide on-site emergency first aid and crisis intervention to include a first aid kit, trained staff in basic first aid, and policy that outlines steps that employees take in case of an emergency. The contents of the first aid kit will meet and be maintained by the standards set by the American Heart Association.
- The Security Director will ensure each staff member is certified in cardiopulmonary resuscitation (CPR). In addition, RHP will provide that staffs are trained to respond to health-related situations to include universal precautions and suicide prevention.

Expenses. *All expenses for a participant's medical and dental care will be the responsibility of each participant.* These may be personally paid or paid by the participant's insurance. Each participant must acknowledge such on the Participant Intake form. If the participant has no resources, RHP will make every effort to secure no-cost treatment. If no-cost treatment is not possible, RHP will contact the referral agent to determine if the participant should be transferred to a different facility.

Emergency. In an emergency, RHP will obtain the necessary emergency medical treatment required to preserve the participant's life. In all case of "EMERGENCY," RHP staff will contact 911. Emergency medical service is available 24 hours a day at all three local hospitals. Staff must reference Operations "Serious Injury, Illness, Or Death" for extreme medical situations.

Infectious Disease. In instances of notification about HIV or hepatitis B virus, RHP will take precautions to ensure that only authorized persons with a legitimate need to know are allowed access to the information in accordance with the Privacy Act of 1974.

Universal Precautions. Universal precautions are infection control guidelines designed to protect workers from exposure to diseases spread by blood and certain body fluids.

- The Laboratory Centre for Disease Control, Health Canada and the U.S. Centers for Disease Control has developed the strategy of "Universal Precautions" to prevent contact with patient blood and body fluids. Universal precautions stress that all patients should be assumed to be infectious for blood-borne diseases such as AIDS and hepatitis B.
- In the workplace, universal precautions should be followed when workers are exposed to blood and certain other body fluids, including: semen, vaginal secretions, bodily fluids and secretions, and amniotic fluid (birthing fluids).
- Universal precautions do not apply to: feces, urine, nasal secretions (snot), sputum & saliva (spit), sweat, tears, and vomit.
- Universal precautions should be applied to all body fluids when it is difficult to identify the specific body fluid or when body fluids are visibly contaminated with blood.

Staff can prevent exposure to blood and body fluids through use of barriers. Barriers are used for protection against occupational exposure to blood and certain body fluids. These barriers consist of: Personal protective equipment (PPE), Engineering Controls, Work Practice Controls, and Personal Protective Equipment (PPE).

- PPE includes gloves, lab coats, gowns, shoe covers, goggles, glasses with side shields, masks, and resuscitation bags. The purpose of PPE is to prevent blood and body fluids from reaching the workers' skin, mucous membranes, or personal clothing. It must create an effective barrier between the exposed worker and any blood or other body fluids.

- Engineering Controls. Engineering controls refer to methods of isolating or removing hazards from the workplace. Examples of engineering controls include: sharps disposal containers, laser scalpels, and ventilation including the use of ventilated biological cabinets (laboratory fume hoods).
- Work Practice Controls. It refers to practical techniques that reduce the likelihood of exposure by changing the way a task is performed. Examples of activities requiring specific attention to work practice controls include: hand washing, handling of used needles and other sharps and contaminated reusable sharps, collecting and transporting fluids and tissues according to approved safe practices.

Hazardous and Infectious Waste Disposal. All body fluids are to be considered as potentially infectious. Infectious and hazardous waste generated at RHP facilities will be stored and disposed of safely and in accordance with all applicable federal and state regulations. For identified wastes that represent sufficient risk of causing infection or injury during handling and disposal some special precautions appear prudent.

a. Definitions. Hazardous or infectious waste is defined as: microbiology laboratory waste; human blood and blood products; sharps (all discarded items derived from patient care in medical facilities which could potentially transmit disease via direct sub dermal inoculation or present a risk of injury & skin penetration); laboratory and other chemicals; certain drugs such as neo-plastic.
b. Miscellaneous biomedical waste is defined as waste materials that are not specifically defined as infectious waste. Such waste includes bandages, dressings, casts, catheters, and disposable pads. Waste from detainees in isolation is not considered to be infectious waste unless it falls within the specific definition of infectious waste as stated above.
c. Collection and Storage. Infectious waste must be separated from the general waste stream and clearly labeled as infectious. Infectious waste will be double-bagged and tied and marked with a label reading "Infectious Waste". The bags must be impermeable, commercially supplied red bags, sold specifically for bio-hazardous waste storage. Miscellaneous biomedical waste will be double-bagged and tied, but need not be labeled as infectious.

Medical Operations. A uniform procedure will be provided for the safe handling and disposal of used needles and other potentially sharp objects to prevent both mechanical injury and the percutaneous transmission of infectious disease organisms, especially the hepatitis B virus (HBV) and the human immunodeficiency virus (HIV). A uniform procedure for used needles and other disposable sharps is necessary to reduce the number of such injuries by preventing the secondary handling of needles and other dangerous sharp objects used in the delivery of medical care. An accidental injury from sharp objects (sharps) are common in health care programs, mostly from needle sticks caused by attempting to recap hypodermic needles. Sharps will be defined as all disposable or discarded items derived from detainee care that could potentially transmit disease via direct sub dermal inoculation. Items included under this policy are: hypodermic needles and syringes, scalpel blades, glass vials or ampoules containing materials deemed to be infectious, burrs, glass cartridges, and lancets. The following procedures will be observed when handling and disposing of needles and other hazardous sharp items.

1. Inventory. An inventory will be kept of those items that pose a security risk, such as sharp instruments, syringes, needles, and scissors. This inventory will be checked periodically by the staff member assigned to medication control.
2. Handling. Without removing the needles or replacing the needle covers, staff will place used (disposable) syringes in a plastic disposal box or container.
3. Disposal Containers. Use only commercially available, bio-hazardous waste sharps containers approved by the National Institute of Safety and Health. An example of an approved brand is "Winfield Sharps Container." Do not use milk cartons or plastic milk jugs as they have been found to puncture easily. Staff will use the red plastic "sharps" container at the security key.

Sharps Disposal. When the disposal box is ¾ full, the lid will be closed and locked, tape will be placed over the top of the lid to indicate that it is ready for disposal. The container will be labeled with the words "infectious waste" or

with the universal biohazard symbol, and placed in the proper area for removal and disposal. Sharps will be considered as infectious waste and final disposal of the container and contents will be through a commercial contractor that handles disposal of infectious waste in accordance with all local and federal regulations. RHP staff will make arrangements for disposal with an approved contractor and is responsible for validating that RHP's disposal methods are in accordance with all infectious and hazardous waste disposal laws and regulations. Arrangements will be made with local hospitals, if possible, for disposal with the hospitals' own infectious waste.

Examination of Federal Participants. Federal USPO cases committed directly to the facility will be screened to identify any medical/mental health conditions from which the participant is suffering and needs medical attention. The participant will receive a complete physical/mental health examination to detect any health problems. Special emphasis should be given to chronic health conditions such as diabetes, hypertension, etc., infectious diseases such as TB, HIV, hepatitis, etc., and nay mental health problems. However, if a participant is suspected of having an infectious or debilitating health problem through the initial screening process, RHP will arrange for an immediate medical examination within one calendar day after arrival.

The examination is to determine any urgent medical or mental health care needs, restrictions from work, and freedom from infectious disease. RHP will notify the CCM of those participants with immediate mental or medical health needs and infectious disease. The results will be documented and sent to the CCM with copies to the participant's file. These procedures are for the protection of the patient and other participants and staff.

The complete health examination will include relevant diagnostic procedures. All participants should be tested for TB (PPD test and if positive, a chest x-ray), and any other infectious/communicable diseases if clinically indicated.

Health examinations for participants committed directly to a CSC will be paid by RHP who will then request reimbursement from the government by listing health exam expenses as a line-item on the next monthly billing. Supporting documentation must accompany the reimbursement request.

If indicated by the CCM, the participant's medical examination may include a blood test for DNA classification in accordance with the current program Statement on DNA Testing. Test kits will be provided by the government at no charge to RHP or medical facility.

MEDICATION: RHP staff will never prevent a participant's use of medication as punishment; prevent use of medication for the convenience of staff; prevent use of medication as substitute for services or treatment; or prevent use of medication that interfere with participation in treatment/rehabilitation services.

Prescribed and Obtained. All prescription medication must be prescribed by a licensed physician and obtained from a licensed pharmacy. Due to the nature of RHP programming, medications containing alcohol or narcotics must be avoided. If a physician prescribes a mind or mood altering substance, the RHP Case Manager or Counselor must get a release from the participant to talk with the physician about prescribing something more appropriate for our participant. Over-the-counter (OTC) medications must be factory sealed and must be on our approved list.

Approved OTC Medications. Questions regarding medications should be referred to a Section Director. Participants may have a Case Worker, family member, or other trusted person deliver medication to them while on "lockdown" at RHP. However, all requirements for labeling (next paragraph) must be met.

Stored and Labeled. ***All medication (includes over-the-counter) must be logged on a Medication Administration Record sheet during intake or whenever a participant first brings it into the facility. All medication must be properly labeled with drug name, strength, dispense date, amount dispensed, directions for use, expiration date, name of individual dispensed to, and doctor's name who prescribed medication.*** Medications will be stored in a plastic zip-lock bag in a pocket file folder in a locked medication file cabinet located inside the administrative area (not accessible to participants). Each participant taking medication at RHP will have a medication file that is kept

along with the medication. The file will only contain the medication(s), Medication Administration Record sheet, Incident Report forms, Medication Disposal Form, and other information related to the participant's medication. ***When the participant is discharged, they must sign the log and the file will be included with the participant's permanent RHP file.***

Administering Medication. Staff will retrieve the medication and file paperwork from the file cabinet and present it to the participant at the "fee window" where participants pay their fees. If participant is unknown to you, you must get identification from person prior to dispensing medication. ***The following must be completed when a participant takes his/her medication out of the locked box: Name of Medication (note if refill), Date Logged, Beginning Amount, Dose, Ending Amount, Staff Initials, Participant Initials, and Confirm Count. If the count is off, pills are missing, too many pills present, the prescription has run out, the participant misses a dose, or other error, staff must complete an Incident Report and put the report in the Administrative Director's box.***

If a resident needs to take medication while away from the facility, they may check the medication out immediately prior to signing out. There must be a log entry for each medicine checked out containing the date, number of pills before signing out, resident initials, and staff initials. When the resident returns to the facility, the medication must be logged back in and counted with resident and staff initials.

The Security Director will contact the participant's referral source and prescribing physician to report the error. The Security Director will note the contact and recommendation on the Incident Report and then file it in the participant's medication file. If the "error" is missing a dose, the Security Director may decide not to report the error. If the participant has a history of missing several doses during a one week period or misses for three days consecutively, the Security Director must report the error to the referral agency and the prescribing physician.

Administrative staff will download, and place in the file, information from **WWW.RX.COM** about each medication including: common uses, cautions, possible side effects, and overdose information. The staff observing self-administered medication must reference the PDR for side effect information. Should an adverse reaction to medication or allergic reaction occur and staff deems reactions severe or life threatening, staff will immediately take life saving measures, contact 911 services, and when the participant is stable, contact the Administrative Director for further instructions. Staff will then complete an incident form outlining the event and responses.

Audit and Control. The Security staff will conduct a medication audit daily and problems or concerns found will be logged on a Medication Audit Form and forwarded to the Security Director for investigation and corrective action. Additionally, all "errors" will be recorded on an Incident Report and the Medication Administration Record sheet will be corrected by the Security Director.

Disposal. Finally, upon discharge from our facility, medication will be returned to the participant. On the bottom of the Medication Administration Record sheet, immediately following the last entry, staff will put "DISCHARGED" in the "Medication" column, note the number of pills the participant was given, and initial (along with the participant) the "initials" boxes. Staff must then put the completed medication folder in the Administrative Director's box for placement in participant's permanent file.

Any medication left at the facility by a participant who is no longer a participant of our facility (i.e.; when they abscond) will be kept for 30 days in the locked cabinet. After 30 days, the medication will be destroyed by the Administrative Director or designee per FDA recommendations on the proper disposal of medications. This will be witnessed by another staff member. Both the Administrative Director or designee and second staff member will sign and date the Medication Disposal Form. This form will be kept in participant's file.

Make sure a participant's over-the-counter medication is listed on the Approved OTC Medications list and is recorded on a Medication Administration Record. If you cannot find the medicine on this list, it will not be allowed in our facility without Section Director's approval.

REALITY HOUSE PROGRAMS, INC.

Medical Services & Medication

APPROVED OTC MEDICATION:

ALLERGY & SINUS
Nasalcrom
Tavist-1
Dayhist-1

ANALGESICS
Advil
Aleve
Alka-Seltzer-Original
Alka-Seltzer-Extra Strength
Aspercreme
Bayer Aspirin
Ecotrin
Motrin
Nuprin
Orudis KT
Tylenol

COUGH, COLD, FLU
Pertussin DM EXS
Robitussin
Robitussin DM
Vicks 44E
Dayhist One
Triaminic DM
Saline Only Nasal Sprays

EYE, EAR, & MOUTH
Naphcon A
Ocuhist
Opcon A
Vas o con A

FEMININE PRODUCTS
Femstat 3
Gyne Lotrimin 3
Monistat 7 crème
Vagisil Anti Itch crème
Vagistat 1

SKIN CARE
Benadryl Itch Cream
Clearasil
Cortaid
Cortizone
Dr. Scholls
Ivy Block
Lotumin AF
Oxy 10
Preperation H Cream

SMOKING CESSATION
Nicorette
Nicotrol
Nicoderm

STOMACH MEDICINES
Alka-Seltzer-Original
Alka-Seltzer-Extra Strength
Axid AR
Basaljel
Beano
Dul Colax
Exlax Chocolate
Exlax Regular Strength
Fibercon
Gaviscon Extra Strength
Tabs
Kaopectate
Maalox Antacid/Antigas
Tabs
Mylanta Liquid
Mylanta Maximum Strength
Mylanta AR
Mylanta Double Strength
Pepcid AC
Pepto-Bismol
Phillips Gelcaps
Phillips Milk of Magnesia
Rolaids
Tagament HB
Tums
Zantac

VOMITTING & MOTION
Actidose-Aqua
Actidose with Sorbital
Bonine
CharcoAid
Charco Caps
Charcoal Plus DS
Cola
Ipecac
Liqui Cha

REALITY HOUSE PROGRAMS, INC.

Treatment Protocol

GENERAL: It is the responsibility of each Reality House Programs, Inc. (RHP) staff member to study and comply with this protocol. Counselors and Case Managers have as their main focus the improvement of quality of life for individuals, families and couples who are assigned to their care. Our counseling focus is strength-based, meaning that our counselors empower the participant to strengthen their abilities while also helping to reduce dysfunctional behavior and thinking. Counselors serve as guides who help participants along a path of discovery, and the participant walks this path of insight and positive change at his or her own pace. Counselors will often refer participants to additional resources available in the community, such as medical doctors, employment specialists, housing agencies, and professionals with special skills that will enrich the participant's life. In this way the network of support for the participant can be made better, and improvement made more complete.

PHILOSOPHY: The RHP treatment staffs employ the manualized Matrix Model of substance abuse treatment, designated by SAMHSA.gov as a "Best Practices" style of Cognitive Behavioral therapy. Information can be found at the following link:
http://www.bhrm.org/guidelines/The_Matrix_Model_Of_Intensive_Outpatient_Treatment.pdf

This style of therapy incorporates Cognitive Restructuring techniques, Motivational Interviewing, Reality Therapy techniques, 12-Step Therapy, and Psychodynamic approaches. However, all treatment staffs will have their own variations of the aforementioned and are required to take the approach that best suits the needs of the participant. The RHP treatment team consists of Licensed or Certified Supervisors, Certified and Recognized Counselors, Case Managers, Counselors-in-Training (CIT), and Class Instructors. Sobriety will always be a condition of treatment and controlled substance use will not be taught or accepted. Fringe and/or controversial treatment methods are not authorized by the Executive Director and will not be employed by any staff. Below are some of our basic approaches:

- Cognitive Restructuring (CR) relies on the well-researched effectiveness of behavior modification combined with insight-oriented talk about why people do and think the things they do. When helping participants understand the cause and effect of actions, homework is often given to make small changes in the participant's life, leading to changes in how people think about what they do. This process is very effective in producing positive change. Information: http://en.wikipedia.org/wiki/Cognitive_restructuring
- Motivational Interviewing approach attempts to engage clients, elicit change talk, and evoke motivation to make positive changes from the client. Change may occur quickly or may take considerable time, and the pace of change will vary from client to client. Knowledge alone is usually not sufficient to motivate change within a client, and challenges in maintaining change should be thought of as the rule, not the exception. Ultimately, practitioners must recognize that motivational interviewing involves collaboration not confrontation, evocation not education, autonomy rather than authority, and exploration instead of explanation. Effective processes for positive change focus on goals that are small, important to the client, specific, realistic, and oriented in the present and/or future. Information: http://en.wikipedia.org/wiki/Motivational_interviewing
- Reality Therapy is a very direct analysis of cause and effect of actions, and is similar to CR. Reality Therapy is often used in substance abuse treatment and may involve additional support and coordination of agencies, individuals or other resources outside of the therapist-participant relationship. Information: http://en.wikipedia.org/wiki/Reality_Therapy
- Psychodynamic approaches are therapeutic techniques that are similar to acting. This includes use of role-playing, practice of real-life situations in the therapist's office or other similar activities. Counselors most often use this approach when helping a participant prepare for an employment interview, deal with peer pressure, or confront a relative's co-dependent behavior. Information: http://en.wikipedia.org/wiki/Psychodynamic_psychotherapy
- Substance Abuse & Mental Health Services Administration (SAMHSA) has a comprehensive compilation of treatment guides that will be utilized by all RHP staffs. The complete Technical

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Assistance Publications (TAP) and Treatment Improvement Protocol (TIP) series can be found at: http://www.kap.samhsa.gov/products/manuals/tips/numerical.htm

GUIDING PRINCIPLES: All treatment staffs will be governed by the following principles when providing care to participants:

- *Prompt screening, assessment, and referral;*
- Services in the least restrictive and most productive environment;
- Services in a safe, comfortable, private, and clean environment;
- Admit NOT based on race, gender, sexual preference, marital status, national origin, age, or disability;
- Maintain confidentiality of information and records in accordance with local, state, and federal law;
- Treat participants with dignity and address them in a respectful manner;
- Not subject to experiment or non-data research;
- Receive referral to medical care practiced in accordance with commonly accepted standards;
- Freedom to consult with an independent practitioner at participant's expense;
- Freedom to consult with a private practitioner at one's own expense;
- The right to see and review one's own treatment record unless to do so would be unduly harmful;
- Be free from abuse, neglect, corporal punishment, and other mistreatment (such as humiliation, threats, and exploitation).

All RHP treatment staff will endeavor to:

- Work with other sources (family, courts, guardians) to educate the public about Treatment availability;
- Identify and address barriers to treatment;
- Deliver services in a manner responsive to participant's age, cultural background, gender, communication skills, and other factors.

Treatment staffs should reference the following SAMHSA web page to guide them in providing services: http://www.ncbi.nlm.nih.gov/books/NBK25785/.

RESEARCH: Staffs will not conduct human research other than data collections. Prohibited research shall include: treatment trials; experimental treatments; new combinations of drugs; extreme or fringe therapy; punishment; or experimental approaches to counseling and education. Data collections for the purpose of determining outcomes and demographics are acceptable when conducted by staffs and/or referral agents.

ENVIRONMENT: The treatment environment must be conducive to openness, growth, and development. The participant must be comfortable, safe, and supported. To achieve the proper environment for the participant, the staff provider must ensure the following:

- Staff will set boundaries, rules, and limits on confidentiality
- The room must be spacious, unencumbered, and private/voice barrier
- Session should begin and end on-time
- Room temperature should be ~72 degrees
- Lighting should be slightly dim and without direct sunlight
- Chairs or couches should be comfortable, but not reclining
- Staff nor participant should not be behind a barrier (desk, table, etc.)
- Staff should not be loud or threatening
- Staff must listen attentively

Only when the aforementioned parameters are set by the provider will the participant be allowed the opportunity to realize their maximum potential success in treatment.

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STAFF QUALIFICATION: This policy is ONLY designed for use by Reality House Programs, Inc. treatment staffs that are Missouri licensed, certified, or recognized professionals; Counselors-in-Training; Class Instructors; Interns who are under direct staff supervision; or staff Case Managers (Case Managers and Instructors may not perform professional counseling). *Any mention of "Counselor" in this policy manual refers to Missouri Licensed or Certified Professionals, Missouri Recognized Counselors, Counselors-in-Training (CIT), and Counselor Interns.*

All staffs performing Counseling* will be accredited by one of the following agencies:

Missouri Substance Abuse Professional
Credentialing Board
P.O. Box 1250
Jefferson City, MO 65102-1250
(573) 751-9211

Missouri Division of Professional Registration
3605 Missouri Boulevard
P.O. Box 1335
Jefferson City, MO 65102-1335
(573) 751-0293

*Licensed staff must perform face-to-face assessments on all intakes, mental health counseling, and crisis/trauma counseling. Additionally, licensed staff must undersign Assessment Reports, Treatment Plans, and Discharge Summaries for associate substance abuse counselors.

TRAINING: All treatment staff will be required to attend at least 36 hours of relevant training every two years (at least 12 hours per calendar year). All training must be preapproved by the Human Resources Manager. It should be each individual's goal to become licensed or certified by the state of Missouri.

In order to meet licensure and certification standards, clinical staff must attend continuing education classes provided or sanctioned by the following governing agencies. Most course work can be completed through the Missouri Substance Abuse Professional Credentialing Board, University of Missouri-Kansas City Addiction Technology Transfer Center, 5100 Rockhill Road, Kansas City, MO 64110-2499. Clinical staff may contact them via telephone (816.482.1175) & the internet (http://www.nattc.org/regcenters/index_midamerica.asp) for course enrollment information. Course work is also available on line. Counselors must request guidance from their supervisor and the RHP Human Resources Manager.

SUPERVISION: Counselors must ensure they meet DMH standards for supervision, to include:

- Counselors will attend, at a minimum, one hour weekly supervision discussion and/or consultation with their RHP supervisor. These meetings will be recorded;
- Counselors may be required to tape their individual treatment sessions and to review these tapes with members of the treatment team;
- Counselors-in-Training will not conduct individual or group treatment sessions without proper supervision from a licensed or certified supervisor and until they are registered with the MSACCB;
- All members of the Treatment Team will successfully complete bi-monthly training on the MSAPCB's 12 core functions;
- All counseling staff will receive an annual written evaluation from their supervisor;
- All uncertified Counselors will study TAP 21 with their RHP supervisor.

TAP 21: In 1998, the Substance Abuse and Mental Health Services Administration (SAMHSA) and the Center for Substance Abuse Treatment published "Addiction Counseling Competencies: The Knowledge, Skills, and Attitudes of Professional Practice (KSAs)" as a Technical Assistance Publication (TAP). Developed by the National Curriculum Committee of the Addiction Technology Transfer Center Network, TAP 21 identifies 123 competencies that are essential to the effective practice of counseling for psychoactive

substance use disorders. TAP 21 also presents the knowledge, skills, and attitudes (KSAs) counselors need to become fully proficient in each competency. All RHP Counselors who are unlicensed/uncertified must be actively engaged in study of the TAP 21 with their RHP supervisor. All licensed/certified RHP Counselors must be actively engaged in independent study of the TAP 21. See the previous paragraph "**PHILOSOPHY**" for a web link to TAP 21.

Staffing: All staffs providing counseling at RHP will participate in weekly treatment team meetings to review the treatment plans and the needs of their participants, and to assist the Counselor with formulating a plan-of-action when problems arise. Representatives from education services and case management services may also be asked to attend. Team meetings will be lead by the Clinical Director. The treatment team leader will keep a record of the treatment team meetings in the following format:

- Those Present;
- Date & Time;
- Location of Staffing;
- Subject: Participant, Counselor, Issue, Plan & Result/Follow-up (to be recorded the following week)

The Clinical Director will be available for unscheduled staffing with all counselors twenty-four (24) hour per day, seven (7) days per week. If the Clinical Director is unavailable, contact the Executive Director.

REFERRAL/SCREENING: Referrals will be screened by the appropriate RHP Section Director. Eligibility will be determined through discussion between the Section Director and the Participant's Representative (referral source). RHP will provide services described herein as needed and **only** if needed. RHP personnel will determine "as needed and if needed" by participation in discussion with the participant's representative; e.g., Alternative Sentencing Court (ASC), Probation & Parole, Bureau of Prison's CCM, the 13th Circuit Court, etc. RHP will only provide services when approved by the Participant and Participant's Representative.

Screening shall ensure eligibility and will be used to plan an initial course of action, including referral to other services and resources as needed. Screening will include basic information about a participant's presenting situation and symptoms, presence of factors related to harm or safety, and demographic and other identifying information. Screening occurs prior to Intake and does not involve client contact. Once identified as a participant, the Section Director will schedule ($\leq$ 7 days) an Intake, ASI Assessment, and will identify a Primary Counselor (or Case Manager if counseling is not provided).

Readmission: The RHP Section Directors will be responsible for determining if a former participant is eligible for re-entry. However, as a general rule, all participants discharged successfully will be eligible for re-entry. An unsuccessful request for readmission will be considered based on the following:

- Has the former participant changed (attitude, behavior, situation, etc.) making him/her more amenable to positive change since the unsuccessful discharge? If "no," do not readmit.
- If it were a new admission, would they be accepted? If "yes," strongly consider readmitting.
- Would readmitting likely cause harm to the agency's/program's reputation? If "yes," strongly consider not readmitting.
- If the readmission is a court referral, minimally consider the likelihood of a jail/prison sanction as a basis for readmission.

Refusal: There are rare instances where clients are referred and found to be ineligible for RHP services. In the case of a refusal (which must only be made by an RHP Section Director), the RHP staff member making the refusal must inform the referral agent about the reason(s) for the refusal and should assist in finding services for the client elsewhere.

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Waiting List: RHP maintains and active waiting list for participants who are unable to enter treatment at the time of referral. If a referral participant is placed on a waiting list, the Case Manager or Counselor will provide monitoring of the referral during the waiting period. Monitoring should include, but is not limited to the following:

- Contacting the referral weekly;
- Advising the referral or referral source if entry dates change;
- Keeping updated records on referral status;
- Coordinating with the referral or referral source to insure the needs of the referral are being met while waiting.

INTAKE: A face to face intake session will be conducted by a qualified professional after completing the steps outlined in the screening process. If, due to participant scheduling issues, the intake is not completed within the aforementioned time frame, a note with explanation for the delay will be posted in the participant's file by the person responsible for the service delivery. The intake staff member will ensure completion of the Intake Packet, to include: list of current medications, psychiatric and medical conditions, risk of harm to self or others, and method(s) of payment (to include Medicaid or insurance).

The staff person conducting the intake will provide the new participant with "How to Prepare for Counseling" document so the participant's can prepare for the first counseling session. During the first face-to-face session with the participant, the counselor will ensure that all intake forms are completed accurately and the ASI has been scheduled.

At the participant's first contact with staff (whether by telephone or face-to-face), any emergency or urgent service needs shall be identified and addressed:*

- A participant who presents at the site with emergency service needs (harm to self or others likely) shall be seen by a qualified staff member within 15 minutes of presentation or one hour if telephonic;
- A participant who presents with urgent service needs (significant impairment, but harm to self or others unlikely) shall be seen within 48 hours or staff will provide information about treatment alternatives or community supports;
- A participant with routine needs will be seen as soon as possible unless otherwise requested by the Participant's Representative;
- A participant who presents at RHP, and is intoxicated and driving, shall be encouraged to stay until giving a .000 breathalyzer. If the intoxicated participant leaves prior to .000, call 911 immediately.

***During the intake process, if the RHP staff member determines that the client is in acute medical crisis, 911 must be called immediately. At any other time, if it is determined that the client is a danger to self or others or presents an imminent risk of death (to include drug/alcohol detoxification), 911 must be called immediately. Throughout the hospitalization, the client's Primary Counselor/Case Manager must check on the client's wellbeing and must note their disposition in the case file.**

ASSESSMENT: The initial assessment will be completed by the Clinical Director or qualified designee within seventy-two (72) hours for residential clients or within the first three (3) outpatient visits (to include individual sessions, group sessions, and assessment) for all other levels of treatment after admission/intake into the program. If, due to participant scheduling issues, the assessment is not completed within the aforementioned time frame, a note for the delay will be posted in the Counselor's Comments section of the assessment report. After completing the face-to-face interview with the participant, a licensed professional will review all information and will formulate the assessment report and immediately forward the assessment to the referral agent (i.e.; USPO, ASC Administrator, P&P Officer, etc.).

Assessments will be approximately ninety (90) minutes in duration and will be performed in a private setting that is favorable to discussion and will not offer distractions to the participant. The assessor must ensure that the participant is comfortable, rested, and not under the influence of intoxicants. The Primary Counselor will review the final assessment with the participant and will have the participant sign the assessment. The assessment will contain the following information:

- Demographic and identifying information;
- Statement of needs, goals, and treatment expectations from the participant;
- Presenting problem/situation and referral source information;
- History of substance abuse and psychiatric treatment including number and type of admissions;
- Health/medical history, if available;
- Current medications and identification of any medication allergies and adverse reactions;
- Alcohol and drug use for the thirty (30) days prior to the referral and a substance abuse history that includes type of drug, patterns of use, duration and consequences of use;
- Screening and referral for the need for Medication Assisted Treatment for withdrawals, detoxification, and intervention as needed;
- Any current psychiatric symptoms revealed by the Biopsychosocial Summary (see below);
- Family, social, vocational, educational, legal, and recreational/leisure status and functioning. The collection of historical data is required in addition to the current status;
- Personal and social resources and strengths, including the availability and use of family, social, peer, and other support systems;
- An assessment of the participant's motivation to change relating to both substance abuse and criminality;
- A narrative summary with diagnostic impression;
- Summary of Criminogenic Needs and Risk Levels;
- A DSM-V diagnosis and treatment planning recommendations.

Addiction Severity Index: A computerized Addiction Severity Index-Multimedia Version (http://www.tresearch.org/asi.htm) will be the method used to gather the information listed in the previous paragraph and to generate the body of the assessment report. Only RHP staffs that are trained in its administration will be allowed to administer the ASI.

RHP Medication Assisted Treatment Screen: The RHP Medication Assisted Treatment Screen; in combination with information collected through the ASI, face-to-face interview, and verbal assessment of the client; will be used for clients displaying the possible need for referral to a medication assisted treatment provider for Opioid or Alcohol Dependence.

Biopsychosocial Summary: The Biopsychosocial Summary (BPS) will be used as an auxiliary assessment to the ASI for further review of mental health issues, interpersonal history, and substance use history. It also consists of a client reported review of psychiatric symptoms, conditions, and medications. It must be administered by a RHP staff member who has been trained and is familiar with its administration. At the bottom of the 2nd page of the BPS is a text box used for the client's Substance Abuse or Dependence diagnosis. The summary diagnosis must only be completed and signed by an RHP staff member licensed in Missouri and knowledgeable in DSM-V Diagnosis.

Risk and Needs Triage (RANT): The RANT is a decision support tools currently only administered by the ASC Administrator. It is derived from empirical evidence showing that outcomes in community correctional settings are influenced by how well drug-involved offenders are matched to services suited to both their criminogenic risks and clinical needs. The ASC Team will consider the RANT scores in determining the

appropriateness of the participant for program placement. RHP will consider the RANT scores when determining the appropriate initial treatment track/intensity for the participant.

Other Testing: When the referral agent approves, the following tests exist for use with any of our treatment programs to provide accurate and timely substance abuse, personality, and intelligence evaluation. Most testing, if required, will be completed and scored as soon as possible by a qualified Counselor. Once scored, all tests are filed in the participant's personal record and shall be interpreted and discussed with the participant. All testing is conducted and signed by a licensed and appropriately trained/educated staff member.

- The Substance Abuse Subtle Screening Inventory (SASSI) - This test is used to differentiate substance abusers from non-abusers;
- The Minnesota Multiphasic Personality Inventory II (MMPI-2)-Is used as a measurement of personality. The MMPI-2, stated simply, will allow counselors a broad overview of participant personality traits. Audiocassette testing is available for any participant with reading or comprehension problems;
- The Wechsler Adult Intelligence Scale III (WAIS-3)-Currently being used as an intelligence indicator. The test allows the counselor to have an idea of the participant's level of cognitive functioning;
- Beck Depression Inventory (BDI)-Used in conjunction with Suicide Risk Factors Checklist, this inventory is designed to give counselors an idea of the participant's current depression level. This test is to be administered by a counselor within the context of a suicidal or homicidal evaluation. The test can be read to the participant if needed.

Assessment Update: Updates do not need to be completed for interagency referrals. If an ASI has been completed within the past six (6) months, and there is no documented substance use during that period or documentation of significant behavioral problems, the counselor may do an assessment review and update (without re-administering the ASI). In the event of an assessment update, the counselor will ensure that all required "updated" assessment information is documented in the participant treatment file. The update must be completed by a licensed staff and will include: a face-to-face diagnostic interview, review of ASI to ensure it is current, and a new DSM-V diagnosis.

Assessments will be completed, when approved by the referral agent, on all participants being discharged from RHP. An assessment is necessary at discharge for two main reasons. First, counselors must use assessment results to determine the risk and need level of the participant to aid in planning referral and follow-up services. Second, the assessment will aid the counselor and agency in determining outcomes results and will aid RHP in training and development of services.

TREATMENT PLANNING: All treatment services will be outlined by the participant's individual counselor on our Treatment Plan and changes to the plan will be documented in the participant's file (in concert with the Form 45/TSPP for Federal participants). Counseling and intake staff will develop a treatment plan in concert with the participant within seventy-two (72) hours for residential clients or within the first three (3) outpatient visits (to include individual sessions, group sessions, and assessment) for all other levels of treatment after admission/intake into the program. The treatment plan will be reviewed and signed by the Clinical Director. If, due to participant scheduling issues, the treatment plan is not completed within the aforementioned time frame, a note for the delay will be posted in the Counselor's Comments section of the treatment plan report.

Treatment Plans will include the following information:

- Measurable goals and outcomes (based on Risk and Needs identified by the assessments);
- Service supports and actions to accomplish each goal/outcome including services and supports and the staff member responsible as well as action steps of the participant and other supports (action steps);
- Involvement of family and other supports when indicated;

- Time frames for achieving stated goals;
- Target dates and achievement dates for goals and objectives;
- Treatment plan review dates through the participant's anniversary date;
- Estimated discharge/completion date;
- The treatment planning must document a service delivery that is consistent with generally accepted treatment practices.

Treatment Plan Review: The individual counselor and participant will review the treatment plan and update/review every 90 days (30 days for Intensive and 10 days for residential). Sooner if: pending discharge, relapse, significant life event (death, divorce, etc.), or other event as the counselor determines. The participant must sign treatment plan update/review. All reviews must be documented in the participant file and undersigned by a licensed staff.

Informed Consent & Confidentiality: Counselors and Case Managers must ensure all clients understand the process, goals, pitfalls, and personal responsibility of counseling or case management, as outlined by the Treatment Plan. They will inform clients that they will disclose all relevant information to the agents listed on the "Release of Information" form. Also, if the client discloses information about abuse of children, threats of serious physical harm to anyone, or an intent to kill him/her self; that information will be released to the intended victim and law enforcement (Duty to Warn).

Levels of Care: The levels/phases of treatment outlined in this section depict a generalized treatment program which includes individual and group counseling, education classes, and case management. RHP will take an individualized approach to treatment understanding that the targeted population has differing needs and therefore may be referred to the program for a lesser period of time for each level, or enter at a less restrictive phase. Such decisions shall be made conjointly by the Counselor/Supervisor, Participant's Representative, and the Treatment Team. Additionally, the participant's Referral Agent, Judge, or Probation and Parole Officer may require them to live at RHP in a Work Release, lockdown, or other restricted movement capacity while they are in treatment, also to be made conjointly. However, as is always the practice, the participant's referral agent will make the final determination about treatment levels/phases.

Treatment will meet or exceed all standards set forth by the Missouri Department of Mental Health's Certification Standards for Alcohol and Drug Abuse Programs. The following guidelines will be used for Treatment Planning services:

- SUPPORTED: Offers the least structured regularly scheduled services, with allowances for crises, and treatment scheduling as clinically indicated.
  - Structured services are offered on multiple days and times as to best meet the participant's schedule;
  - Participant must attend services as indicated in the treatment plan and as necessary;
  - Participant must attend at least one hour of individual counseling per month;
  - Participant must attend at least one hour of group counseling per month.
- Supported Eligibility:
  - Is remaining abstinent;
  - Remains behaviorally compliant;
  - Has a stable mood;
  - Has a need for no more than bi-weekly services.
- Supported Outcomes:
  - Has become totally abstinent for at least six months and sponsors abstinence in others;
  - Displays "role-model" characteristics;
  - Motivates others to better their recovery;
  - Demonstrates community involvement;

- Is able to self-sustain a recovery program.
- INTENSIVE: Offers intermediate structure and services are offered multiple occasions per week.
  - Structured services are offered on multiple days and times as to best meet the participant's schedule;
  - Participant must attend at least 10 hours of service per week;
  - Participant must attend at least one hour of individual counseling per week (as part of 10);
  - Participant must attend at least one hour of group counseling per week (as part of 10).
- Intensive Eligibility:
  - Is remaining abstinent or has infrequent slips;
  - Remains behaviorally compliant for most weeks;
  - Has a stable mood with infrequent inappropriate attitudes;
  - Has a need for no more than weekly services.
- Intensive Outcomes:
  - Becomes totally abstinent;
  - Remains behaviorally compliant;
  - Solid and constant motivation for recovery;
  - Has a stable mood with almost no poor attitudes.
- PRIMARY: Most structured care offered on an outpatient basis.
  - Structured services are offered at least five days per week;
  - Participant must attend at least 25 hours of service per week;
  - Participant must attend at least one hour of individual counseling per week (as part of 25);
  - Participant must attend at least one hour of group counseling per week (as part of 25).
- Primary Eligibility:
  - Is not remaining abstinent;
  - Needs very close supervision and structure to remain behaviorally compliant;
  - Has mood swings or bad mood frequently;
  - Has a need for almost daily services.
- Primary Outcomes:
  - Interrupt the substance use;
  - Maintains at least one month of abstinence;
  - Demonstrates an increased motivation for recovery;
  - Mood has stabilized.

Treatment Scheduling: RHP Counselors and Case Managers will schedule counseling, education, and groups when it is most convenient for the participant. Staff, working as a team, will make themselves available between the hours of 0600 and 2000, seven days a week. Additionally, staff must make themselves available for unscheduled "walk-in/crisis" counseling and a licensed RHP staff member will be available 24/7 for Crisis Intervention as outlined later in this protocol.

Missed Appointments: RHP Counselors or Case Managers will attempt to contact persons who fail to appear at a scheduled program activity. Such efforts will be initiated within forty-eight (48) hours, unless circumstances indicate a more immediate contact should be made due to the person's symptoms and functioning or the nature of the scheduled service. Efforts to contact the person must be documented in the individual's treatment file by the counselor or case manager.

Reporting Requirements: The Clinical Director will provide a monthly written summary report and will attend Team Meetings as required by the Referral Agent. Reports will include, but not be limited to the following: Program attendance, Progress in treatment, and Drug Testing results. The Primary Counselor or staff designee will notify the Referral Agent within 48 hours if any of the following occur:

- Arrested or detained by law enforcement;

- Missed appointments;
- Positive urine or breath test, or reports of drug/alcohol use;
- Changes in the participant's treatment plan;
- Need for additional services;
- Changes in the participant's family and/or living situation, such as major illness or injury, death, pregnancy, or other;
- Incidents involving participants where threats, assaults or possible crimes may have occurred;
- If the counselor has any other information that may be of immediate importance to the participant's Referral Agent.

CASE MANAGEMENT: RHP Case Managers will meet with their new participants within two (2) business days of their arrival/starting services. Face-to-face and ancillary case management services will be conducted weekly in 15 minute increments and will be performed in a private setting that is conducive to discourse. In most cases, case management will involve discussion with employers, housing providers, social service workers, educators, medical providers, and others in an effort to help the participant manage their daily affairs and to develop life skills. Direct coordination will be made through Probation and Parole/Referral Agent for participant admission, care, and discharge.

Because RHP has a majority of clients who are transitioning from prison back to the community, our case management strategy is grounded in the principles outlined by the Missouri Reentry Process (http://doc.mo.gov/documents/mrp/GovReport2009.pdf). RHP Case Managers will help to ensure that there is a seamless continuum of services for the participant coming from the institution or other referral agency. Other key functions of RHP Case Managers will be:

- Re-engage participants who develop a pattern of tardiness and will make contact with participants who are absent from treatment within 48 hours, unless more immediate contact is needed;
- Arrange for services and resources and advocate for the participant when necessary;
- The RHP van will be available for use by the participant on our daily scheduled routes;
- Arrange for services and resources, monitor the quality of services delivery by external providers, and advocate for the participant when necessary;
- Plan and monitor compliance to special conditions of probation, parole, or court order;
- Locate and coordinate services to resolve crises;
- Provide practical training in life skills and resource attainment;
- Provide information and education to the participant in accordance with his/her treatment plan;
- Coordinate services relevant to discharge planning;
- Review all violations/incident reports, monitor health and psychiatric conditions;
- Complete all necessary paperwork including home plan, community transition plan, and discharge plan;
- Secure reporting instructions for their participants from our Referral Agent prior to discharge.

Case Managers must utilize the RHP network of service providers to provide needed services to assist participants in successful reentry. Emphasis must be placed on ensuring the utilization of existing community partners as service providers without cost to the participant whenever possible. The following links list available services: http://www.vacmo.org/ and http://www.gocolumbiamo.com/sitemap.php

RHP case management will meet or exceed all standards set forth by the Missouri Department of Mental Health's Certification Standards for Alcohol and Drug Abuse Programs. In some instances, Case Manager's duties will be fulfilled by the Individual Counselor. The Case Manager to participant ratio will not exceed 30:1.

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INDIVIDUAL COUNSELING: All individual counseling will be a structured and goal-oriented process in which the participant interacts on a face-to-face basis with their counselor in accordance with the treatment plan in order to resolve problems related to substance abuse that interferes with functioning. Individual counseling sessions will be approximately one (1) hour in duration and will be performed in a setting that is conducive to private conversation.

The key functions of RHP Individual Counselors will be:

- Exploration of identified problems/weaknesses and their negative impact on functioning;
- Engage participants in identifying strengths and their positive impact on functioning;
- Examination of attitudes, feelings, and behavior that promote recovery and improved functioning;
- Identification of alternative behavior and problem-solving techniques;
- Engage participants in decision making exercises;
- Application of newly learned behavior, decision making, and problem solving techniques to real-life situations in order to improve functioning and promote recovery.

GROUP COUNSELING: All group counseling will be a structured and goal-oriented process in which the participant interacts on a face-to-face basis with their counselor and other group members in accordance with the treatment plan designed to promote functioning and recovery through disclosure and interaction among group members. Group counseling sessions will generally be ninety (90) minutes in duration at least once a week and will be performed in a private setting that is conducive to discourse.

The key functions of RHP Group Counselors will be:

- Facilitate individual disclosure of issues to allow generalization of the concern to the entire group;
- Promote positive help-seeking and supportive behavior;
- Model productive and positive interpersonal communication skills;
- Develop motivation and action by group members through peer pressure, structured confrontation, and constructive feedback;
- Groups will consist of two (2), but not more than twelve (12) members.

GROUP EDUCATION: All group education will consist of general information and application of that information to participants through group discussion in accordance with the treatment plan designed to promote functioning and recovery and enhance social functioning. Education groups will average not more than thirty (30) members in a calendar month and will usually last sixty minutes. Group Education Instructors will require sign-in & sign-out, pre-tests, and post-tests to help gage the participant's understanding of the material presented and to assist staff in calculating the participant's level of comprehension, as well as to aid staff in determining class efficacy. See Group Sign-up Sheet, Pre-test & Post-test, Education Class Descriptions. At a minimum, the following subjects/topics will be offered:

- Substances & Addiction-- Factual information about drug effects; expand awareness of the behavioral, medical and psychological consequences of substance abuse; facilitator and group members challenge and correct the distorted beliefs about substance use and abuse.
- Families in Recovery-- Understanding the effects of substance abuse on the family; learn resources available for the recovery process of family members.
- Decision Making & Problem Solving-- Learning how thoughts and emotions contribute to behavior; learn that thoughts and emotions can be controlled; identify thoughts, emotions and behaviors related to consequences.
- Stress Management & Coping Skills-- Developing stress management techniques that can be helpful in recovery such as meditation, relaxation training, exercise, nutrition and spiritual development.

- Life Skills/Management & Goal Setting— Review of significant events in life since birth; prioritize aspects of life; discuss and set life goals; examine conflict between goals and past behaviors; managing life; managing money.
- Criminal Thinking (MRT)- Confrontation of beliefs, attitudes, and behaviors; assessment of current relationships; reinforcement of positive behavior and habits; positive identity formation; enhancement of self-concept; decrease in hedonism and development of frustration tolerance; and development of higher stages of moral reasoning.
- Anger Management-- Education about anger and interpersonal relationships; develop self-control skills to manage overwhelming emotions; teach specific anger management techniques such as time-outs and conflict resolution; teach functional family relationships.
- Motivational Enhancement Therapy— Understanding the stages of change theory; help consumers reframe the impact of substance abuse on their lives; develop an internal need for behavioral change.
- Recovery Skills-- Learning recovery skills; learn basic tools of recovery; understand triggers and cravings; learn techniques for stopping thoughts that can lead to substance abuse.
- Relapse Prevention-- Address the following topics: is alcohol use ok for me?; avoiding idle time; understanding relapse drift; how work life affects recovery; guilt and shame; sex and recovery; warning signs of relapse; new friends.

SPECIALIZED SERVICES*: RHP offers a myriad of services that augment our individual counseling and process groups. Each type of service is detailed in the "RHP Treatment Services Guide." The type, duration, and intensity of services will be determined by the Primary Counselor, with the guidance of the treatment team, with the approval of the referral agent, and with corresponding documentation in the treatment file. The services listed in the Services Guide are not all-inclusive. Services will include:

- Communicable Diseases
- Co-Occurring Disorder
- Crisis/Trauma Services
- Relapse Prevention Group
- Family or Significant Other: Conference, Counseling, & Collateral
- Co-Dependency Counseling
- Hospital Detoxification
- Social Detoxification
- Day Treatment
- Extended Day Treatment
- Medication Services
- Drug & Alcohol Testing
- Moral Reconation Therapy
- Early Intervention
- Missouri Recovery Support Specialist (MRSS & MPSS-P)
- Alternative Twelve Steps

*RHP Counselors providing individual or group specialized counseling services must be trained and experienced (or supervised by someone who is) in the specific area for which they are providing services. If they do not meet the aforementioned level of expertise, they must not provide services and must make a referral to someone who does meet the aforementioned training and experience. Participants' files must be documented by the Primary Counselor to reflect the specialized service, including services provided by someone other than an RHP employee.

Communicable Diseases Service: Services will be provided in accordance with the Missouri Department of Health and Senior Services (DHSS) Rule (19 CSR 20-26.030), as mandated by state law. These requirements may be downloaded at the following website:
http://www.sos.mo.gov/adrules/csr/current/19csr/19c20-26.pdf,

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RHP has a working relationship with the local Health Department (573.874.7355) and RAIN (573.875.8687) to assist us in providing education classes to all participants, testing services for human immunodeficiency virus (HIV), tuberculosis (TB), sexually transmitted diseases (STDs), and hepatitis. They will also be available to test for HIV, TB, STDs and hepatitis; at any time during the course of the treatment.

RHP staffs will make referrals and cooperate with appropriate entities to ensure coordinated treatment, to include:

- Arrange for HIV, TB, STDs and hepatitis testing to be available to the ASC participant at any time during the course of the treatment,
- Make referrals and cooperate with appropriate entities to ensure coordinated treatment, as appropriate, is provided for any participant with positive test,
- Arrange individual counseling for consumers prior to testing for HIV,
- Arrange individual post-test counseling for participants who test positive for HIV or TB. RHP staff providing post-test counseling must be knowledgeable about additional services and care coordination available through the DHSS, and
- Provide group education with substance abusers and/or significant others of abusers to discuss risk reduction and the myths and facts about HIV/TB/STD/hepatitis and the risk factors for contracting these disease.

Co-Occurring Disorders: Participants with a co-occurring disorder have to proceed at their own pace in treatment. An illness model of the problem should be used rather than a moralistic one. Staffs need to convey understanding of how hard it is to end an addiction problem and give credit for any accomplishments. Attention should be given to social networks that can serve as important re-enforcers. Participants should be given opportunities to socialize, have access to recreational activities, and develop peer relationships. Their families should be offered support and education.

All co-occurring disorder counseling will be provided in accordance with TIP 42. Services will be a structured and goal-oriented process in which the participant interacts on a face-to-face basis with his/her counselor in accordance with his/her treatment plan in order to resolve problems related to substance abuse that interferes with functioning. Co-occurring disorder counseling sessions will generally be approximately one (1) hour in duration and will be performed in a private setting that is conducive to discourse.

The key functions of RHP Co-Occurring Disorders Counselors will be:

- Engage participants in identifying problems/weaknesses and their negative impact on functioning;
- Engage participants in identifying strengths and their positive impact on functioning;
- Engage participants in examining attitudes, feelings, and behavior that promote recovery and improved functioning;
- Engage participants in examining alternative behavior and problem-solving techniques;
- Engage participants in decision making exercises;
- Engage participants in applying newly learned behavior, decision making, and problem solving techniques to real-life situations in order to improve functioning and promote recovery.

Crisis/Trauma Service: RHP licensed Counselors offer CRISIS/TRAUMA counseling and evaluation twenty-four (24) hours per day and seven (7) days per week. Crisis counseling will be unscheduled at times that are necessary for the participant. Crisis counseling sessions will be of unlimited duration and will be performed in a private setting that is conducive to discourse. Counselors will explain the emergency availability of counselors and how to contact them when completing the participant intake.

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Crisis counseling is not long term and is usually one (1) to three (3) months. The focus is on single or recurrent problems that are overwhelming or traumatic. If a trauma or crisis is not resolved in healthy manner, the experience can lead to more lasting psychological, social and medical problems. Crisis counseling provides education, guidance, and support. Crisis Counseling is not a substitute for individuals who need and are not receiving intensive or long term psychiatric care. Crisis counseling may involve outreach work within the community and is not limited to office appointments. ***If an intoxicated or "crisis" participant absconds from observation, staff must call 911 immediately.***

Trauma Counseling may be accomplished in Individual or Group format. Group Education (Trauma Related) is the presentation of recovery and trauma related information and its application, along with group discussion, directly related to the attainment of individualized treatment plan objectives. The counselor must use evidence-based models of trauma treatment and is required to have specific training related to trauma and addiction. Trauma Education groups provided must be gender specific.

Relapse Prevention: The RHP Relapse Prevention model is holistic and includes helping the participant address his substance abuse, prepare for employment, address any mental health issues, better cope with social/peer pressures, and more effectively deal with dysfunctional family dynamics. In dealing with substance abuse, RHP counselors do not attempt to "pigeon-hole" participants in to one specific model of recovery. Allowances will always be made for those who do not feel comfortable with the idea of "God." At the end of this section is information on an alternative Twelve-Step model excluding references to "God." RHP counselors will always allow participants the freedom to pick and choose and will welcome the participant's substitute points of view. Although much of the discussion in the following description of methodology is focused on "alcohol" and "A.A.," the methods and research apply equally as well to other drugs and addictions. Therefore, the treatment plan that allows a participant addicted to cocaine to attend Narcotics Anonymous instead of Alcoholics Anonymous will be unstated, but understood.

Key factors that contribute to the risk for relapse among drug-involved participants include: A chronic history of substance abuse; A poor history of involvement in substance abuse treatment; Low socioeconomic status and/or unemployment; Mental health symptoms; Various stressors related to criminal justice supervision; Inadequate skills for handling social pressures to use drugs; Returning to families that provide exposure to the high risk situations (e.g. active drug users) associated with their previous use of drugs and alcohol.

Relapse prevention principles include learning to identify "high risk situations" and other antecedents to relapse, as well as the development of relapse coping skills. These principles provide a common vocabulary by which judicial, correctional, community treatment, and community supervision staff are able to conceptualize treatment goals for the drug-involved participant, to identify early warning signs of relapse, and to monitor progress following release from incarceration.

A number of specific relapse prevention techniques will be used by RHP Counselors. These include:

- *Self-assessment.* Participants learn to assess their past relapse episodes, the factors contributing to recent substance abuse, and the coping skills they have used to manage and avoid past relapses.
- *Individual "behavior chains."* Participants are assisted to develop individualized "behavior chains" that describe the sequence of events preceding relapse, and to recognize that relapse is often prompted by several predictable events and changes in their behavior.
- *Self-monitoring and development of coping skills.* Self-monitoring strategies are provided so that participants can identify high risk situations and behaviors well in advance of a relapse episode. Participants are then instructed to develop coping skills to manage high-risk situations, negative

thoughts, excessive emotions and rationalizations, cues, and urges that often trigger a return to substance abuse.

- *Motivational strategies*. Motivational interviewing strategies are often used in combination with relapse assessment. These help to enhance a participant's awareness of the consequences of substance abuse and to develop individual commitment to changing problem behaviors.
- *Other interventions*. Other interventions deserve further examination for use with participants. These include strategies to help identify criminal thinking errors and behaviors that may erode the person's commitment to recovery goals and that may contribute to relapse.

A graduated or "stepped-care" approach should be used to match relapse prevention strategies to a participant's treatment needs. The choice of strategies should be consistent with the level of the participant's available coping skills and with how well the participant has used these skills in managing past relapses. Specialized, more intensive approaches may be appropriate for participants who have experienced: Multiple cues, high risk situations, or other risk factors for relapse; few periods of successful abstinence; profound consequences associated with relapse that are likely to affect the larger community (e.g., high risk HIV/AIDS behavior, crime linked to drug use, domestic violence, and child abuse or neglect).

Intensive relapse prevention approaches may also be appropriate for many poly-substance abusers and female addicts who are treated in criminal justice settings. For these populations, strategies should include consistent modeling and rehearsal of relapse skills, and monitoring the use of these skills during aftercare.

Family or Significant Other Conference/Counseling: "Family" and "Significant Other" will be synonymous in the following paragraphs. RHP staffs will make certain that they work to enlist family members into supporting our participant's treatment. Family counseling and education should occur only after there has been a family conference. During the intake, the participant will identify family to be included in their treatment on the relevant RHP intake form.

If family counseling and education is deemed necessary for participants successful therapeutic outcome, family counseling will consist of face-to-face or group counseling with an individual designed to address dysfunctional behavior and life patterns associated with being a member of a family, particularly as it relates to an alcohol and/or other drug abuse problem. Family counseling sessions will generally be one hour in duration and will be performed in a private setting that is conducive to discourse. RHP staff conducting Family services will be licensed in Missouri as a marital and family therapist or be certified by the American Association of Marriage and Family Therapists; or will meet the other requirements specified in 9 CSR 30-3.110.

The key functions of Family Counseling will be to:

- Assure all visitors to participants of RHP will be given a Family Education brochure and short survey. All participants will sign an attendance log which will be saved by an RHP Section Director;
- Engage the participant and his/her significant other(s). The individual counselor will inform the participant about the possibility of family counseling during the initial intake session. The participant will be asked to include family members in treatment if deemed necessary;
- Explore the substance abuse issues and their impact on the participant and his family;
- Develop coping skills and self-responsibility for changing dysfunctional patterns of relationships;
- Examine attitudes and feelings and long-term consequences of living with a person with a substance abuse problem;
- Identify and consider alternatives and structured problem solving;
- Produce functional decision making;

- *Generalize newly learned information and behavior to other life situations in order to promote improved* family functioning;
- Educational materials on addiction and family systems will be made available at the participant's request;
- Prior to being allowed visitation with a participant, attendance in a family education group may be required.

Counseling and Education for family members (children) 12 years of age and under will be prearranged with the counselor. Children will not be allowed to attend the "open" codependency groups. If 17 years of age or younger, the child must demonstrate social and verbal capacity. Baby attendance is at the discretion of the counselor.

Individual Counseling (Collateral Relationship): RHP Counselors may provide Individual Counseling (CR) as a component of the substance abuse treatment program. This service consists of individual face-to-face assessment, counseling, and/or education, designed to address and resolve issues related to codependency and alcohol and/or other drug abuse in the family, provided to a family member(s) age thirteen (13) or over and/or to a family member below the age of thirteen (13) who possesses the requisite social and verbal skills to participate and benefit from counseling.

Individual collateral relationship counseling must be provided by staff meeting the requirements of a family therapist or QSAP that has training in family recovery. Services provided to children under 12 years may be provided by staff in accordance with 9 CSR 30-3.110(8).

Group Counseling (Collateral Relationship): RHP Counselors may also provide Group Counseling (CR) as a component of the substance abuse treatment program. This service consists of face-to-face counseling and/or education, designed to address and resolve issues related to codependency and alcohol and/or other drug abuse in the family, provided to two (2) or more unrelated family members age thirteen (13) or older and/or below the age of thirteen (13) if such family member possesses the requisite social and verbal skills to participate in and benefit from counseling. In the event two or more members from a family attend the same group counseling session, an invoice may be submitted for only one of the family members. However, a progress note shall be entered in the records of all family members who are active participants.

Group collateral relationship counseling must be provided by a family therapist or a QSAP for groups that include members aged 13 years or older. However, those involving younger children must be provided by staff whose qualifications are outlined in 9 CSR 30-3.110. Group size shall not exceed 12 members.

Co-Dependency Counseling: All codependency counseling will consist of individual or group counseling designed to address dysfunctional behavior and life patterns associated with being a member of a codependent family, particularly as it relates to an alcohol and/or other drug abuse problem. Services will be face-to-face with family members thirteen (13) years of age or younger if they possess the requisite social skills. Individual or group codependency counseling sessions will generally be 60-90 minutes in duration and will be performed in a private setting that is conducive to discourse.

Detoxification (Medical/Modified Medical): A staff member will immediately call the Participant's Representative if there is a suspected need for medical detoxification services. Screening for detoxification will be done by the Counselor in concert with the Referral Agent. If detoxification is necessary, it can only be accomplished in a hospital setting. RHP has an agreement with Missouri Psychiatric Center (573.884.1300) at University Hospital for emergency evaluation and inpatient referral at no cost to the Participant's Representative. The participant's Counselor will arrange for medical detoxification immediately and must treat the situation as urgent.

The detoxification reaction frequently includes sweating, shaking, headache, drug craving, nausea, vomiting, abdominal cramping, diarrhea, inability to sleep, confusion, agitation, depression, anxiety, and other behavioral changes. Certain types of drugs require a period of medical detoxification, others do not. If there is doubt, staff must make an urgent hospital referral.

Social Detoxification: Social Detoxification will only be chosen when there is no threat to the participant's life and when the goal is to reduce cravings and risk of the participant returning to a substance using binge. While the participant is undergoing social setting detoxification at RHP, they are not allowed to leave the facility and the security staffs will make periodic checks of the participant to ensure that they physically and emotionally well. Staffs will observe the participant for signs or symptoms of the conditions listed in the previous paragraph. Staffs should respond with extreme urgency if the participant manifests any signs of life-threatening distress and 911 must be called immediately. Additionally, the counselor must make a file DAP or SOAP note to include a plan for getting the participant into treatment classes and groups as soon as the participant returns to normal cognitive functioning and the risk of absconding has been lessened.

Day Treatment: This is an intensive therapy option that is held five days a week. Day Treatment is designed for clients leaving residential or social detoxification care who require additional structure in order to continue their recovery, and for clients whose clinical condition does not require acute residential or inpatient care but who can benefit from an intensive partial program.

Day Treatment includes group work, and a therapeutic community is a key element of Day Treatment. In group therapy, each participant is encouraged to experience the support of our professional and peer community and to draw strength from the power of interpersonal connections.

The participant's Monday through Friday schedule will be filled with counseling, recreation, work, and education. The participant will be required to attend individual counseling one (1) hour per week. Also, they will attend 1.5 hours of daily process group three (3) hours of education classes, and one-half hour per day of sober recreation or living skills activities.

Day Treatment components may include some or all of the following:

- Individual Counseling, Process Group, Family & Family Group Counseling;
- Sober recreation education and activities;
- Alcohol and other drug educational groups;
- Skills development activities and groups;
- Gender-specific groups;
- Introduction to community resources;
- Topic groups for skills development;
- Emphasis on peer support, self-help skills, and parenting skills;
- Introduction to 12 Step recovery principles and exposure to recovery community;
- Healthy, nutritious, well-prepared meals;
- Weekly recreation events for clients and family;
- Transition and continuing care planning;
- Structured short and long-term aftercare planning;
- Life Skills and aftercare activities.

Extended Day Treatment: RHP will provide Extended Day Treatment services as appropriate. This service shall provide consultative services by a Registered Nurse for the purpose of monitoring and managing a participant's health. This service will augment all of the aforementioned "Day Treatment" services.

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RHP has contracted with Pulse Medical Staffing (877.883.8677) to provide the following services on an as needed basis, to be determined by the participant's needs, the referral agent's wants, and in consultation with the Primary Counselor. Key service functions shall include:

- Evaluation of the participant's physical condition and the need for detoxification services;
- Obtaining initial patient medical histories and vital signs;
- Monitoring health status during social setting detoxification;
- Monitoring general health needs and meeting with participants about medical concerns;
- Disease prevention, risk reduction and reproductive health education;
- Triaging medical conditions that occur during treatment and managing medical emergencies;
- Conferring with a physician as necessary or advocating for medical services through managed care organizations;
- Arranging or monitoring special dietary needs for medical conditions;
- Reviewing medication requirements with participant, educating the individual about the benefits of taking medications as prescribed and monitoring medication compliance;
- Educating participants about the medication(s) prescribed to them;
- Consulting with the physician or pharmacy to confirm medications prescribed;
- Consulting with participants on use of over-the-counter medications and monitoring their use;
- Therapeutic injection of medication (subcutaneous or intramuscular);
- Monitoring lab levels including consultation with physicians, consumers, and clinical staff;
- Coordination of medication needs with pharmacies, clients, and families, including the use of indigent drug programs;
- Monitoring medication side-effects including the use of standardized evaluations; and
- Monitoring physician orders for treatment modifications requiring patient education.

Medical/Medication Services: RHP will provide Medication Services as appropriate. This service consists of goal-oriented interaction to assess the appropriateness of medications to assist in a participant's treatment, to prescribe appropriate medications, and to provide ongoing management of a medication regimen. Services shall be provided by a physician or a qualified advanced practice nurse, licensed pursuant to Section 335.016, RSMo. Only FDA-approved medications prescribed for participants as a component of substance abuse treatment may be provided.

RHP has several contracts with physicians/clinics to provide diagnosis, prescriptions, and monitoring services on an as needed basis, to be determined by the participants' needs, the referral agent's wants, and in consultation with the Primary Counselor. Physicians require an appointment and an RHP staff to stay in the office with the participant throughout the appointment. The following are primary contacts: Psychiatrist Dr. Agara Reddy (573.875.7889), Missouri Psychiatric Center (573.884.1300), Family Health Center (573.214.2314), and Pulse Medical Staffing (877.883.8677).

RHP staff will ensure the following key service functions are addressed by the medical provider:

- Assessment of the participant's presenting condition;
- Mental status exam;
- Review of symptoms and screening for medication side effects;
- Review of client functioning;
- Assessment of the participant's ability to self-administer medication;
- Participant education regarding the effects of medication and its relationship to the participant's chemical addiction and/or mental disorder; and
- Prescription of medications when indicated.

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Drug & Alcohol Testing: RHP will provide testing on-site 24/7. Collection of the sample for the test will be observed by an RHP staff member of the same gender as the participant. All test kits and procedures must be pre-approved by the referral agent. See the RHP Zero Tolerance policy for a detailed description of the testing process.

When RHP treatment staff receives a breathalyzer result that is interpreted to be positive (see previous section) or a drug test that the lab determines is positive, the staff member will ensure that the participant's Primary Counselor or Case Manager is notified without delay. The response from the Primary Counselor or Case Manager must be immediate, individualized to meet the needs of the participant and the referral agent, and must be consistent with the participant's treatment plan. The following are the most common responses to drug or alcohol positive tests:

- Referral for an assessment update;
- Increase breathalyzer and/or drug testing;
- Increase in treatment intensity (more individual & group counseling);
- Referral to auxiliary treatment classes: Relapse Prevention, Coping Skills, etc.;
- Referral to Residential Support to stabilize the participant's living environment;
- Placement in Day Treatment or Inpatient Treatment;
- Lock-down or jail as a treatment sanction/consequence, not as punishment;
- Treatment discharge (only as a last resort and if the participant clearly has shown no attempt to remain abstinent).

Moral Reconation Therapy*: Moral Reconation Therapy (MRT) is a systematic treatment strategy that seeks to decrease recidivism among juvenile and adult criminal offenders by increasing moral reasoning. Its cognitive-behavioral approach combines elements from a variety of psychological traditions to progressively address ego, social, moral, and positive behavioral growth. At RHP, MRT takes the form of group counseling using group exercises and prescribed homework assignments. The MRT workbook is structured around 16 objectively defined units focusing on seven basic treatment issues: confrontation of beliefs, attitudes, and behaviors; assessment of current relationships; reinforcement of positive behavior and habits; positive identity formation; enhancement of self-concept; decrease in hedonism and development of frustration tolerance; and development of higher stages of moral reasoning. Participants meet in groups once or twice weekly and can complete all steps of the MRT program in a minimum of three months.

All RHP group facilitators will be classroom trained or will receive oversight from a classroom trained facilitator and MRT participants will receive prior placement approval from the referral agent.

*SAMHSA certified in the National Registry of Evidenced-based Programs and Practices.

Early Intervention: Early Intervention is designed for treatment participants who are determined by the referral agent to be low risk and low need on the RANT or other screening tool (early stages of substance abuse without risk factors). A clinical assessment is not needed for participants who score low risk and low need, however an intake session will be needed to gather information and schedule education classes and Motivational Interviewing Counseling sessions. Early Intervention will be eight to twelve weeks in duration, but may be altered by the referral agent.

Early Intervention group education classes will consist of approximately ten one-hour to 1.5 hour sessions. Groups should be comprised of two or more offenders offered over an 8 to 12 week period with participants able to enter and exit the group at any time during the group topic rotation after meeting program requirements. Topics for Early Intervention education groups are listed in Group Education, page 11-12.

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Motivational Interviewing Counseling sessions occur at the beginning and end of the 8-12 week early intervention program period. The counseling sessions provide the opportunity to encourage and reinforce the participant's healthy life plans and decisions. Counseling shall consist of two to three Motivational Interviewing (MI) individual counseling sessions.

Missouri Recovery Support Specialist (MRSS): An individual who is not self-identified as being in recovery and has been awarded the MRSS credential by the Missouri Substance Abuse Professional Credentialing Board. A MRSS serves as a mentor to consumers in recover.

Peer Support Recovery Mentor (MRSS-P): *An individual who is self-identified as being in recovery* and has been awarded the MRSS-P credential by the Missouri Substance Abuse Professional Credentialing Board. A MRSS-P serves as a role model to consumers in recovery. The MRSS and MRSS-P services should consist of:

- Helping the individual connect with other consumers and their communities at large in order to develop a network for information and support:
- Sharing lived experiences of recovery, sharing and supporting the use of recovery tools and modeling successful recovery behavior:
- Helping individuals to make independent choices and to take a proactive role in their recovery;
- Assist individuals with identifying strengths and personal resources to aid in their setting and achieving recovery goals;
- Assist individual in setting and following through with their goals;
- Support efforts to find and maintain paid, competitive, integrated employment; and
- Assist with health and wellness activities, teaching, life skills, providing support and encouragements, and helping consumers recognize his/her own potential and set positive goals.

Alternative Twelve Step Group: *The Proactive Twelve Steps* outlines how you can take a proactive approach to life, gradually stepping up from feeling stuck and powerless to enjoying a more balanced and happy life. The specific steps were inspired by the original Twelve Steps, but rewritten to describe a process of mindful personal growth.

The Proactive Twelve Steps were originally written for people who are not part of the "Twelve Steps" culture, and who are not comfortable with references to God or a Higher Power. Over time, many people involved in 12 steps recovery have found inspiration in these "proactive steps": Not necessarily as a replacement for the words they are so familiar with, but as a way to gain a new perspective on them.

This short book (60 pages) defines the "steps" pragmatically, as a self-directed process, as opposed to a mystical process in which change somehow happens to you:
http://proactivechange.com/zug/ebooks/Proactive12steps-Book.pdf

RESIDENTIAL SUPPORT: The RHP facility at 1900 Prathersville Road facility is the only location where we will be providing Residential Support. RHP rents (from the Boone County Commission) the facility at 1900 Prathersville Road, which is within the city limits of Columbia, Missouri. The preceding paragraphs address the structural layout of the facility. RHP supervisors have 24/7 emergency contact with local emergency and maintenance providers for service to all RHP facilities, in addition to two fulltime RHP employees who provide janitorial, maintenance, and repair services.

Staff: There will be a minimum of two (2) alert staffs on duty 24/7. All staffs are 1st Aid and CPR certified and trained in a variety of topics relevant to substance abuse & corrections. All on-duty staffs will have 24/7 immediate contact with RHP supervisors who are certified and licensed in the fields of counseling, social

work, and corrections. Security staffs make hourly rounds/inspections of the residents and facility to ensure accountability, safety, and security. They also keep security log notes to document their hourly inspections.

In addition to the Executive Director and the aforementioned security staffs, other program staffs work at the 1900 Prathersville facility at varying times of the day and week. There are four Section Directors, four Section Managers, two Counselors, two Education Instructors, three Case Managers, five Kitchen staffs, three Van Drivers, and two Maintenance staffs. All are 1st Aid and CPR certified and receive periodic training in their fields of expertise.

Location: There are no daycare facilities or schools within one mile of the Prathersville facility. The Boone County Juvenile Justice Center is approximately 1/8 mile and the Boone County Jail is one mile from RHP. The center of Columbia's downtown is approximately 5 miles. There are many restaurants, convenience stores, banks, and other businesses within 3 miles of the facility.

Capacity: The number of participants that RHP is able to provide residential services for is determined by the contractual requirements of the referral source. As a rough estimate, the Prathersville facility will house 80 males and 15 females.

Inspections: The facility is fully ADA compliant and 100% accessible. RHP maintains copies of all required certificates, occupancy permits, and copies of all inspections. These documents will be maintained by the RHP Administrative staff on-site. The facility is inspected at least annually by the Bureau of Prisons, Missouri Department of Corrections, Missouri 13th Circuit Court's Board of Jail Visitors, Columbia Fire Marshall, Boone County Health Department, Boone County Sheriff, and Korsmeyer Fire Protection (Fire Alarms, Sprinkler System, Kitchen Hood, and the Alarm Panel).

Site & Floor Plans: The RHP Administrative staff will maintain floor plans diagramming the exact location and dimensions of sleeping rooms, counseling rooms, administrative offices, lavatories, dining room, fire exits, kitchen, and other areas of interest to inspectors.

Transportation: Reality House is located on the CoMO Connect public transportation route. RHP staff will provide hourly shuttle service to and from public transportation during its hours of operation. In extreme situations, the Security Director may temporarily suspend shuttle service. Taxi service is also available 24/7. Parking is available for residents who are allowed to drive and have the proper registration and insurance.

Main Building: All physical structures conform to all local, federal, and state guidelines and all funding contracts. The facility was leased by Reality House Programs, Inc. from Boone County government in 1999 for a term of 25 years. It is surrounded by ten acres of level lawn. It is a light beige stucco building constructed in 1970 of metal framing and concrete block. The building is approximately 10,000 square feet with a central security, laundry, administrative area, central kitchen, 200 square foot classroom, and dayroom/dining area. There are three wings: East-Female, South-Male Dorm, and West-Male wing used for participant sleeping and bathrooms. The East wing also has a bedroom that has been converted to a dayroom for the women. All floors are tile, walls are painted industrial grade sheetrock or concrete block, and ceilings are painted industrial grade sheetrock and eight feet in height (ten feet high in the South wing and dayroom/dining area). All windows are inoperable. The facility is equipped with a central heating and cooling system that is controlled by five different thermostats. There is a hard wired AFP-200 central heat/smoke alarm & sprinkler system (with battery backup) monitored 24/7 by Tech Electronics. The facility is maintained 24/7 by county maintenance officials.

Attached Building: Reality House Programs, Inc. has an attached facility at the West end of the West wing of the main facility. The attached facility is a 1990's modular structure that Reality House Programs purchased from GE Capital. It is metal and wood frame construction. It has tile on the floors, and painted

paneling & sheetrock finish on the walls and ceilings. The attached facility has one 1200 square foot open area in the front (East) that has a lounge area with chairs, cable television, study tables, couches, two 100 square foot offices (Case Manager and PO), one desk for a Security Officer, and an enclosed bathroom (shower, sink, and toilet). The other half of the attached facility (West) is one 1200 square foot open area with bunk bed sleeping arrangement that has a laundry area with washers and dryers, chairs, two 100 square foot private offices, and an enclosed bathroom (shower, sink, and toilet). This facility will be used to house approximately twenty male participants.

West Wing: The West wing of the main facility includes six sleeping rooms and a bathroom. Two of the rooms are 250 SF and have plastic and metal chairs, metal bunk beds, and wall lockers. Two rooms are 170 SF and have plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. One room is 120 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. One room is 100 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. The bathroom is 250 SF with two ADAAG toilets, one urinal, three ADAAG showers, and five ADAAG sinks. This wing of the facility will be used to house twenty to thirty male participants.

East Wing: The East wing of the main facility includes five sleeping rooms and a bathroom. Two of the rooms are 125 SF and have plastic and metal chairs, metal bunk beds, and standing wall lockers with side hanging space. One room is 120 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. One room is 170 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. One room is 145 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. The bathroom is 125 SF with two ADAAG toilets, two ADAAG showers, and two ADAAG sinks. This wing will be used to house fourteen female participants maximum and will be the only female sleeping area for this proposal.

South Bay: The South bay of the main facility is one large sleeping room with a separate bathroom. The room is 770 SF and has plastic and metal chairs, metal bunk beds, and foot lockers. The bathroom is 300 SF with two ADAAG toilets, three urinals, an open 100SF ADAAG shower with six shower heads, and four ADAAG sinks. The bay is in direct line of sight of the staffs at the Security Key and the bay has a glass paneled wall allowing for constant monitoring. The bay will be used to house approximately twenty male participants.

Security Key: This area is located in the exact center of the facility and is "horseshoe" shape arrangement of cabinets and a two tiered countertop. The countertop is 42" tall. Inside the Key is a glass-topped desk that houses the door lock controls for ten interior and exterior doors. Also at the desk is a monitor that shows sixteen different images from video cameras installed inside and outside the facility. All cameras are recorded and saved for 180 days. All participant and visitor movement is controlled from the Security Key and the main North exit of the building is located there. There are no other exits without going through the three razor wire & fenced recreation yards and unlocking the gates. No one is allowed to enter or leave the facility without physically logging in/out with the Security staff.

Dayroom: The dayroom is located in the center of the facility and surrounds the security key. There is access to the participants' Case Manager's offices, classroom, kitchen, Security Key, South Bay, West Wing, East Wing, laundry room, nurse's station, administrative (pay) window, south recreation yard, and main North exit from the facility. The dayroom is equipped with folding table & chairs for eight, two large dining tables that seat twelve each, water fountain, television, soda machine, snack machine, and video game player & monitor.

Recreation Yards: There is a large (1000SF) graveled & fenced recreation yard at the south side of the facility and a smaller (350SF) recreation/smoking area on the East-Female wing of the facility. The attached facility is connected to the West wing with a graveled recreation yard (800SF) and a wheelchair accessible

wooden ramp. All yards have exterior gates with padlocks controlled by the Security Officers on-duty. Participants must leave the recreation yards through the main facility—therefore ensuring that they checkout with the security staff. The recreation yards are fenced, with an eight feet tall mesh with razor wire around the top, for keeping unwanted visitors out as much as it is to keep participants from leaving without approval.

Kitchen: The kitchen is 400SF with concrete floors and floor drains. All countertops and three sinks are stainless steel. There is also a forth stainless steel sink for hand washing separate from the three dish washing sinks. The stainless steel stove is an industrial gas six burner with two ovens. The two dishwashers are industrial three tray high efficiency. There is an attached food storage pantry that is wall-to-wall wire racks for food storage. There is a 150SF walk-in industrial cooler with enclosed 75SF walk-in freezer. Nutritious meals are served three (3) times per day from the kitchen through a serving window. Nutritious sack meals are provided for those who will be gone from the facility at meal times.

Laundry: The main building laundry room is 200SF and contains three industrial Maytag washers and three dryers. The laundry room also has an ironing board with iron and a 20 SF folding table. The laundry room is located in the center of the building near the dayroom. Laundry facilities are available to all participants free of charge (the machines are not coin operated). The attached facility has one washer and dryer. RHP provides laundering services for linens at no cost to participants. RHP will provide indigent participants with laundry detergent until they receive their first paycheck.

Classroom: The classroom is next to the dayroom. It is 250SF with a central boardroom style table and ten chairs. The classroom is equipped with telephone, television, and DVD player. There are also many books and magazines in the classroom.

Nurse's Room: The nurse's room is a 200SF office located just off the dayroom and beside the laundry room. This room is used for medical exams and other mental or physical examinations or searches.

Plant Requirements: RHP provides each participant with a bed, one locker (adequate space), and one lock. "Adequate space" means an area which provides reasonable room to store personal clothes and hygiene articles. RHP staff will maintain instant access to all lockers for reasons of security and safety.

RHP's sleeping rooms have adequate ventilation of re-circulated filtered air. Living and sleeping areas in the facility have adequate lighting as set forth in the most current and subsequent issues of the ACA Standards for Adult Community Residential Services. A minimum of 25 continuous square feet of unencumbered space per occupant in the sleeping rooms is provided. The square footage area is not obstructed by any object, e.g., bed, furniture, or fixed building structure, and allows a reasonable person enough space to freely move about. The sleeping room areas provide reasonable privacy to the participant; however, it shall be accessible to staff at all times. Areas such as day rooms, closets, bathrooms, TV rooms, dining rooms, or halls are not considered as sleeping rooms.

RHP provides services to male and female participants in the main building only (the attached building is males only). The facility has toilets, showers, and sleeping facilities for males and females. RHP ensures there is separation of participants by gender. The facility separates sleeping, bathing, and toilet areas by gender on the architectural floor plans and shall have a written plan outlining procedures to maintain separation by gender. Bunk assignments will be based on results of the PREA screening tool.

RHP provides appropriate private space and furnishings for private counseling sessions, group meetings, visitation, classes, and recreation.

The main facility has six toilets, four urinals, and eleven showers for males. Additionally, there are two toilets and two showers for females. Showers and wash basins have hot and cold water. Hot water temperatures are thermostatically controlled so the water does not exceed 120 degrees Fahrenheit (49 degrees Celsius), except for food service equipment. Temperature control devices are inaccessible to participants and other unauthorized personnel. The attached facility has four showers and toilets.

Telephone: RHP provides participants telephone service which is accessible on the facility's premises. The RHP Prathersville facility has three pay telephones and three (non-pay) available to participants who are indigent or are calling their P&P Officer, attorney, doctor, employer, or other person providing for their care or welfare. The RHP Rangeline facility has one pay and one non-pay telephone.

Room Temperature: RHP will maintain the facility temperature at a level appropriate for the season and in accordance with EPA standards (~72 degrees).

Restrictions: For the safety and security of the staff and residents, RHP has a posted contraband list that is enforced by Security staff through search and seizure. Visitation will be allowed only at designated times and will be limited by number of visitors, age of visitors, and current state supervision status of visitors. Smoking is not allowed inside the facility. RHP has designated smoking areas outside the facilities, but areas are at least ten feet away from entrances and exits.

Supplies & Recreation: For indigent participants, toiletries and cleaning supplies are provided. For all clients, furniture and bed linens are provided. Cable television, electronic games, board games, reading materials, and a recreation area are available to everyone.

DISCHARGE: All participants leaving treatment with RHP will be discharged with one of the following designations: Successful, Unsuccessful, Administrative, Arrest, or Absconded. Any participant who has had no contact with RHP in thirty (30) days will be discharged from RHP. In their Treatment Summary, the participant's counselor will use the following guidelines for assigning a discharge designation:

- Successful: The counselor believes that the participant has made positive progress in addressing his/her treatment issues. Participants will not be quantified according to any norms or compared to other participants or groups of participants. A "successful" designation will be based on their intake baseline when determining progress, not through comparison. A participant with 80 IQ and no financial or social support system will not be expected to "achieve" at the same level as a participant with 130 IQ and strong family and job support;
- Unsuccessful: Does not meet the criteria for any of the other discharges;
- Administrative: This discharge designation will be used when a participant is discharged for no fault of their own;
- Arrest: Participant was arrested and did not return to programming.
- Absconded: Any participant who leaves court or Probation & Parole ordered treatment without approval or notice (when treatment is not mandatory). All participants who have had no contact with RHP in thirty (30) days will be discharged from RHP as "absconded." If an "ordered" participant leaves treatment without permission of staff, probation and parole, or his judge, the counselor must follow the established procedures. See Operations Manual, "Security: Escape."

Discharge Report: RHP Individual Counselors will complete and deliver a Discharge Summary Report for all participants within fourteen (14) calendar days after the discharge date. The Report will be reviewed and co-signed by a Licensed Supervisor. The counselor will deliver the Discharge Summary Report to the referral agent, participant's judge (if applicable), and shall place one copy in the participant's RHP file. The report will outline the following:

REALITY HOUSE PROGRAMS, INC.

Treatment Protocol

- Name, Date of Admission & Discharge;
- Reason for Referral and Referral Agent;
- Discharge Designation and Explanation;
- AXIS I – V
- Services Provided;
- Treatment Goals and Progress;
- Outcomes Attained;
- Medication(s) and Response(s);
- Problems needing continued support;
- Aftercare Plan;
- Participant's and Staff's Signatures and Date.

AFTERCARE: Each RHP participant shall be actively involved in planning for aftercare. The participation of family and other collateral parties (e.g., referral source, employer, school, other community agencies) in such planning shall be encouraged, as appropriate to the age, guardianship, service provided or wishes of the individual.

- A written aftercare plan shall be prepared upon:
  - Transferring to a different provider;
  - Successfully completing treatment;
  - Discontinuing further participation in services.
- A discharge summary shall include, but is not limited to, the following:
  - Admission and discharge dates;
  - Reasons for admission and referral source;
  - Assessment summary, incorporating any screening information, all available assessments and assessment updates, ASI mini results, substance abuse classification analysis (SACA) scores as well as a diagnostic impression;
  - Description of services provided, progress, and outcomes achieved;
  - Medical status and any needs that require ongoing monitoring or support, including prescribed medications;
  - Reason for discharge and type of discharge;
  - Aftercare/continuing recovery recommendations and relapse prevention plans for substance abuse.
- An aftercare plan shall be completed prior to discharge. The plan shall identify services, designated provider(s), or other planned activities designed to promote further recovery.
- Staff shall consistently implement criteria regarding discharge or successful completion; termination or removal from the program; and readmission following discharge or termination.

PARTICIPANT RECORDS/FILES: Participant's data files will be prepared by Administrative staff to include labeling of sections, name & entry month and year, and stamping the file "CONFIDENTIAL." All treatment files will be standard six-section tabbed folding files. At a minimum, sections will include:
1 = Referral Form, Initial Intake Form, Release/Request of Confidential Information, Grievances & Rights, Informed Consent Contract, Privacy Notice, and Family Counseling Agreement.
2 = ASI, Biopsychosocial Assessment, and All Other Assessments/tests.
3 = Treatment Plans, Program Plans, Federal Form 45, and Amendments.
4 = Progress Notes (DAP): Chronological listing of all contacts (to include collateral contacts, i.e.; family, PO, etc.), all missed appointments, notes about infractions/violations, and level/phase movement notes.
5 = Treatment Progression Checklist and the Discharge Summary.
6 = All sign-up sheets, violation reports, medical documents, + Drug Tests, Notice of Stall, and other miscellaneous.

Record Storage & Security: All participant information will be kept confidential by all staff. The individual counselor will keep possession of all notes, results, etc. and will keep them in his/her RHP office, in a locked file cabinet, and in a single file folder. Participant information will not be discussed with anyone not directly involved in referral or treatment. Once discharged from RHP, the individual counselor will transfer the participant's file folder to a locked file cabinet in the RHP file room. The file room is a secure and fire proof

room where the file will be kept for seven (7) years. After seven (7) years, the RHP Administrative Director will supervise the disposal of all records through incineration at a secure and professional service unless otherwise directed by the referral agent. Always shred or incinerate files or documents which contain participant identifying information. The Administrative Director has final control of all files.

Documentation*: The RHP counselor will have primary responsibility for ensuring a complete participant clinical record. All service provided to the participant or his/her significant other will be noted on the Progress Note, or Group sign-up Sheet. Additionally, all services will be noted by the Counselor and Case Manager on the participant's Treatment Chronology; however the Counselor will be primarily responsible for all documentation. In addition, a Quality Improvement Review will be complete by a Counselor Supervisor on each participant's clinical record. Results of the QI review will be filed in the participant's clinical record. Files will be complete and closed within ten (10) days of discharge, to include the Discharge Summary.

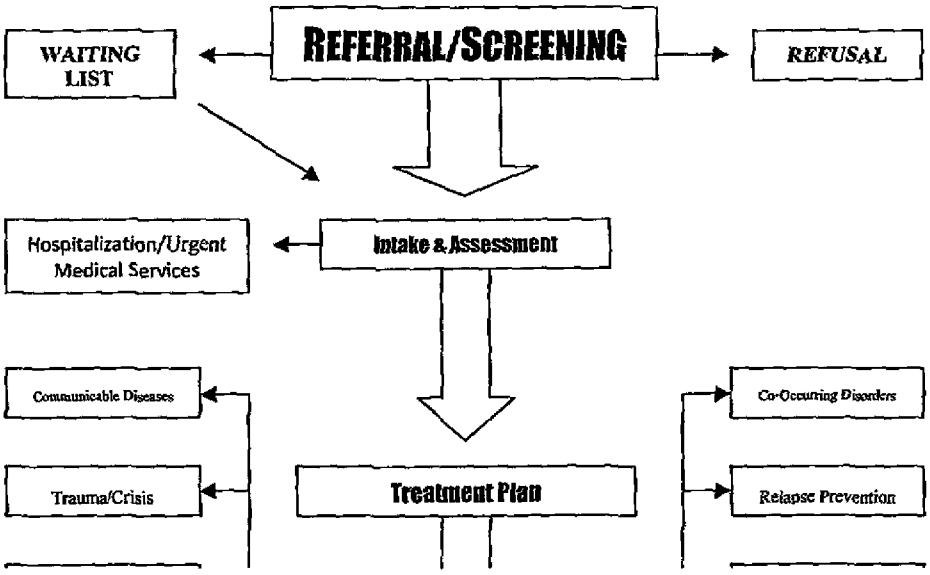
*** File documentation of any client contact is required immediately following the contact. If contact is made outside the facility where the client file is located, file documentation is required as soon as the Counselor returns to the facility. A WRITTEN NOTE MUST BE IN THE PHYSICAL FILE, WITHOUT EXCEPTION.**

The clinical record must be documented by the counselor after each session and will contain the requirements outlined in the Missouri Department of Mental Health's Certification Standards for Alcohol and Drug Abuse Programs. A standard DAP (or SOAP) format will be used:

- Type Service, Date & Time (start & stop), Signature & Title of Staff, Location;
- D = What the participant says or documented "crisis" or other significant events;
- A = The counselor's analysis of the session;
- P = The plan that the participant and Counselor develop from this exchange;
- Relationship of services to the Individual Treatment Plan, with references to specific goals, objectives and interventions;

Individual counselors will send "urgent" written reports to the Participant's Representative if events necessitate. The following events are examples of "urgent" situations: substance use, assault, self-harm, criminal behavior, and other serious program violations. The individual counselor will ensure that the "complete" clinical record contains all required documentation.

Treatment Services Diagram:



REALITY HOUSE PROGRAMS, INC.

Outreach, Resources, & Employment

OUTREACH: The Reality House Programs, Inc. public information program offers ongoing, positive communication between the agency and the local community, elected officials, law enforcement and citizens. The Reality House staff, volunteers, and corporation are routinely involved with many local and state organizations on a long-term basis. Involvement in the following community relationships is facilitated by our Community Relations Officer (CRO). The Executive Director or designee serves as the CRO.

The Reality House Community Relations seek to establish and maintain co-operative and friendly working relationships with individuals, community resource organizations, statutory bodies, and local businesses in our area.

Positive Community Relations are vital to the successful transition and wellbeing of our participants, thus encouraging us, as individuals as well as an agency, in the ongoing process of service evaluation. Our individual, corporate, and community actions directly impact the services we are providing for our participants, and no matter how good those services are we recognize that there will always be a need for ongoing improvement in meeting the needs of ever changing population and community.

Our Community Relations has three primary goals:

* Acknowledgment of the community need; as well as the corporate perspective of services offered by this agency to fill that community need.
* Building, updating and maintaining community awareness; to further utilization of our facilities and services by those individuals and organizations directly in need of service.
* Enhance and maintain open dialog with the community and individuals; providing a viable two-way means of communication with the citizens and leaders of our community.

Community Relations is a two way dynamic. Reality House presenting the community with our corporate vision and mission; in the process of inclusion we present our aspirations and programming, incorporate their assessments, and reevaluate results in a dynamic progression and continual dialog and upgrade of services. This is done regularly through our involvement with area organizations, in evaluation workshops, and presences on community panels.

The purpose of our Community Relations program is to ensure that Reality House Programs, Inc. is actively and continually providing services of benefit to our community as well as interacting and supporting other agencies in their efforts to meet the needs of our community. Our current interaction with the community is extensive. It is the responsibility of the Reality House Executive Director, with oversight from the CRAB, to ensure that community relation activities are maintained and see positive growth. Current and ongoing activities include:

Community/Media Outlets:

- Tribune Newspaper—CRO maintains a working relationship with one or more newsroom reporters. The Executive Director and Administrative Director have scheduled monthly meetings in the Tribune Board room with the Tribune publisher.
- Missourian Newspaper--CRO maintains a working relationship with one or more newsroom reporters.
- Chamber of Commerce—The Executive Director attends Chamber of Commerce meetings; the Reality House Programs, Inc. Corporation is a Chamber member, and one or more Reality House Board members are also Chamber Officer(s).

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- University of Missouri School of Social Work—CRO maintains a working relationship with the dean of the school. Reality House regularly accepts intern and practicum students from the school.
- Columbia College, Criminal Justice Program—CRO maintains a working relationship with the Department heads and regularly participates in job fairs, student intern placement, and student education enhancement.

Elected Officials:

- County Commission Meetings—The Executive and Administrative Director have a working relationship with all commissioners and regularly attend monthly commission meetings. The Executive Director and one or more Board members have made formal semi-annual presentations to the commission since 1990.
- Boone County Work Release and Inmate Trustee Programs—Reality House operates the Work Release and inmate program through a contract with the county commission.
- Lease of Facility—Reality House Programs, Inc. has a lease with the county until 2024 for the use of its facility at 1900 Prathersville Road.

Law Enforcement & Courts:

- Jail Task Force—The county commissioners have assigned a task force made up of citizens and experts to manage local jail population issues and community concerns. The Reality House Executive Director has been a visiting member of the task force since 1998.
- Missouri 13th Circuit Court en Banc—The Executive Director communicates with the court regularly through attendance at monthly court en banc meetings.
- Boone County Drug Court Team—The Security Director and Counselor Supervisor are members of the Drug Court team and meet weekly.
- Boone County Mental Health Court Team-- The Executive Director is a member of the Mental Health Court team and meets with the team weekly.

Citizens:

- Community Service Site—Reality House is a certified community service site certified by the Boone County court services.
- PMI Transitional Housing—low and no cost secure, drug free housing is provided to the community's indigent population.
- Board of Jail Visitors—The Reality House Directors meet with a citizen review team semi-annually to discuss the facility and staff of Reality House Programs, Inc. The citizens group then makes a written report of the meeting and circulates the report among community leaders.

Community Organizations:

- Boone County Related Agencies Association--The CRO attends this monthly meeting of non-profit area agencies and organizations.
- Missouri Association for Social Welfare/Central Unit Chapter--The CRO attends this monthly meeting of individuals, non-profit area agencies, academic institutions, and area organizations.
- Basic Needs Coalition--The CRO attends this monthly meeting of individuals, non-profit area agencies and local organizations.
- Inter-Faith Counsel--The CRO attends this monthly meeting of individuals, non-profit area agencies, community churches, and area organizations.

Public Education Efforts:

- Website—Reality House Programs, Inc. maintains a website at www.realityhouse.org or www.realityhouse.com that serves as a public information vehicle and a two-way communication link

with the public. The site is maintained by the CRO.

- Newsletter—The CRO publishes a monthly letter that details policy changes, new projects, and sentential events at Reality House Programs, Inc. The newsletter is circulated to referral sources, community leaders, interested citizens, and is made available to the public at several distribution points. The letter has a mailing circulation of 100+. We are currently moving to make the newsletter web-based and all electronic.
- Family Education brochures and classes—The Education Director offers weekly training, information, and group counseling to family and friends of current Reality House participants. Visitors to the facility are also provided with information brochures.
- Safety & Security Report—The Security Director assembles and the Executive Director reviews a monthly safety and security report detailing the number of breath and urine tests administered to Reality House staff and participants, participant escape/walk-away, and contraband items found, and inspections by outside agencies. The report is disseminated to referral agents, community leaders, and interested citizens. We are currently moving to make the Security Report web-based and all electronic.

Resources: RHP utilizes extensive Case Management in the continuum of care Re-entry Process to reduce future criminal behavior and insure each participant is better equipped for a successful transition from institution to community. Immediately following intake and orientation, the reentry process (outlined by the Missouri Reentry Process), is continued at the community level.

Transitional Accountability Plan. Reentry participants receive training, education, and treatment referrals to external resources in order to best individualize each participants' community level Transitional Accountability Plan. Each participant will meet with his/her Case Manager to assess current need in their seamless transition to a productive life in the local community. The Case Manager will help the participant to identify basic areas of need such as employment, housing, physical and mental health treatment, positive community support groups, affordable recreation, and special interest resources geared toward parenting or relationship need. Once identified, the updated Transitional Accountability Plan is put into action with the Case Manager linking participant to community resource by scheduling needed appointments and follow-ups. Participant progress or challenges, which prompt revisions to TAP, will be discussed and documented weekly in participants file. Another important component of any successful re-entry process is the opportunity to participate in faith-based support. RHP provides voluntary access to its participants an in-facility non-denominational religious service each Sunday evening.

Agencies. Reality House will maintain a current list of community resources (name, address and telephone number) and a description of the service each resource provides and will document their working relationship with the components of the network. All Reality House Case Managers are very familiar with the following community resources. Participant referrals are routinely made to a good number of the agencies. See the following links for a comprehensive list of available services: The following links list available services: http://www.vacmo.org/ and http://www.gocolumbiamo.com/sitemap.php

Agencies Specific to Participant Reentry & Employment:

I. Missouri Department of Labor and Industrial Relations

Contact:
Missouri Department of Labor and Industrial Relations
3315 West Truman Blvd., Room 213
P.O. Box 504

REALITY HOUSE PROGRAMS, INC.

Outreach, Resources, & Employment

Jefferson City, MO 65102
573-751-9691
573-751-4135 fax
E-Mail: Diroffice@dolir.state.mo.us
Web Site: www.dolir.mo.gov/

Information about State Department of Labor resources may be of interest to:
• potential employers looking for incentives to hire individuals with criminal histories;
• service providers and individuals with criminal histories who are looking for assistance in finding employment; and
• researchers and policy makers looking at current programs to ascertain what programs are effective and serve their intended purpose.

A. Federal Bonding Program: The Federal Bonding Program provides fidelity bonding insurance coverage to individuals with criminal histories and other high-risk job applicants who are qualified, but fail to get jobs because regular commercial bonding is denied due to their backgrounds.

Contact:
Department of Economic Development
Missouri Division of Workforce Development
421 East Dunklin St.
P.O. Box 1087
Jefferson City, MO 65102
573-526-8217
573-522-9496 fax

B. Tax Credits: The Work Opportunity Tax Credit (WOTC) is a federal tax credit to reduce the federal tax liability of private for profit employers to be used as an incentive for employers to hire individuals from eight different targeted groups: TANF recipients, veterans, ex-felons, high risk youth, summer youth, Food Stamp recipients, SSI recipients, and vocational rehabilitation referrals.

Contact:
Department of Economic Development
Missouri Division of Workforce Development
P.O. Box 1087
Jefferson City, MO 65102
573-751-0977
573-751-9896 fax
E-Mail: sdavidson@co.wfd.state.mo.us

C. Unemployment Insurance Office: Unemployment compensation is a social insurance program designed to provide benefits to most individuals out of work, generally through no fault of their own, for periods between jobs. In order to be eligible for benefits, jobless workers must demonstrate that they have worked, usually measured by amount of wages and/or weeks of work, and must be able and available for work.

The unemployment compensation program is based upon federal law, but administered by states under state law.

Unemployment benefits may be applied for on-line or at a regional claims center. The Division of Employment Security is responsible for unemployment insurance benefits in Missouri. The web site is very informative and one may obtain all needed contact information there.

Contact:
Missouri Division of Employment Security
421 East Dunklin St.
P.O. Box 59
Jefferson City, MO 65104
573-751-8086
573-751-4945 fax
Web Site: www.dolir.mo.gov/

II. Criminal Record Repository: This is the agency individuals may contact to obtain a copy of their state rap sheet and learn about the process of sealing, expunging or cleaning it up. The criminal record repository can also tell the individual who else is legally entitled to have access to his or her record.

The Criminal Records Division conducts background record check requests for non-criminal justice purposes. The general public may obtain background checks in person or by mailing their requests to the Criminal Records Division. Two types of searches may be conducted: name or fingerprint. A name search uses a name, date of birth, and social security number to search the database. A fee of $5 is charged for a name search. Only open records will be released with a name search. A fingerprint search uses a set of fingerprints to search. A fee of $14 is charged for this service. Positive identification can only be assured by a fingerprint search. Closed records may be released with fingerprints only if the requester is authorized by statute to receive them.

Contact:
Missouri State Highway Patrol
Criminal Records Division
1510 E. Elm St.
Jefferson City, MO 65101
573-526-6153
573-526-9382 fax
Web Site: www.mshp.dps.missouri.gov/MSHPWeb/Root/index.html

III. State Attorney General: Employers and service providers may obtain information from the state attorney general regarding occupational bars, the licensing of individuals with criminal records in certain jobs, and whether the state has laws that limit what employers may ask job applicants or protections against employment discrimination based on a criminal record.

Contact:
Office of the Attorney General
Supreme Court Building
207 W. High St.
Jefferson City, MO 65101
573-751-3321
Web Site: www.ago.mo.gov/

IV. State Department of Corrections Prison Industry Program: Missouri Vocational Enterprises (MVE) is responsible for maintaining industry production within the Missouri Department of Corrections. Items

manufactured include wood and metal furniture, furniture restoration, cleaning supplies, clothing and bedding. Services include engraving, graphic arts and printing. The Waste Tire to Energy program is part of MVE. In this industry, waste tires are recycled from illegal tire dumps, shredded and mixed with coal. The results are burned to save energy at the state university. Monies earned from the sale of goods are used to expand vocational training opportunities.

Contact:
Missouri Vocational Enterprises
Missouri Department of Corrections
1717 Industrial Drive
P.O. Box 1898
Jefferson City, MO 65101
573-751-6663
Web Site: www.doc.missouri.gov/

Pre-Release Program: There is a pre-release program in the Department of Corrections. Attendance is not mandatory unless stipulated by the Parole Board. Life skills and employment skills are emphasized.

Contact:
Missouri Department of Corrections
P.O. Box 236
Jefferson City, MO 65102
573-751-2389
573-751-4099 fax
Web Site: www.doc.missouri.gov/

Post Release Transitional Program: In Missouri there are two work release centers. These centers are not traditional centers in that participants have been granted parole release but require additional employment-related assistance. When a prisoner has been granted parole, he or she is transferred to a work release center. The individual leaves the facility on a daily basis to look for employment. When the person is stabilized, i.e. employed, housing secured, s/he is released to parole supervision. The work release centers are under the supervision of the Division of Parole and Probation, which is a part of the Department of Corrections.

Contact:
Missouri Department of Corrections
P.O. Box 236
Jefferson City, MO 65102
573-751-2389
573-751-4099 fax
Web Site: www.doc.missouri.gov/

V. Missouri Division of the Board of Probation and Parole: The Division of Parole and Probation is responsible for the supervision of recently released participants. Participants without a stable or acceptable home plan are sent to the release centers. At these centers assistance is given to recently released participants to find employment and explore housing options. There is no set time limit that a recently released participant may remain at the center. Parole/probation officers have established, through the years, relationships with local employers who hire recently released participants. Referrals are made to local career centers and local substance abuse treatment centers.

Contact:
Division of the Board of Probation and Parole
Missouri Department of Corrections
3400 Knipp Drive
Jefferson City, MO 65109
573-751-8488
573-751-8501 fax
Web Site: www.doc.missouri.gov/

VI. Legal Assistance: Free or low-cost legal resources, both in civil and criminal law, are helpful to individuals with criminal histories in learning about relevant state laws governing the expungement or sealing of criminal histories or addressing other legal issues resulting from having a criminal history.

A. State Public Defender

Contact:
Missouri State Pubic Defender System
231 East Capitol Ave.
Jefferson City, MO 65101
573-526-5210
573-526-5213 fax

B. Legal Services: There are four agencies in Missouri that offer legal assistance in civil matters for low-income people.

Legal Aid of Western Missouri
1005 Grand Ave., Suite 600
Kansas City, MO 64106
816-474-6750
Web Site: /www.lsmo.org/Home/PublicWeb

Legal Services of Eastern Missouri
4232 Forest Park Ave.
St. Louis, MO 63108
314-534-4200
Web Site: /www.lsmo.org/Home/PublicWeb

Mid-Missouri Legal Services Corporation
205 East Forest Ave.
Columbia, MO 65201
573-442-0116
Web Site: /www.lsmo.org/Home/PublicWeb

Legal Services of Southern Missouri
2872 S. Meadowbrook
Springfield, MO 65807
800-444-4863
Web Site: /www.lsmo.org/Home/PublicWeb

C. State Bar Association

Missouri State Bar Association
326 Monroe
Jefferson City, MO 65102
573-638-2235
573-635-2811 fax
Web Site: www.mobar.org

VII. Local Service Providers: Community agencies are available to assist individuals with criminal records find employment. This information will inform individuals with criminal records about government agencies and community-based organizations that assist with employment, education or vocational training. Researchers and policy makers may find this information useful in identifying agencies and service providers in order to evaluate the effectiveness of these programs.

One Stop Career Centers: One Stop Career Centers in Missouri are managed by the Division of Workforce Development of the Department of Economic Development. In conjunction with employment and training organizations, the centers strive to meet the specific needs in each local community. They are equipped with computers, fax machines and telephones. Individual services include skills assessment, career exploration, job placement, job training, family support services and mental health services. Those eligible include basic skills deficient individuals, dislocated workers, people with criminal records, low-income individuals, eligible youth and those seeking non-traditional employment. Missouri WORKS! is the online service that focuses on providing services related to employment, training, job and workforce development.

Division of Workforce Development
Missouri Department of Economic Development
421 E. Dunklin St.
P.O. Box 1087
Jefferson City, MO 65102
573-751-3999
573-751-4088 fax
Web Site: www.ded.state.mo.us/employment/workforcedevelopment

Employment Connection: The Employment Connection serves people with criminal histories, substance abusers, welfare recipients and others with barriers to employment. Services offered include a two-day employment-readiness training, one-on-one job placement and information on career development. Employment Connection also educates employers on the benefits and methods of employing persons with criminal histories. Participants are referred to Employment Connection from probation and/or parole officers and other agencies. Walk-in appointments are accepted. Paid on-the-job training available for a three to six month period.

Employment Connection
400 Laclede Ave.
St. Louis, MO 63108
314-652-0360, ext. 104

REALITY HOUSE PROGRAMS, INC.

Outreach, Resources, & Employment

E-Mail: johnmurphy@employmentstl.org
Web Site: www.employmentstl.org

Center for Women in Transition: The Center for Women in Transition is a mentoring program. Women with criminal histories are matched with a volunteer mentor for at least a year and receive assistance in identifying and locating community resources. The Center also provides referrals for employment assistance and counseling. Limited assistance with basic needs, bus fare, clothing, food tickets, is available.

Center for Women in Transition
6400 Minnesota Ave.
St. Louis, MO 63111
314-771-5207
314-771-0066 fax
E-Mail: cwit@cwitstl.org
Web Site: www.cwitstl.org

Project COPE (Congregation-Offender Partnership Enterprise): Project COPE provides selected ex-participants with community re-entry support by partnering them for one year with faith-based teams of volunteers. Through close personal relationships, these partnerships offer assistance in basic needs, job search, housing, health-care, counseling, substance abuse treatment and prevention, and financial counseling. Transitional housing is available for ex-offenders with no other housing plan.) Men and women in Missouri Department of Corrections facilities are eligible to apply and will be selected on merit without regard to type of crime or without regard to age, color, creed, disability, gender, national origin, race, religion, sexual orientation or veteran status. (Ex-offenders who are released and in the community are not eligible, as partnerships begin while an inmate is in the final months of incarceration.)

Project COPE
3529 Marcus Ave.
St. Louis, MO 63115
314-389-4804
314-389-4804 fax
E-Mail: office@projcope.org

Bishop Sullivan Center: Bishop Sullivan Center is a social service agency serving low-income and no-income individuals in Kansas City, Missouri. Bishop Sullivan Center does not have programs designed uniquely for participants with criminal records, but rather, serves all low-income individuals. The Center provides emergency assistance such as food, clothing, rent, utility, and medication assistance. In addition, the Center offers a no-interest loan program and job counseling and placement programs. The Center provides social and economic advocacy, tutoring for youth, and free legal advice. These services are free and no referral is required.

Bishop Sullivan Center
6435 Truman Road
Kansas City, MO 64126
816-231-0984
816-231-2096 fax
E-Mail: kkennedy@bishopsullivan.org

REALITY HOUSE PROGRAMS, INC.

Outreach, Resources, & Employment

Connections to Success: Connections to Success acts as an intermediary, training and fostering collaborative efforts among area service providers and the faith community in Kansas City to provide services through a holistic model that emphasizes faith-based mentoring. Connections to Success partners with faith-based organizations, employers, the Missouri and Kansas Departments of Corrections and Social Services, and others to reduce recidivism rates.

Connections to Success
109 Archibauld
Kansas City, MO 64111
816-561-5115 ext 13
816-561-5104 fax
E-Mail: cer@connectionstosuccesskc.org
Web Site: www.connectionstosuccesskc.org

Additional referral sources are located in the Voluntary Action Center Directory of Community Services for Boone County, Missouri. Case Managers must advise participants to contact the agency they would be interested in working with and set up a schedule. After they have arranged a schedule, they should contact Nicole Sparrow at Court Services (886-4180) and inform her of the arrangements. Court Services will keep track of community service hours for the court.

PARTICIPANT EMPLOYMENT: Rigid expectations for immediate employment may not be realistic in all cases. Many offenders are not employment-ready. Because many offenders have histories of addiction and criminal activities, their knowledge, skill and abilities are not current to support employment. In these cases, other forms of community involvement may be more helpful and realistic, such as a high school equivalency program, a remedial reading program, a position as a volunteer at a community agency involvement or in a vocational training program. Since the early 1980's, Reality House has maintained a close working relationship with Columbia Public Schools' Basic Education Program, Advent Enterprises' Job Center, and the Voluntary Action Center's Volunteer Program; ensuring that community resources are available to develop and maintain vocational, volunteer and educational opportunities for offenders.

Job Center's Job Readiness training and referral. The Reality House Case Manager will assess each offender's employability within five days of their arrival into the program. Based on the results of the assessment Reality House will refer the offender to the appropriate Job Center program(s):

- how to prepare a resume
- how to complete a job application
- interviewing skills
- assessing job offers
- selling yourself
- getting a job
- retaining a job
- changing jobs
- vocational training
- GED

The Case Manager will assure that the participant is dressed, mentally prepared, and has transportation to interviews and potential job sites.

REALITY HOUSE PROGRAMS, INC.

Outreach, Resources, & Employment

All participants are expected to be employed full-time (or the equivalent) within 15 calendar days from completion of the facility orientation program (or be involved in other full-time equivalent, constructive pursuits such as furthering their education, etc.). The Reality House Case Manager or Program Director will organize and supervise the participants' employment assistance through the Job Point and in accordance with, but not limited to the following:

- Job/placement develop resources both in Reality House and in the community to include the Department of Labor (DOL) One Stop
- Employment information assistance using computer-based technology and resources which include career assistance software and on-line resources, i.e., Internet, such as America's Job Bank Note: The EPS will have direct access to the Internet to meet this requirement. The EPS will not permit any participant to access the Internet without staff supervision while in the facility. Internet use outside the facility requires CCM approval
- Portfolio development, resume writing, proper dress and interview techniques training
- Individual and group counseling, case management, and post-release follow-up relative to employment within the community, to include the area where the participant plans to live following release
- Employment job fairs either on-site or in partnership with other organizations such as community colleges
- Match a participant's skill levels to an actual job placement. For example, an experienced heavy equipment operator may not be appropriately employed as a short order cook at minimum wage.

Reality House will develop a system of accountability for participants while they are seeking employment. Reality House will require the participant to provide an itinerary and a point of contact for each job search appointment away from the facility. Indigent participants should be provided with transportation or public transportation vouchers and nominal amount of money or a pre-paid telephone calling card so they have the ability to contact Reality House in the event of an emergency while seeking employment. Reality House participants will follow the job search and employment rules set by their referral agent and the following general guidelines:

Survival Needs: Ensuring all participants have a social security card, birth certificate and state identification card when entering RHP from prison will directly impact the ability for an participant to obtain employment within the first 20 days after release. To address this barrier to employment all Case Managers and Counselors will assist participants with obtaining replacement social security cards through an informal agreement with their local Social Security office. The Department of Corrections and the Department Health and Senior Services have entered into a Memorandum of Understanding to assist participants in obtaining birth certificates before release. The Department of Corrections and the Department of Revenue are working together to provide state identification cards to participants before release.

To obtain a state identification card, participants must have a social security card and birth certificate. RHP will ensure each participant obtains all identification documentation and is transported to the social security office as soon as possible after the participant enters the facility.

Participant Job Search & Employment Rules: As authorized by the program's referral agent and controlled by the RHP Section Directors.

Reality House Programs, Inc.

RHP Reality House Case Managers are very familiar with the following community resources. Participant referrals are routinely made to several of the following agencies:

HEALTH CLINICS
County Health Department 874-7355
Family Health Center 214-2314
DENTAL
County Health Department 874-7355
Family Health Center, Dental Clinic 214-2314
Mid-Missouri Dental Center 814-1694
Kings Daughters (referral made by school nurse)
UMKC Dental School 1-816-235-2111
MEDICATION ASSISTANCE
Voluntary Action Center 874-2273
Medicaid- co-payment required
OPTICAL
County Health Department 874-7355
Lion's Club (children) School nurse referral
Prevention of Blindness Program 573-751-3428
HIV/AIDS SERVICES/TESTING
County Health Department 874-7355
Regional AIDS Interfaith Network 875-8687
STD TESTING and TREATMENT
County Health Department 874-7355
MAMMOGRAMS
County Health Department 874-7355
Mo Department of Health 573-522-2845
MEDICAID AND MC+
Division of Family Services (DFS) 882-9180
County Health Department 874-7355
MEDICARE
Social Security Administration 443-1379
MENTAL HEALTH
Family Counseling Center 449-2581
University Behavioral Health 882-2511
Mid- Missouri Mental Health Center 884-1300
New Horizons 443-0405
UMC Psychological Services Clinic 882-4677
NUTRITION
W.I.C. (Women, Infants, and Children) 874-7384
PREGNANCY HELP
County Health Department 874-7355
Planned Parenthood 443-0427
Bethlehem Home 449-5433
WIC 874-7384
Birthright 442-8844
Lutheran Family and Children's Service 815-9955
Open Arms 874-3561
PREGNANCY TESTING
County Health Department 874-7355
Planned Parenthood 443-0427
Open Arms 874-3561
Birthright 442-8844
SMOKING CESSATION
Health Connection 882-1718
SUBSTANCEABUSE TREATMENT/SUPPORT
Reality House Programs 449-8117
McCambridge Center (women) 449-3953
Phoenix Programs 442-7026
Daybreak – (dual diagnosis) 875-8088
Mid-Missouri Mental Health Center 884-1300
Pathways (for adolescents) 449-4770
AA/NA 800-234-0420
WOMEN'S HEALTH
Health Department 874-7355
Planned Parenthood 443-0427
Family Health Center 214-2314
Breast & Cervical Cancer Control 573-522-2845
ADULT EDUCATION / LITERACY
Adult Basic Education, Public Schools 886-2271
Advent 474-8560
BUDGET COUNSELING
Consumer Credit Counseling 800-736-0535
Consumer Debt Counseling 234-1851
Human Development Corporation 443-8731
CHILD CARE/PRE-SCHOOL
DFS Child Care Assistance 882-9180
Child Care Connection 445-5627
Educare 886-4732
Head Start 443-8707
Community Nursery Schools 449-5600
Nora Stewart Memorial Nursery 449-5981
Title 1 Pre-School 214-3915
CLOTHING
Wardrobe (by referral at VAC) 442-3260
Salvation Army 442-3229
CRISIS HELP NUMBERS
Mid-Mo Crisis Line 573-449-2273 or 888-761-4357
Child Abuse Hotline 800-392-3738
Senior Services Hotline 800-392-0210
24 Hour Rape & Abuse Hotline 800-548-2480
True North 573-875-0503
DISABILITIES
Boone County Group Homes 874-1995
MO Bureau Special Health Care Needs 882-9861
Central MO Regional Center 882-9835
Services for Independent Living 874-1646
ELDERLY
Boone County Council on Aging 443-1111
Central Missouri Area Agency Aging 443-5823
Division of Aging, State of MO 882-9474
EMPLOYMENT
MO Division of Workforce Develop 882-8821
Job Center 449-3431
MO Vocational Rehabilitation 882-9110
FOOD
Community Harvest Food Pantry 874-7848
Salvation Army 442-3229
New Life Evangelistic Center 875-0603
Loaves and Fishes 875-0826
HOME REPAIR
Boone County Council on Aging (55+) 443-1111
City of Columbia, Planning Depart 874-7239
Human Development Corporation 443-8731
USDA Rural Development 446-9091
Voluntary Action Center 449-6959
HOUSING
Columbia Housing Authority 443-2556
Habitat for Humanity 499-1202

REALITY HOUSE PROGRAMS, INC.

Financial Procedures

GENERAL: The Administrative Section consists of Administrative Director, Human Resources Manager, Administrative Assistant, Kitchen Manager, and Maintenance. Employee guidelines and job descriptions of each Administrative position can be found in the Personnel Policies Manual.

When employees are hired for positions in the Administrative Section, the employee's immediate supervisor will be responsible for the training of the new hire. The Human Resources Manager will provide the necessary employment forms—Federal and State W-4 forms, Federal I-9 form and insurance forms for full-time personnel. The Administrative Director or designee shall also provide forms annually for those employees who wish to participate in the flexible benefits plan (Cafeteria Plan).

I. ACCOUNTING:

A. Record Books: The Administrative Director or designee shall maintain the financial recordings of the corporation.

1. All accounting records shall be kept in accordance with generally accepted accounting principles. All entries shall be legible, up to date and verifiable.

2. The General Ledger will be kept as the principle ledger containing all transaction detail, current Trial Balance, Income Statement, and Balance Sheet.

3. Minimum standards of ledger are as follows:
   a. Separate numbered accounts properly categorized as asset, liability, income or expense.
   b. Account identified by name and source or contract.
   c. Each transaction will be entered and dated
   d. Current balance maintained for each account.

4. All accounting records and schedules shall be posted and summarized on a monthly basis in order to provide current cost data and availability of cash. Reality House Programs, Inc. currently uses Quick Books Pro.

5. Books of original entry and financial records are maintained for at least seven years. These records are secured by the Administrative Director. After seven years, records may be destroyed by shredding under the direction of the Administrative Director or designee.

6. Irregularities in accounting records or statements shall be reported to the Executive Director or Board Officer immediately.

B. Cash Receipts: Cash is received and deposited on a regular basis. The typical sources of cash received are: Awards from Department of Corrections, Federal Bureau of Prisons, United States Probation and Parole, City of Columbia, Boone County, Office of the State Court Administrator, participant fees and savings, refunds, miscellaneous staff payments, and donations. Some payments are made through Electronic Funds Transfer.

1. Control: The Administrative Director or bonded designee shall record all cash received on numbered receipts. Dated and signed receipts shall be provided to all persons/agencies for total

cash paid with the source of cash noted. All numbered receipts are reviewed by the Administrative Director or designee. A separate receipt book is kept for general revenue.

a. Numbered receipts for money orders or cash designated to Residential Probation Program, Bureau of Prisons, Work Release Program, Residential Transition Program, or Alternative Sentencing Courts are prepared in duplicate. The receipt is appropriately completed, and the yellow copy returned to the participant. The original accompanies cash or money order.

b. All cash and checks collected will be kept in the Administrative Assistant's safe until given to the Administrative Director for deposit. At random times, the Administrative Director accompanies the Administrative Assistant to the safe. The Administrative Assistant then presents cash to the Administrative Director for deposit.

2. Deposit Procedures: Deposits are made by the Administrative Director or bonded designee. For security purposes deposits will be made at unscheduled times during the workday. Various branches and transportation routes will be used. Boone County National Bank currently has eleven branch locations.

3. Recording : Duplicate deposit slips are made in the following minimum detail by the Administrative Director or designee.

a. Coin and currency are detailed separately, checks/money orders restrictively endorsed and listed separately, and the total deposit at the bottom of the slip.

b. After the deposit is made, the bank deposit receipts are stapled to the yellow copy remaining in the deposit book, then properly recorded cash receipts are entered in the general and subsidiary ledger accounts.

C. Cash Disbursements: Payments are made by authorized bonded personnel only—Executive Director, Administrative Director, Program Director, and a member of the Board of Directors.

1. All invoices received are accounted for in the categories of Administrative, Participant, Facility, and General with a sub-file maintained for each account in those categories.

2. Payment is made through online bill pay or the check writing process and supported by appropriate documentation. The following are recognized as sufficient documentation: invoices, receipts, service order forms, bills of lading, expense forms with authorized signature. Such documentation will contain date, to whom payment shall be made, amount, and description of goods or services.

3. Checks must be signed by the Executive Director or Board Officer, and one other aforementioned authorized person. The Executive Director or Board Officer may designate one of the afore authorized persons to sign as their substitute, but must individually approve each substitution. When online bill pay is used, invoices shall be presented to the Executive Director or Board Officer for payment authorization before payment is completed.

4. The check number is recorded on the invoice when paid.

5. The Administrative Assistant records checks (in the appropriate bank account) in number sequence in the *Write Checks* Activities menu of Quick Books Pro. Entries will be made in sequential order to the properly categorized sub file for each numbered account and shall include check number, date, and to whom the check is issued. If a payment applies to more than one account, such amounts shall be allocated and recorded as required.

6. Voided checks shall be defaced to prevent unauthorized use and stapled to the corresponding check stub.

D. Accounts Receivable: Reality House Programs, Inc. currently has contracts with the Missouri Department of Corrections, Federal Bureau of Prisons, United States Probation and Parole, Boone County, and City of Columbia.

1. The Administrative Director or designee shall properly categorize and enter in the General Ledger all accounts receivable.

2. Each entry will be made to the appropriate Accounts Receivable account and posted to the subsidiary ledger accounts. If a receivable applies to more than one account, such amounts shall be allocated and recorded as required.

E. Internal controls are designed to protect the assets of the corporation and ensure accurate and reliable operating data and accounting reports. When possible, responsibility for related transactions should be divided between individuals so the work of one person serves as a check for the work of others. Reality House Programs, Inc. has implemented the following procedures.

1. All cash receipts are prepared as soon as cash is received.

2. Administrative Assistant handles cash receipts and Administrative Director records the deposits in the appropriate numbered accounts of the general ledger.

3. The Administrative Assistant's stores cash in a safe until the deposit is made. The Administrative Director does not have access to the safe or combination.

4. The Administrative Director is authorized to sign checks so the Administrative Assistant performs the bank reconciliation.

5. Participant fees reconciliation is done by Administrative Assistant and billing is prepared by Administrative Director.

6. Bank deposit receipts are attached to deposit slips for review by the Executive Director and independent auditor.

7. Each Administrative section employee's work is periodically reviewed by supervisors.

8. Valid documentation is required for all transactions. The Administrative Assistant prepares checks for signature. Invoices or other acceptable documentation are reviewed by the Executive Director.

II. EQUIPMENT, SUPPLIES, AND INVENTORY: The Administrative Director shall assist the Executive Director in purchasing, maintaining and accounting for corporate equipment. Any employee

suspecting theft or fraudulent use of corporate property shall submit a detailed incident report to their Section Director. Section Directors shall forward the report to the Administrative Director or designee.

A. Equipment: All equipment purchases shall be recorded in the General Ledger through proper accounting procedures.

1. Equipment having a useful life of more than one year and an acquisition cost of $500.00 or more shall be depreciated over a period determined to be the expected life.

2. A depreciation schedule of aforementioned equipment will be maintained by the Administrative Director. The schedule shall include cost, book value, accumulated depreciation and disposition.

3. Disposition of corporate equipment and/or assets will be made as necessary with the approval of the Executive Director, and according to generally accepted accounting principles.

B. Purchases

1. Purchases shall be made with final approval from the Executive Director or Board Officer. The Administrative Director will advise the Executive Director or Board Officer of budget and policy purchasing restrictions as they may apply to all purchase of supplies and services.

a. The Executive Director shall gain prior approval from The Board before expending significant (the greatest of $500 or 5%) unbudgeted amounts for budget subcategories.

b. The Executive Director shall gain prior approval from The Board or a Board Officer in emergency situations, before exceeding the total budget by any amount.

2. Employees shall submit purchase requests to their Section Director for tentative approval before being forwarded to the Administrative Director or designee.

3. Supplies will be accessible by lock and key system.

a. Office and kitchen supplies will be maintained by the Administrative staff. Requests for supplies should be presented to Section Directors, who forward the request to the Administrative Director or designee. The Administrative Director or designee distributes needed supplies to the appropriate section.

b. Cleaning and household supplies including participant hygiene supplies will be maintained by the Administrative staff.

4. Materials purchased, developed, donated or purchased under contracts shall become the property of Reality House Programs, Inc.

C. Inventory

1. The Administrative Director or designee shall maintain current inventory information on equipment, and supplies.

a. Office supplies shall be inventoried monthly by the administrative staff with inventory reports forwarded to the Administrative Director or designee.

b. Non-expendable participant supplies and equipment, i.e. bunk beds, mattresses, pillows, linens, lock boxes, etc. shall be inventoried by the Administrative Director or designee.

2. Reality House Programs, Inc. property valued at $50.00 or greater shall be the responsibility of the employee using said property and the following procedures followed for procurement.

a. All property of the aforementioned value shall be descriptively recorded in the property book. Newly purchased items shall be added to the inventory list before being placed into service. Items being removed from service will require the approval of the Executive Director or designee and the disposition and date of disposition shall be recorded.

b. When property is issued, an Employee Property Inventory sheet will be prepared for all items ($50 or greater) issued. The sheet shall be signed by the employee receiving the property.

c. Property book entry shall contain the date issued, employee initials, and initials of staff issuing the property.

d. The original Employee Property Inventory sheet shall be filed in each employees personnel file, and copied to the employee. The property book shall be maintained by the Administrative Director or designee.

e. When property is returned, the property book is dated and initialed by the employee returning property and by the Administrative Director or designee accepting the property.

3. Property used by specific sections shall be signed for by the Section Director. (i.e. Bunk Beds, linens,... to Security Director; testing materials, educational materials, ... to Clinical Director; computer software, postage meter, reference materials, ... to Administrative Director.)

4. The employee to whom the property is issued shall be responsible for loss and damages other than normal wear and tear and/or disaster. The Administrative Director or designee will inspect damaged property, and assess a repair or replacement cost based on the book value of the item. If the employee disagrees with the assessment, he may appeal in writing to the Executive Director within 7 days of the event.

III. PERSONNEL FINANCIAL POLICIES:

A. A personnel file and payroll register shall be kept on each employee of Reality House Programs, Inc. All personnel files will maintain essential records, including but not limited to, criminal records check, background investigations, resumes, degrees or diplomas, dates of employment, training records, performance appraisals, commendations, forms/certificates, disciplinary actions, and payroll tax forms. Personnel files are maintained in locked storage by the Human Resources Manager. Additionally, employee health and psychological data shall be filed separately in a secure corporate location with limited access.

B. Payroll tax information will be forwarded to the independent data firm that prepares payroll, currently Columbia EDP. EDP provides a semi-monthly register of each employee's gross pay, deductions, net earned income, as well as hours worked and rate of pay for non-exempt employees.

1. Payroll Monitoring and distribution: The Administrative Director or designee will print time cards from the Swipe Clock system following the end of the pay period. Hours worked or salary information is then entered on a payroll transmittal form. The Executive Director reviews the transmittal sheet and the Administrative Director or designee sends data for processing via the internet. EDP informs only the Administrative Director, or the Executive Director that payroll is completed via email. Payment of payroll is through direct debit to the general checking account.

2. Employees must elect to have payroll checks directly deposited into the employee's specified account or monies added to a pay card. To do so, the employee must obtain the necessary paperwork from the Administrative Director. After completion by the employee, the Administrative Director forwards the paperwork to EDP. Earnings statements are available for review and printing from the Columbia EDP website. A secure log-on and password are provided through the payroll software.

3. EDP will prepare and file quarterly payroll tax return Federal Form 941 and all other applicable payroll tax reports.

IV. ANNUAL AUDIT PROCEDURES: An audit shall be completed annually by an independent certified public accounting firm. The Administrative Director or designated representative shall arrange for the audit and comply with all contractual agreements regarding such audit. The results and all audit work papers shall be available to the Board of Directors, Executive Staff, and 3rd parties approved by the Board of Directors or Executive staff. The designated auditor will prepare Federal Form 990 for filing, and address any adverse audit findings to the Board of Directors for resolution and/or correction.

V. ANNUAL BUDGET PROCEDURES:

A. The Executive Director will prepare and present the fiscal year budget for review and approval at the annual (June) meeting. The Board may amend the budget as necessary throughout the fiscal year. The Executive Director shall administer the budget and advise the Board of budget variances at regularly scheduled meetings of the Board.

1. Reality House Programs, Inc. fiscal year is July 1 to June 30.

2. The budget shall include personnel, supply, and operating costs and is prepared in May using actual expense data from July through April and projected expenses for May through June. Section Directors will submit their budget requests for the next fiscal year by April 30. Also included shall be adjusted budget summaries of current funding sources reflecting the financial plan for the current fiscal year.

3. The Missouri Tax Commission is consulted in mid April for the most recent Consumer Price Index figures used to determine salary range cost of living increases.

B. The monthly records regarding performance of the agency with respect to utilization and actual versus projected revenue and expenses shall be available to Executive Staff and the Board of Directors.

VI. BILLING POLICIES: All billings shall be prepared and submitted by the Administrative Director or designee with approval by the Executive Director or Board Officers. Billings shall be in accordance with the funding source contract compliance. Record of current allocations received shall be kept in auditable fiscal records, in accordance with the appropriate funding source.

A. Residential Probation/Parole Program Billing: Department of Corrections requires billing to be completed within five working days following the end of each calendar month. DOC forms contain Participant Name (alphabetically), DOC number, Referral Code, Date Entered, Actual Release Date 15th Day or Day Employed, Total Number of Days, Fees Information if applicable. Additionally, total contracted units are compared to total units served. Information for this report is taken from the Excel spreadsheets kept on each participant by the Administrative Assistant. (See Section VII on Fees Collection). Billing is completed and submitted to Probation and Parole. Probation and Parole officials review and sign billing documents and it is forwarded to DOC Fiscal Management Unit, electronically or by mail, for payment.

B. City of Columbia Funding: Semi-annual reports are prepared for the Office of Community Services, 1005 West Worley, within 30 day following the end of each reporting period. The report format is accessed through the City of Columbia website (Office of Community Services funding link) and submitted electronically. Income and expense information as well as local unit utilization data are needed to complete the report. Short narratives are written regarding activities and changes that have occurred during the quarter.

C. Boone County Alternative Sentencing Court: The Boone County Alternative Sentencing Court includes the following programs: Drug Court, Mental Health Court, DWI Court, and the On Track Program. Billing sheets for services provided to Boone County Alternative Sentencing Court participants are submitted to the Administrative Director on a daily basis. Information from these sheets is entered into the appropriate monthly Boone County Alternative Sentencing Court Billing file (Excel spreadsheet). Items include, but are not limited to, Counselor, Participant name, Date of Service, Service Provided, and Number of Units. After all billable services are entered, the report is forwarded to the Administrative Director or designee for review. An Invoice sheet is completed, and signed by the Executive Director or designee, then forwarded to the appropriate Court Administrator for approval and payment. The Invoice and related documents must be completed and submitted on or before the 10th working day of the month.

D. Inmate Trustee Program: Information regarding billing for the housing of Boone County Jail inmates obtained from the Reality House Programs, Inc. database. Information included in the monthly billing includes name, entry date, exit date, and number of days in the facility. Trustees are included on the list, but not billed. An invoice for the total number of days times the daily rate is submitted to the Boone County Sheriff's Department.

E. Bureau of Prisons/USPO: Information regarding billing for services of Bureau of Prisons/USPO residents is obtained from the Reality House Programs, Inc. database. Information included in the monthly billing includes resident's name, BOP number, entry date, exit date, home confinement date, number of days in the facility, gross wages, and twenty-five percent subsistence. Total monthly billing will be reduced by the amount collected in subsistence, and so indicated on the billing form. The completed billing form is signed by the Executive Director or designee and sent to the Federal Bureau of Prisons Budget Analyst. BOP Urine Sampling Program form, current employee list, and documentation of earnings, check stubs, and payment receipts for 10% of the contracted slots are forwarded to the CCM by the 10th day of month.

F. Federal Treatment: Information regarding billing for services of Federal Treatment is obtained from the Reality House Programs, Inc. database, Monthly Sign in Sheets, and Federal Counselor. Information included in the monthly billing includes resident's name, federal client number, service provided, number of units provided, and dates of service. Co-payment information is reconciled from the Form 45 to the Receipt Ledger and client spreadsheet. Bureau of Prisons treatment, USPO treatment, and Pre-trial treatment services are separated and billed accordingly. Invoices and all corresponding treatment documentation must be completed, signed by the Executive Director or designee, and submitted on or before the 8th of the month.

G. Boone County Work Release: Information regarding billing for Boone County Work Release is obtained from the Reality House Programs, Inc. database. Information included in the monthly billing includes resident's name, case number(s), entry date, exit date, daily fee assessed, amount paid and amount billed to Boone County. Invoice and all corresponding documentation should be completed, signed by the Executive Director or designee, and submitted on or before the 10th of the month.

VII. PARTICIPANT FINANCIAL PROCEDURES: Reality House Programs, Inc. funding sources as well as the Board of Directors firmly believes that the participant should help pay for services according to their financial ability to do so and within the limits of our contracts. Therefore, upon program entrance, all participants receive an orientation of program financial procedures and expectations by the security staff. The case management staff reinforces the importance of this accountability and finally the Administrative staff explains the procedure to each participant once the participant is gainfully employed. Financial records of payment and debts incurred shall be kept by the Administrative Director or designee in individual participant files for verification. Participants shall follow the rules of payment set forth in the Reality House Programs, Inc. Participant Rules Book. The Administrative Assistant will inform case management staff (by violation report) of participants who are not following payment rules.

A. Participant Fees: The collection and remittance of fees and savings shall comply with all contractual obligations. RPP participants who are employed or receive any other income, are required to pay the contractually set amount of their gross income into a non-interest bearing account at an FDIC insured financial institution held by Reality House Programs, Inc. with the state agency joint custodian with signatory authority. Savings amounts may be reduced or waived for all or part of the participant's stay with approval of the state agency.

B. Procedures for Collection of Participant Fees—RPP: Each participant must present a current pay stub to the Administrative Assistant. The stub is copied and filed for verification. A Microsoft Excel spreadsheet is prepared for each participant with the following information: dates of pay period, gross income, net income, hourly rate, hours worked, and the number of days in the pay period. Minimum savings is calculated by the software. [Verify that YTD Gross Earnings on pay stub equal Total Gross Earnings of the spreadsheet.] The participant presents cash or a money order payment. The numbered receipt is prepared, dated, and signed for the total amount received and indicates the amount allocated for fees if applicable, and savings. The total savings balance is also noted on the bottom of the receipt.

Upon successful discharge from the program, the total amount in savings will be returned (by check) to the participant. The participant must sign and date the spreadsheet form verifying that he/she received the money. If the participant is considered unsuccessfully discharged, the monies

are dispersed per the state agency recommendation and Disposition and Release of Personal Property form signed by the offender.

C. Procedures for Collection of Work Release Fees: Work Release participants shall pay a fee of 3 x their verifiable hourly rate (maximum $35 per day) for each day they are in the program, regardless of whether they worked or not. Once a balance of $250 is reached, the participant will not be allowed to leave the facility (except for court appearance or medical emergency.) Payment is made by money order and a receipt prepared and signed. The date, receipt number and amount paid are entered in the participant's spreadsheet and money order is secured in safe.

D. Procedures for Collection of BOP Fees: Bureau of Prisons participants shall pay a weekly subsistence of 25% of gross income (not to exceed $334 per week). All payments will be rounded down to the nearest dollar amount. Each participant must present a current pay stub to the Administrative Assistant. The stub is copied and filed for verification. A Microsoft Excel spreadsheet is prepared for each participant with the following information: dates of pay period, gross income, net income, hourly rate, hours worked, and the number of days in the pay period. The 25% of gross earnings is calculated by the software. The participant must pay with a money order. A numbered receipt is prepared, dated, and signed for the total amount received. The Administrative Assistant makes two copies of the pay stub, money order, and receipt to be filed with financial records as well as in each participants file. Upon discharge, the Administrative Assistant or designee will contact the employer to verify wages for the final subsistence payment.

E. Procedures for Collection of USPO Co-Payments: USPO clients who are ordered by Form 45 to make a copayment for services shall present payment at the time of service. Administrative staff will record the payment in the receipt ledger as well as the client's individual spreadsheet. At the end of the month, the reconciled co-pay amount will be entered and deducted on the Billing Invoice Sheet.

VIII. MAIL SERVICE: The Administrative Director or designee shall pick up mail daily. The Executive Director or designee will review mail and distribute participant mail to the appropriate Section Directors. Outgoing correspondence may be forwarded to the Administrative Director or designee for proper postage and mailing.

IX. PARTICIPANT DATABASE: The Executive staff or designee is responsible for gathering and maintaining intake information in a participant database (Currently Microsoft Access). Information includes; but is not limited to; entry and exit dates, SSN, referring agency, County, Judge, offenses, and age. Statistical reports regarding success rates and recidivism are compiled annually or as needed and will be made available to the Executive Director and Board of Directors

X. ARCHIVES: Original Board meeting minutes shall be kept indefinitely. Board meeting minutes shall be signed and dated by a Board Officer, with each page initialed. The original shall be filed in a secure corporate location with limited sign-in access. Other sensitive corporate information shall be filed in the same manner.

XI. MONTHLY ADMINISTRATIVE RESPONSIBILITIES:

A. Bank statements are received and reconciliation of all accounts performed monthly by the Administrative Assistant or the Administrative Director's designee.

B. Financial statements are prepared monthly by the Administrative Assistant following reconciliation of bank statements and general journal adjusting entries. Reports are printed from the Quick Books Pro Reports Menu and include General Journal, General Ledger, Transaction Detail by Date, Trial Balance, Income Statement, and Balance Sheet.

C. The Administrative Assistant performs monthly participant fees/savings reconciliation before billing is completed. Each participant is listed with the total amounts paid for the month. Verify that total fees/savings collected match receipt ledger and bank deposits.

D. Board Meetings are usually held the third Friday at noon except for the months of April, August, and December when no scheduled meeting is held. The Executive Director and the Administrative Director or designee attend the meetings, and the Administrative Director or designee shall be responsible for board attendance records and keep minutes of each meeting. Board packets are prepared by the Administrative Director or designee for distribution to board members. Packets include a reminder of the time, date, and meeting place, Meeting Agenda, Minutes of the last meeting, Monthly Financial Reports—Income and Expense Reports, Accounts Receivable Report, and Corporate Balance Sheet, plus any additional necessary materials. Board Chair and the Executive Director are consulted prior to packet preparation for additional items to be included. The Board agenda is posted on two bulletin boards at the Roger Wilson Boone County Government Center and at two locations inside the Columbia Daily Tribune building for compliance with the open meetings regulation.

XII. FUNDING PROPOSALS: It is the policy of the Board of Directors to continually seek funding sources that will supplement and/or fully pay for the cost of services provided. The Executive Director, with the assistance of the Section Directors, prepares these lengthy documents within the guidelines of each funding source.

XIII. FACILITIES MANAGEMENT AND MAINTENANCE: The Administrative Director or designee is responsible for the management and upkeep of the facility and shall regularly inspect the premises for damages.

A. Security staff shall write a detailed incident report of facility damage and/or items damaged or in need of maintenance. Incident reports relating to damage caused by participants shall be forwarded to the Administrative Director or designee. The participant will be charged replacement cost for Reality House Programs, Inc. property items they deliberately damage. The cost of repair will be assessed for damage to the facility (such as holes in walls, broken windows or lights, etc.). Incident reports relating to property damage caused by employees shall be submitted to the Section Director. Refer to Section II-C4.

B. The Administrative Director or designee shall arrange for contracted maintenance, lawn care and snow removal as needed.

XIV. Records Retention and Disposal: Client records shall be kept per the requirements of each funding source or seven years whichever is longer. Closed files will be numbered and discharged in the database and moved to boxes which are stored at Underground Records Management. The contents of each box will be recorded, and the boxes numbered and labeled with URM bar codes. At the end of each fiscal year, the Administrative Director or designee will provide URM with a list of boxes for disposal. URM provides confirmation dates of disposal.

Reality House Programs, Inc.

Van

The RHP Security Director will be responsible for supervising all van drivers and for the arrangement and oversight of maintenance and repair. The RHP Human Resources Manager will be responsible for ensuring that van drivers meet or exceed the minimum contractual requirement criteria, and maintain and preserve all van and driver documentation.

VEHICLE

The Reality House van shall be in safe, reliable mechanical condition and meet all state and federal safety standards. The vehicle shall be legally licensed and pass safety inspections as required. The following safety equipment shall be carried and maintained in all vehicles used to transport residents:

Extra electrical fuses;
Fire extinguisher,
Three (3) reflective triangles or Emergency Flare Kit;
Spare tire and jack unless the driver is radio/phone equipped and able to summon assistance;
Flashlight;
Ice scraper;
Emergency first-aid kit; and
Blood-borne pathogen kit.

Records of all tire rotation and replacement, oil changes, maintenance, and the inspection and renewal of licenses shall be maintained by the Administrative Director or designee and be made available to all funders upon request.

All vehicles shall have seats which are securely fastened to the floor and useable seat belts (and extenders as needed) for each passenger. A removable step shall be provided to aid entry and exit of the vehicle.

This step shall be capable of safely supporting three hundred pounds (300 lbs.); shall be placed no more than twelve inches (12") above ground level; and shall have a nonskid top surface no less than eight inches by twelve inches (8" x 12"). Removable steps shall be properly secured while the vehicle is in motion.

All vehicles shall have accessible emergency exit(s) with appropriate emergency procedures posted in compliance with Federal Motor Vehicle Safety Standard No. 217.

The Reality House Daily Van Log shall be completed by the driver daily. Information logged on the Sheet contains date, time of departure and return, number or residents transported, beginning and ending Mileage, inspections and other comments noted by driver (i.e. cleanliness, preventive maintenance needed, etc.).

The transport of an offender remaining in a wheelchair shall follow 49 Code of Federal Regulations Part38.

DRIVERS

The contractor's drivers must drive in a careful and prudent manner, exercising the highest degree of care at all times, and must observe and comply with all rules of the road and traffic regulations; perform all

services in accordance with all applicable state laws and in accordance with all rules and regulations of all contracts.

If requested by the funder, Reality House shall investigate a driver's performance, which may include a Department of Revenue driving record check.

Drivers must have a valid and current driver's license and should have at least one (1) year of safe driving experience as verified by the Missouri Department of Revenue or the state licensing agency of residence.

Drivers and attendants (if any), unless otherwise specified below, must have experience and education including completion of safety courses, driver training courses, passenger assistance courses, etc. Driver training must include, but not be limited to:

Defensive driving (drivers only),
Driver sensitivity, awareness and communications,
Use of mobility equipment (walkers, canes, crutches, braces, etc.),
Methods of handling wheelchairs,
Hands-on assistance (body mechanics, such as methods of moving, lifting, and transferring offenders with mobility limitations or who use assistive devices),
Operation of lifts, ramps, and wheelchair securement devices if the vehicle to be operated is equipped with them,
Use of a fire extinguisher,
Methods of keeping accurate and accountable records or reports, or both,
Instructions on proper actions to be taken in problem situations (e.g., crisis management, emergency evacuations and procedures, seizure disorders, passenger abuse and neglect, and vehicle breakdowns),
Basic first aid,
Guidelines on when to attempt first aid or when to take alternative action, and
Instruction on universal precautions regarding handling body fluids, including how to use a blood-borne pathogen kit.

The following credentialing requirements shall be required of all drivers and attendants, if any:

Attendants have appropriate certification or license for the function the attendant is performing.
Current laws regarding drug and alcohol testing are enforced.
Signed documentation by each driver that no physical or health limitation exists that prevents operation of the motor vehicle or ability to assist any participant in and out of the vehicle who requires or requests such.

Reality House Programs, Inc. will conduct all required background checks prior to performing any transportation services.

Reality House Programs, Inc.shall ensure the drivers observe the following provisions:

Assure that all offenders are seated before vehicle is put into motion;
Require offenders to use seat belts;
Disallowance of firearms, alcoholic beverages, unauthorized controlled substances, or highly combustible materials to be transported in vehicle;
Allow service animals in the vehicle, as needed; however, other animals shall not be allowed;
Assure that all packages are safely stored before putting the vehicle in motion;
Assist each offender in entering and exiting the vehicle as needed;
Assure that offenders enter and exit the vehicle in unobstructed and safe locations;
Observe all posted speed limits, traffic rules, and modify driving according to weather hazards;
Not use alcohol or other controlled substances unless prescribed by a licensed health care provider prior to or while driving;
Not use any prescribed or over-the-counter medication that may impair driving ability prior to or while driving;
Not smoke or use other tobacco products during transport of offenders;
Submit to random drug screening, alcohol screening, or both; and
Use of only hands-free calling devices during transport.

Reality House Programs, Inc shall exclude any driver from providing service that meet any of the exclusion criteria specified below.

- have failed to renew their license or certification registration or have had their professional license or certification revoked;
- have been terminated by Reality House or the State of Missouri;
- have been convicted of fraud or abuse;
- are excluded from participating in procurements where federal funds are involved with any felony criminal convictions, or have plead guilty to any felony offense or have plead nolo contendere to any felony crime or have been found guilty of any felony offense in this state or any other state, including a suspended imposition of sentence, which if committed in Missouri would be a class A or B felony violation of chapter 565, 566 or 569, RSMo, or any violation of subsection 3 or 4 of section 198.070, RSMo, or section 568.020, RSMo, or any felony offense wherein the offense occurred five (5) years or less immediately prior to delivery of services if such offense involved theft, theft by deceit, fraud, forgery, stealing, or the sale or possession of contraband drugs.
- has ever plead guilty or nolo contendere to any offense or been convicted of any offense or been found guilty of any offense, misdemeanor, or felony of a sexual nature or involving violence, including a suspended imposition of sentence.
- whose name is listed on the Department of Health and Senior Services Family Care Safety Registry, unless a Good Cause Waiver is obtained from the Department of Health and Senior Services.
- has been convicted of driving while intoxicated or under the influence of a controlled substance within three (3) years prior to delivery of services.
- has had their driver/chauffeur's license revoked within three (3) years prior to delivery of services.

- has limitations or restrictions that would interfere with safe driving. For example, but not limited to, medical conditions, ignition interlock restriction, or prescribed medication that would interfere with the safe, lawful operation of a motor vehicle.
- has a communicable disease which may pose a threat to the health and well-being of the participant.

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

STAFF HIRING: The Executive Director or designee will be responsible for recruiting and hiring with emphasis on hiring applicants who mirror our participant population. Community resources will be accessed. Equal employment opportunities exist for all positions. Full consideration will be given to the recruitment, hiring, placement, retention, training, and advancement, of women, members of minority groups, disabled veterans, and qualified individuals with disabilities who, with or without reasonable accommodation, can perform the essential functions of the job in question. Additionally, RHP will encourage applicants with a history of successful substance abuse treatment, incarceration with successful remuneration, and/or successful mental illness treatment. RHP will not discriminate against individuals based on race, color, religion, sex, national origin, physical or mental disability, age, retaliation, or sexual orientation. Any decision on hiring of personnel must have prior approval of our contracts' referral agents. Reality House Programs, Inc. is an Equal Opportunity Employer.

Hiring: Prior to participant contact, the RHP Administrative Director or designee will initiate a criminal background check, a DMH Disqualification Registry check, and a Division of Aging check on all newly hired employees/volunteers who have direct participant contact. Annual criminal record and background checks will be done per contractual requirements. All results of these checks will be disclosed only to the employee's supervisors and will be kept secured in their personnel file. Prospective employees who have disqualifying crimes [per DMH 9CSR10-5.190(8)(B)] may not be terminated from employment with RHP. Qualification and credentials will be verified prior to employment with primary source verification done within 90 days. RHP will not employ any individual who is under the supervision or jurisdiction of any parole, probation or correctional authority. Persons with previous criminal convictions who have not been under supervision for at least 2 years may be considered for employment. Additionally, RHP shall only employ personnel authorized to work in the United States. Each employee and any subcontractor will be required to provide a social security card issued by the U.S. Social Security Administration. A copy of the card will be placed in the employee file or vendor file, signed and dated by the person witnessing the actual card.

Additionally, the Bureau of Prisons (BOP) will conduct a background check of all prospective employees. Submission of full name, all aliases used, date of birth, state of birth, sex, race, social security number, and previous cities and state(s) of residence is required. A National Crime Information Center/National Law Enforcement Telecommunication System (NCIC/NLETS), fingerprint, criminal records and other appropriate background checks will be processed by the BOP to verify this information.

The Executive Director shall serve as the facility director to act on behalf of RHP and will be on site during core hours of operation, plus/minus one hour before or following the core hours of 8:00 a.m. and 5:00 p.m. excluding state holidays and weekends.

The Case Manager shall be a graduate of a four year accredited college or university with a bachelor's degree in social work, counseling, criminal justice administration, psychology, sociology, or a closely related field.

Security personnel must have a high school diploma or GED and two years of experience. All employees must be at least 21 years of age.

Contracting agencies shall be notified of the substitution or replacement of personnel per contractual requirements.

Employee Evaluation: RHP employees must receive written evaluations annually, at the end of a probation period, when changing positions, and when their supervisor changes. These are the minimums. A supervisor is encouraged to complete informal evaluations as needed.

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

Employee evaluations will be signed and dated by the employee and their immediate supervisor and the original placed in the employee personnel file. The following performance areas must be covered: Section Performance, Staff & Participant Relations, Personal Characteristics, Motivation & Self-improvement, and Current & Future Goals. All salary changes must be cleared by the Executive Director.

Staff Coverage: RHP will have trained, paid staff, dressed and awake, on the premises to provide 24 hour coverage, seven days a week that provides for safe and secure supervision of all participants, and that provides for the orderly running of RHP.

RHP will staff at least three Security Officer 7-days a week, 24 hours a day, dedicated only to the supervision of participants. This 7-day post will not be covered by another position such as a Case Manager or Facility Director. The intent is that this post will devote 100 percent of it's time supervising participants. RHP will also provide key personnel and additional Security Officers in accordance with the number of participants residing in a facility.

Staff/Participant Ratio: RHP is always responsible the appropriate supervision of participants and the orderly running of RHP. The staff/participant ratio established in our funding contract(s) contributes to RHP's ability to safely and securely operate RHP. RHP will notify the referral agent of any unforeseen circumstance which may affect the safety, security or orderly running of RHP. Accordingly, the referral agent may determine that an adjustment to the staff/participant ratio is warranted. RHP will comply with any change(s) to the ratio as directed by the referral agent.

Scheduling: All security staff scheduling will be done by the Security Manager. The Security Officer supervisory staff (Security Director, Security Manager) will be present at hours that are most beneficial for insuring the safety and security of the staff, participants, and visitors of the facility.

Volunteers: RHP relies heavily on the efforts of its volunteers. Volunteers provide a variety of programs, such as marriage and family enrichment, substance abuse education, literacy, spiritual growth, recreation, health education, fitness, vocational training and many others. While providing these valuable services, volunteers reinforce the societal values conveyed daily by staff. Direct volunteer assistance is useful to a participant's successful community reintegration. Volunteers are required to follow the same policy and procedures as the paid staff at RHP. See the RHP Operations Manual, "Personnel Policies."

STAFF TRAINING: Training is an effective means of ensuring RHP employees understand appropriate workplace behavior as well as how to effectively carry out the requirements of their job.

RHP supervisors and the Human Resources Manager will provide an orientation for all new employees during their first week of employment. A complete review of the RHP Operations Manual with emphasis on discussion of sexual abuse/assault prevention and intervention and Personnel Policies/Standards of Conduct. The supervisor must document the employee's orientation and topics in their personnel file.

Training Requirements: All staff training and development will be managed and organized by the Human Resources Manager and their Section's Director and will consist of, but not limited to, the following methods: on-site training and demonstration, education, videos, internal and external in-services, evaluations and exams, and monthly informational meetings.

New hire training must include but not be limited to safety and security of the facility, offender violations, absconders and no shows, offender management techniques, crisis intervention, de-escalation, incident and violation reports, verbal judo, cognitive restructuring, reentry process, communicable diseases and other trainings as directed by the state agency.

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

RHP supervisors are solely responsible for scheduling and documenting regular "in-house" employee training of at least 20 hours annually. The supervisor must document the training topics, date, time and participants. The following topics must be included:

The following focus areas are to be trained at least monthly:

- Breathalyzer Testing Procedures
- Urinalysis Testing Procedures to include a review of Blood Pathogen Reg. (29 CFR 1910.1030)
- Alcohol and Other Drug Detection, and Education, which may include Relapse Prevention, AA/NA Principle training, Addictive Personality training, etc.
- Security Searches, Accountability, and Control of Contraband

The following focus areas are to be trained at least quarterly:

- Communication Skills
- Intake Procedures
- Criminal Behavior
- Facility Rules, Regulations, and Discipline
- Documentation and Report Writing

The follow focus areas are subjects to be trained on an annual basis:

- Warrants/Absconders Protocol
- Ethics & Integrity
- Sexual Harassment & Abuse Issues
- Prevention of Riots and Disturbances
- Interpersonal Skills
- Cultural Diversity and Gender Issues
- Suicide Prevention
- Anger and Stress Management
- CPR, 1st Aid, and Emergency Plans
    - CPR and 1st Aid shall be completed within the first 60 days of hire

Additionally, RHP will provide or participate in at least 16 hours of cross training annually (calendar year basis.).

JOB DESCRIPTIONS: The job description will be reviewed by the newly hired employee, dated, and signed. The signed job description will be placed in the employee's personnel file.

See the next page(s) for the complete list of Job Descriptions.

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Executive Director

2. Supervisor(s): Board of Directors

3. Summary Job Description: The Executive Director shall be the chief executive and administrative officer of the corporation and shall be responsible to the Board of Directors for the proper administration of all of the corporation's affairs. To that end, the Executive Director shall have power and be required to:

A. Appoint and, when necessary for the good of the service, remove all subordinate Directors and employees of the corporation, except as otherwise provided in the Bylaws, and except as the Executive Director may authorize the subordinate Director to appoint subordinates in such department or section.

B. Prepare and submit to the Board of Directors proposals for programs and priorities which, in the opinion of the Executive Director, will be of benefit to the corporation. These proposals shall be submitted at regularly scheduled meetings of the Board of Directors, unless the Executive Director deems the proposal to be urgent, in which case it shall be presented to the Board of Directors through electronic communiqué as soon as is practical.

C. Prepare the budget annually and submit it to the Board of Directors and be responsible for its administration after adoption.

D. Prepare and submit to the Board of Directors, as of the end of the fiscal year, a complete report on the finances and administrative activities of the corporation for the year.

E. Keep the Board of Directors advised of the financial condition of the corporation and make recommendations concerning its future needs.

F. Attend all meetings of the Board of Directors and its committees, except when the Board of Directors may be considering the Executive Director's performance. The Executive Director shall have the right to take part in discussions, but shall have no power to vote. The Executive Director shall receive notice of all special meetings.

G. Enforce all laws, ordinances, corporate policies, and directives of the Board of Directors; and see that all contracts and franchises are faithfully performed.

H. Perform such other duties as may be prescribed by corporate Bylaws or required of the Executive Director by the Board of Directors, not inconsistent with the Bylaws.

4. Key Areas of Responsibility:

- Corporate Policies, Contracts, and Procedures
- Community, Consumer & Vendor Relations
- Staff, Consumer, and Community Safety & Security
- Corporate Assets Management

5. Subordinate(s): Federal Director, Administrative Director, Security Director & Clinical Director.

6. Preferred Education, Experience, and Other Qualifications: Master's Degree. CEO Experience with: Law Enforcement, Drug/Mental Health Counseling Supervision, Social Services, Probation & Parole, Judiciary; or RHP Section Director.

7. Salary Range and Benefits: As specified by the Reality House Board of Directors and Personnel Policies. This is a non-exempt benefited position.

By signing below, I am affirming that I have reviewed this Job Description and the Reality House Programs, Inc. Personnel Policies. I agree that this Job Description is not "all inclusive" and that there will be other duties "as assigned" that I must perform to my supervisor(s) satisfaction. Furthermore, I understand that I must comply with all lawful directives given me by my supervisor and his/her supervisor(s).

Employee Signature: _____ Title: _____ Date: _____

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

The ADA prohibits discrimination in all employment practices, including job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.

1. Job Title: Federal Director

2. Supervisor(s): Executive Director

3. Summary Job Description: The scope of Federal Director's responsibility shall include all programs, employees, participants, and governing contracts related to the corporation's Federal program.

4. Key Areas of Responsibility:

- Federal Program(s) Policies, Procedures, and Contract(s) Compliance
- Federal Staff, Participant, and Referral Agency Relations
- Federal Participant and Staff Supervision
- Federal Resource Management

5. Subordinate(s): Federal Community Services/Case Manager.

6. Preferred Education, Experience, and Other Qualifications: Master's Degree. Law Enforcement, Drug/Mental Health Counseling, Social Services, Judiciary, Probation & Parole, or RHP Federal Manager background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This will be a non-exempt, benefited position.

By signing below, I am affirming that I have reviewed this Job Description and the Reality House Programs, Inc. Personnel Policies. I agree that this Job Description is not "all inclusive" and that there will be other duties "as assigned" that I must perform to my supervisor(s) satisfaction. Furthermore, I understand that I must comply with all lawful directives given me by my supervisor and his/her supervisor(s).

Employee Signature: _____ Title: _____ Date: _____

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Federal Community Services Manager

2. Supervisor(s): Federal Director

3. Summary Job Description: The scope of Federal Assistant's responsibility shall include all programs, employees, participants, and governing contracts related to the corporation's. Any and all responsibilities assigned to the supervisor, as delegated by the supervisor, or in the supervisor's absence.

4. Key Areas of Responsibility:

- RPP & Federal Program(s) Policies, Procedures, and Contract(s) Compliance
- RPP & Federal Staff, Participant, and Referral Agency Relations
- RPP & Federal Participant and Staff Supervision
- RPP & Federal Resource Management

5. Subordinate(s): Tracker.

6. Preferred Education, Experience, and Other Qualifications: Bachelor's Degree. Law Enforcement, Drug/Mental Health Case Management or Counseling, Social Services, Judiciary, or RHP BOP/RPP Case Manager background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, benefited position.

By signing below, I am affirming that I have reviewed this Job Description and the Reality House Programs, Inc. Personnel Policies. I agree that this Job Description is not "all inclusive" and that there will be other duties "as assigned" that I must perform to my supervisor(s) satisfaction. Furthermore, I understand that I must comply with all lawful directives given me by my supervisor and his/her supervisor(s).

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: BOP Case Manager

2. Supervisor(s): Federal Director

3. Summary Job Description: The scope of BOP Case Manager's responsibility shall include supervision of all participants and compliance with all governing contracts related to the corporation's BOP program. Moreover, must maintain satisfactory rapport with the liaison officer assigned by the governing contractor to monitor said participants and contract requirements.

4. Key Areas of Responsibility:

- BOP Program Policies, Procedures, and Contract Compliance
- BOP Staff, Participant, and Referral Agency Relations
- BOP Participant Supervision
- BOP Resource Management

5. Subordinate(s): None.

6. Preferred Education, Experience, and Other Qualifications: Bachelor's Degree. Law Enforcement, Drug/Mental Health Case Management or Counseling, Social Services, Judiciary, or RHP Tracker background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, benefited position.

By signing below, I am affirming that I have reviewed this Job Description and the Reality House Programs, Inc. Personnel Policies. I agree that this Job Description is not "all inclusive" and that there will be other duties "as assigned" that I must perform to my supervisor(s) satisfaction. Furthermore, I understand that I must comply with all lawful directives given me by my supervisor and his/her supervisor(s).

Employee Signature: _____ Title: _____ Date: _____

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: RPP Case Manager

2. Supervisor(s): Security Director

3. Summary Job Description: The scope of RPP Case Manager's responsibility shall include supervision of all participants and compliance with all governing contracts related to the corporation's RPP program. Moreover, must maintain satisfactory rapport with the liaison officer assigned by the governing contractor to monitor said participants and contract requirements.

4. Key Areas of Responsibility:

- RPP Program Policies, Procedures, and Contract Compliance
- RPP Staff, Participant, and Referral Agency Relations
- RPP Participant Supervision
- RPP Resource Management

5. Subordinate(s): None.

6. Preferred Education, Experience, and Other Qualifications: Bachelor's Degree. Law Enforcement, Drug/Mental Health Case Management or Counseling, Social Services, Judiciary, or RHP Tracker background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, benefited position.

By signing below, I am affirming that I have reviewed this Job Description and the Reality House Programs, Inc. Personnel Policies. I agree that this Job Description is not "all inclusive" and that there will be other duties "as assigned" that I must perform to my supervisor(s) satisfaction. Furthermore, I understand that I must comply with all lawful directives given me by my supervisor and his/her supervisor(s).

Employee Signature: _____ Title: _____ Date: _____

The ADA prohibits discrimination in all employment practices, including job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.

1. Job Title: FTX Counselor

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

2. Supervisor(s): Federal Director

3. Summary Job Description: The scope of FTX Counselor's responsibility shall include supervision of all participants and compliance with all governing contracts related to the corporation's FTX program. Moreover, must maintain satisfactory rapport with the liaison officer assigned by the governing contractor to monitor said participants and contract requirements.

4. Key Areas of Responsibility:

- FTX Program Policies, Procedures, and Contract Compliance
- FTX Staff, Participant, and Referral Agency Relations
- FTX Participant Supervision
- FTX Resource Management

5. Subordinate(s): None.

6. Preferred Education, Experience, and Other Qualifications: Bachelor's Degree. Substance Abuse Counseling or Case Management of Substance Abusers background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, benefited position.

By signing below, I am affirming that I have reviewed this Job Description and the Reality House Programs, Inc. Personnel Policies. I agree that this Job Description is not "all inclusive" and that there will be other duties "as assigned" that I must perform to my supervisor(s) satisfaction. Furthermore, I understand that I must comply with all lawful directives given me by my supervisor and his/her supervisor(s).

Employee Signature: _____ Title: _____ Date: _____

The ADA prohibits discrimination in all employment practices, including job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.

1. Job Title: Tracker

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

2. Supervisor(s): Federal Community Resources Manager or Security Manager

3. Summary Job Description: Work with the BOP & RPP Case Managers and the FTX Counselor to ensure the appropriate accountability of all BOP, FTX, and RPP clients while they are outside of the Reality House facility.

4. Key Areas of Responsibility:

- Home Plan Verification
- Employment Verification
- Pass & Free-time Verification
- Installation of Monitoring Equipment

5. Subordinate(s): None.

6. Preferred Education, Experience, and Other Qualifications: High School/GED. Valid Driver's License and valid insurance.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, benefited position.

By signing below, I am affirming that I have reviewed this Job Description and the Reality House Programs, Inc. Personnel Policies. I agree that this Job Description is not "all inclusive" and that there will be other duties "as assigned" that I must perform to my supervisor(s) satisfaction. Furthermore, I understand that I must comply with all lawful directives given me by my supervisor and his/her supervisor(s).

Employee Signature: _____ Title: _____ Date: _____

The ADA prohibits discrimination in all employment practices, including job application procedures, hiring, firing, advancement, compensation, training, and other terms, conditions, and privileges of employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Administrative Director

2. Supervisor(s): Executive Director

3. Summary Job Description: The scope of Administrative Director's responsibility shall include all programs, employees, participants, and governing contracts related to the corporation's financial, material, community activities, and personnel operations. Additionally, serves as the staff liaison to the corporations Board of Directors.

4. Key Areas of Responsibility:

- Corporate Fiscal Management
- Corporate Material Oversight
- Corporate Human Resources Oversight
- Community Relations and Services Management

5. Subordinate(s): Human Resources Manager.

6. Preferred Education, Experience, and Other Qualifications: Bachelor's Degree. Finance, Accounting, or Fiscal Management background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, benefited position.

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Human Resources Manager

2. Supervisor(s): Administrative Director

3. Summary Job Description: The scope of Human Resources Manager's responsibility shall include all volunteers, employees, corporate personnel policies and benefits, and relevant governing contracts related to the corporation's personnel operations. Additionally, serves as the corporate Public Relations Officer. Any and all responsibilities assigned to the supervisor, as delegated by the supervisor, or in the supervisor's absence.

4. Key Areas of Responsibility:

- Corporate Staff's Education and Training
- Corporate Personnel Policy & Procedure Development and Maintenance
- Corporate Human Resources Recruiting, Hiring, Discipline, and Benefits
- Community Relations & Services Management

5. Subordinate(s): Administrative Assistant(s), Cook, and Maintenance.

6. Preferred Education, Experience, and Other Qualifications: Bachelor's Degree. Human Resources and/or Public Relations.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, benefited position.

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Administrative Assistant

2. Supervisor(s): Human Resources Manager

3. Summary Job Description: The scope of Administrative Assistant's responsibility shall include all programs, employees, participants, and governing contracts related to the corporation's financial operations. Primary functions are participant fees collection, corporate supply procurement, corporate data adjustments, and credit & debit management.

4. Key Areas of Responsibility:

- Participant Fees Collection
- Corporate Material Management
- Corporate Database Management
- Corporate Files Assimilation and Management

5. Subordinate(s): None.

6. Preferred Education, Experience, and Other Qualifications: HS Diploma or GED. Finance, Accounting, Data Entry, or other Fiscal background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is an exempt and non-benefited position.

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Maintenance

2. Supervisor(s): Human Resources Manager

3. Summary Job Description: The scope of Maintenance's responsibility shall include the accountability, replacement, repair, and upkeep of all of the corporation's buildings, land, and equipment. Must also ensure property accountability make recommendations for improved property efficiency.

4. Key Areas of Responsibility:

- Corporate Property Installation, Repair, and Replacement
- Corporate Property Efficiency Monitoring and Improvement
- Corporate Property Accountability
- Corporate Property Maintenance

5. Subordinate(s): None.

6. Preferred Education, Experience, and Other Qualifications: HS Diploma or GED. Construction, Maintenance, or Janitorial background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is an exempt, non-benefited position.

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Employee Signature: _____ Title: _____ Date: _____

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Kitchen Manager

2. Supervisor(s): Human Resources Manager

3. Summary Job Description: The scope of Cook's responsibility shall include all functions essential to the operation of a food kitchen responsible for serving 50-70 participants three meals per day. In meeting the aforementioned, must comply with all corporate contracts related to all participants served. Additionally, must comply with the city Health Department.

4. Key Areas of Responsibility:

- Kitchen and Kitchen Staffs' Cleanliness
- Manage Foodstuff, Kitchen Subsistence Items, and Equipment
- Corporate Meals Contract Compliance
- Ensure Balanced Meals Served Timely and Economically

5. Subordinate(s): Cook's Assistant.

6. Preferred Education, Experience, and Other Qualifications: HS Diploma or GED. Food Service background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is an exempt and benefited position.

By signing below, I am affirming that I have reviewed this Job Description and the Reality House Programs, Inc. Personnel Policies. I agree that this Job Description is not "all inclusive" and that there will be other duties "as assigned" that I must perform to my supervisor(s) satisfaction. Furthermore, I understand that I must comply with all lawful directives given me by my supervisor and his/her supervisor(s).

Employee Signature: _____ Title: _____ Date: _____

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1. Job Title: Cook's Assistant

2. Supervisor(s): Cook

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

3. Summary Job Description: The scope of Cook's Assistant's responsibility shall include all functions essential to the operation of a food kitchen responsible for serving 50-70 participants three meals per day. In meeting the aforementioned, must comply with all corporate contracts related to all participants served. Additionally, must comply with the city Health Department.

4. Key Areas of Responsibility:

- Kitchen and Kitchen Staffs' Cleanliness
- Avoid Waste when Serving Meals
- Ensure a Positive Rapport With Participants
- Ensure Meals Served Timely

5. Subordinate(s): None.

6. Preferred Education, Experience, and Other Qualifications: HS Diploma or GED. Food Service background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is an exempt, non-benefited position.

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Security Director

2. Supervisor(s): Executive Director

3. Summary Job Description: The scope of Security Director's responsibility shall focus on the safety and security of the corporation's participants, staffs, guests, and the surrounding community. Furthermore, a primary emphasis must be put on the accountability of the corporations participants.

4. Key Areas of Responsibility:

- Corporate & Community Safety
- Corporate & Community Security
- Corporate Participant Accountability
- Liaison to State & Federal Law Enforcement Agencies

5. Subordinate(s): Security Manager(s).

6. Preferred Education, Experience, and Other Qualifications: Bachelor's Degree. Corrections, Law Enforcement, Probation & Parole, Judiciary, Military, or RHP Security Manager background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is an exempt, benefited position.

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Security Manager

2. Supervisor(s): Security Director

3. Summary Job Description: The scope of Security Manager's responsibility shall focus on the safety and security of the corporation's participants, staffs, guests, and the surrounding community. Furthermore, a primary emphasis must be put on the accountability of the corporations participants. Any and all responsibilities assigned to the supervisor, as delegated by the supervisor, or in the supervisor's absence.

4. Key Areas of Responsibility:

- Corporate & Community Safety
- Corporate & Community Security
- Corporate Participant Accountability
- Supervision of Subordinate Staffs

5. Subordinate(s): Security Officer II(s), Tracker(s), and Van Driver(s).

6. Preferred Education, Experience, and Other Qualifications: HS Diploma or GED. Corrections, Law Enforcement, Probation & Parole, Judiciary, Military, or RHP Security Officer II background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is an exempt, benefited position.

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1. Job Title: Security Officer II

2. Supervisor(s): Security Manager

3. Summary Job Description: The scope of Security Officer II's responsibility shall focus on the safety and security of the corporation's participants, staffs, guests, and the surrounding community. Furthermore, a primary emphasis must be put on the accountability of the corporations participants. Supervisor may assign the additional duty of UA Manager; responsible for managing all of the corporation's urinalysis and breathalyzer testing. Any and all responsibilities assigned to the supervisor,

as delegated by the supervisor, or in the supervisor's absence.

4. Key Areas of Responsibility:

- Corporate & Community Safety
- Corporate & Community Security
- Corporate Participant Accountability
- Supervision of Subordinate Staffs

5. Subordinate(s): Security Officer I.

6. Preferred Education, Experience, and Other Qualifications: HS Diploma or GED. Corrections, Law Enforcement, Probation & Parole, Judiciary, Military, or RHP Security Officer I background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is an non-exempt, non-benefited position.

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Employee Signature: _____ Title: _____ Date: _____

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Security Officer I

2. Supervisor(s): Shift Manager

3. Summary Job Description: The scope of Security Officer I's responsibility shall focus on the safety and security of the corporation's participants, staffs, and guests. Furthermore, a primary emphasis must be put on the accountability of the corporation's participants, cleanliness of the corporate facilities, and the seizure of contraband.

4. Key Areas of Responsibility:

- Corporate Safety & Security
- Corporate Participant Accountability
- Contraband Seizure
- Facilities Cleanliness
- Accurate Urinalysis & Breathalyzer Testing

5. Subordinate(s): None.

6. Preferred Education, Experience, and Other Qualifications: HS Diploma or GED. Corrections, Law Enforcement, Probation & Parole, Judiciary, or Military background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, non-benefited.

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

Job Title: Van Driver

2. Supervisor(s): Security Manager

3. Summary Job Description: The scope of Van Driver's responsibility shall focus on the safety, security, and accountability of the corporation's participants while transporting them to and from prearranged locations at prearranged times. Additionally, must ensure the manufacturer's required maintenance and upkeep of the van, fueling the van, and van cleanliness.

4. Key Areas of Responsibility:

- Corporate Participant Safety & Security
- Corporate Participant Accountability
- Contraband Seizure
- Van Cleanliness, Maintenance, and Fuel

5. Subordinate(s): None.

6. Preferred Education, Experience, and Other Qualifications: HS Diploma or GED. Valid MO Class E license and insurability.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, non-benefited position.

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Employee Signature: _____ Title: _____ Date: _____

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Clinical Director

2. Supervisor(s): Executive Director

3. Summary Job Description: The scope of Clinical Director's responsibility shall include all programs, employees, participants, and governing contracts related to the corporation's ASC and other counseling programs. Additionally, must ensure all subordinate staffs' enrollment and compliance with the Missouri Substance Abuse Credentialing Board (MSACB).

4. Key Areas of Responsibility:

- Counseling Program(s) Policies, Procedures, and Contract(s) Compliance
- Clinical Staff, Participant, and Referral Agency Relations
- Compliance with MO Department of Mental Health Standards
- Staffs' Professional growth and MSACB compliance
- Liaison and Active Member of the ASC Team(s)

5. Subordinate(s): Counselor, Case Manager, Instructor, and CIT.

6. Preferred Education, Experience, and Other Qualifications: Master's Degree. Medical, Drug/Mental Health Counseling, Social Services, or RHP Clinical Manager background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is an exempt, benefited position.

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Employee Signature: _____ Title: _____ Date: _____

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Counselor

2. Supervisor(s): Clinical Director

3. Summary Job Description: The scope of Counselor's responsibility shall include guiding individuals who are addicted to drugs, and helping them to identify behaviors and problems related to their addiction. Counseling can be done on an individual basis, but is frequently done in a group setting. These counselors will often also work with family members who are affected by the addictions of their loved ones. Counselors also conduct programs aimed at educating participants about addiction. Any and all responsibilities assigned to by the supervisor and as delegated by the supervisor.

4. Key Areas of Responsibility:

- Counseling Program(s) Policies, Procedures, and Contract(s) Compliance
- Clinical Staff, Participant, and Referral Agency Relations
- Compliance with MO Department of Mental Health Standards
- Participants' Personal Development & Growth

5. Subordinate(s): None.

6. Education, Experience and Other Qualifications:
   - Bachelor's Degree with approved credentials through MSAPCB (preferred) OR
   - Qualified mental health professional who is licensed in MO with at least one year of full time experience in the treatment of persons with substance abuse disorders OR
   - Credentialed through MSAPCB with one of the following qualifying credentials:

     RASAC I – applicable to Counselors in Training
     RASAC II – applicable to Counselors in Training
     CADC, CRADC, CRAADC
     CCJP
     CCDP
     CCDP-D

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is an exempt and benefited position.

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

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1. Job Title: Associate Counselor

2. Supervisor(s): Clinical Director

3. Summary Job Description: The scope of CIT's responsibility shall include guiding individuals who are addicted to drugs, and helping them to identify behaviors and problems related to their addiction. Counseling can be done on an individual basis, but is frequently done in a group setting. These counselors will often also work with family members who are affected by the addictions of their loved ones. Counselors also conduct programs aimed at educating participants about addiction. CIT's work on a limited basis and will not be required to attend all staffing and meetings as other counseling staffs. Any and all responsibilities assigned by the supervisor, as delegated by the supervisor.

4. Key Areas of Responsibility:

- Counseling Program(s) Policies, Procedures, and Contract(s) Compliance
- Clinical Staff, Participant, and Referral Agency Relations
- Compliance with MO Department of Mental Health Standards
- Participants' Personal Development & Growth

5. Subordinate(s): None.

6. Education, Experience and Other Qualifications:
   - Bachelor's Degree with approved credentials through MSAPCB (preferred) OR
   - Qualified mental health professional who is licensed in MO with at least one year of full time experience in the treatment of persons with substance abuse disorders OR
   - Credentialed through MSAPCB with one of the following qualifying credentials:

     RASAC I – applicable to Counselors in Training
     RASAC II – applicable to Counselors in Training
     CADC, CRADC, CRAADC
     CCJP
     CCDP
     CCDP-D

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, non benefited position.

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Employee Signature: _____ Title: _____ Date: _____

REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

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1. Job Title: Instructor

2. Supervisor(s): Clinical Director

3. Summary Job Description: The scope of Instructor's responsibility shall include all participants and governing contracts related to the corporation's education program(s). Must ensure accountability and additionally, must ensure all subordinate staff's enrollment and compliance with the Missouri Division of Mental Health (DMH). Any and all responsibilities assigned by the supervisor and as delegated by the supervisor.

4. Key Areas of Responsibility:

- Counseling Program(s) Policies, Procedures, and Contract(s) Compliance
- Clinical Staff, Participant, and Referral Agency Relations
- Compliance with MO Department of Mental Health Standards
- Staffs' Professional growth and MSACB compliance

5. Subordinate(s): Drug Court Counselor(s), Reintegration Court Counselor(s), CIT(s), and Instructor(s).

6. Preferred Education, Experience, and Other Qualifications: High School Diploma or GED. Medical, Drug/Mental Health Counseling, Social Services, or teaching background.

7. Salary Range and Benefits: As specified by the Reality House Executive Director and Personnel Policies. This is a non-exempt, non benefited position.

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REALITY HOUSE PROGRAMS, INC.

Staff Hiring, Training & Job Descriptions

1. Job Title: Volunteer

2. Supervisor(s): Program Director

3. Summary Job Description: Volunteers provide a variety of programs, such as marriage and family enrichment, substance abuse education, literacy, spiritual growth, recreation, health education, fitness, vocational training and many others. Volunteers are required to follow the same policy and procedures as the paid staff at RHP. See the RHP Operations Manual, "Personnel Policies."

4. The volunteer program seeks to:

- Provide opportunities for volunteers to actively participate in and make a meaningful contribution to the operations of RHP
- Provide volunteers with a positive, pleasant service experience
- Build public awareness of the operation of RHP and develop closer ties to the community
- Increase effectiveness of paid staff

5. Volunteers are responsible to their immediate supervisor (site supervisor). This person is usually a supervisor in the section to which the volunteer has been assigned and is responsible for volunteer orientation and training.

6. Volunteer Expectations:

- To adhere to the same rules, regulation and standards as paid staff
- To be prompt and reliable in reporting for duty. If you are unable to report in as scheduled, please notify your site supervisor as early as possible.
- To work a determined number of hours according to a mutually agreed upon schedule
- To complete time sheets in order to keep an accurate record of hours served.
- To attend orientation and training sessions as provided
- To treat the public and fellow workers honestly and politely at all times.
- To consult with the site supervisor before assuming any new responsibilities
- To protect confidential information and exercise good judgment, remembering that you are seen as a representative of RHP.

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Volunteer Signature: _____ Title: _____ Date: _____

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employment. It applies to recruitment, advertising, tenure, layoff, leave, fringe benefits, and all other employment-related activities.

1. Job Title: Case Manager

2. Supervisor(s): Clinical Director and/or Clinical Consultant

3. Summary Job Description: The scope of the Case Manager's responsibility shall include supervision of all participants as it relates to the compliance of the governing contract. Mover must maintain satisfactory rapport with the liaison officers assigned by the governing contract monitor said participants and contract requirements.

4. Key Areas of Responsibility:

   - Program Policies, Procedures and Contract Compliance
   - Staff, Participant, and Referral Agency Relations
   - Program File Management
   - Resources

5. Subordinate(s): None

6. Preferred Education, Experience, and Other Qualifications: Bachelor's Degree. Law Enforcement, Drug/Mental Health Case Management or Counseling, Social Services, Judiciary, or RHP Tracker background.

7. Salary Range and Benefits: As specified by the Reality House Board of Directors and Personnel Policies. This is a non-exempt, non benefited position.

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Employee Signature:_____ Title_____ Date_____

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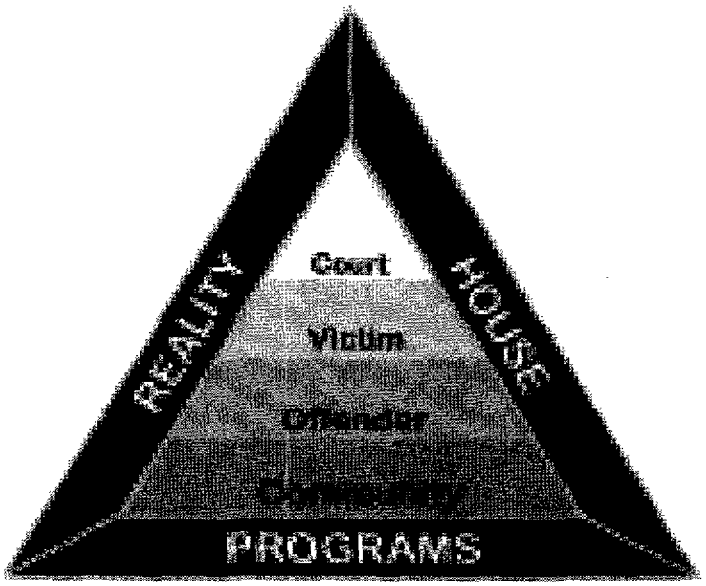
REALITY HOUSE PROGRAMS, INC.

Personnel Policies



This Guidebook was prepared by the Executive Director of Reality House Programs for use by the Directors, Staff, and Volunteers of our Corporation.

LAST REVIEWED & APPROVED BY THE BOARD OF DIRECTORS: 6.20.2014

Dennis J. Winfrey, Executive Director
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Columbia, Missouri 65205-1507

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Fax: (573) 874-1225

Web Address: www.realityhouse.org or .com

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This manual is available in alternate format upon request and supersedes all previous manuals. Reality House Programs, Inc does not discriminate on the basis of race, color, religion, national origin, ancestry, gender, sexual orientation, disability, status of disabled veterans or veteran of the Vietnam era.

INTRODUCTION: At Reality House Programs, we want you to know and believe that you are a member of a very important team. As an employee or volunteer, we also want you to know that you are a highly valued and important part of the Reality House Programs Team. All members of our team are proud of the Blue & Gold pyramid and all work together to support the Mission of Reality House.

I thank you for your decision to join the Reality House Programs team. I hope you will grow and develop as a community correction professional and will make a decision to spend your entire career as a part of our team. If, however, you someday must depart, I hope you will look back on your experience here as one that was rewarding, satisfying, and one where you were able to make a positive contribution to our community and in the lives of others.

All policies in this manual were carefully prepared by the Executive Director and approved by the Reality House Programs Board of Directors. Our policy manual was developed with the employees' needs at the forefront and with emphasis on strengthening our team. I hope you will carefully read each section and report all concerns you have directly to me.

Reality House Programs, Incorporated has a long and diverse history serving Boone County, Missouri. We first opened our doors in September of 1970 as an alternative to incarceration for young first-time lawbreakers. Working with the local Probation & Parole administrators, a group of local citizens established the program with initial funding provided by the now defunct Law Enforcement Assistance Council. Patterned after a successful community corrections program in Rochester, Minnesota (PORT), Reality House has gone through many changes over the years.

During its first year, Reality House was under the management of the local probation and parole office. Since then, we transformed into a private non-profit corporation governed by a Board of Directors. The very first program (now called the Residential Probation/Parole Program – RPP) targeted a population of young adult male felons who were at-risk of losing their probationary status and entering the state operated prison system. It was the only residential program in the State of Missouri primarily targeting this population.

The 1990's saw the original single-purpose program, with an average daily population of a dozen young men, expand to a corporation with six major programs; saw the inclusion of female participants; and started accepting misdemeanants and pre-sentence status referrals who are under the court's supervision. As of March 1, 2013, Reality House Programs, Inc. had an average daily population of 85 residential and 200 outpatient clients.

Since its inception in 1970, Reality House Programs, Inc. has proven itself to be a respected and growing model for the State of Missouri and the nation. Our programming enjoys strong support from Missouri's courts and probation and parole offices. The Reality House Programs appeal has spread nation wide and it is common for lawyers or court administrators from other states to contact us with a request for programming information or to ask to place an offender in our facility. Avoiding the pressure to expand our service outside Boone County, Reality House has maintained a focus on the current and future needs of our community and our local participants. We are committed to putting our resources toward enhancing current services and improving the quality of care for local program participants.

Reality House Programs, Inc.

1. **General:** The policies in this manual describe the parameters of employment, employee conduct, and corporate benefits for an employee, volunteer, or interns of Reality House Programs (RHP).
   1.1. The term "supervisor," as used herein, shall imply immediate and successive supervisors.
   1.2. RHP retains the absolute right to suspend or dismiss an employee for any reason, at its sole discretion, and when it deems appropriate.
   1.3. An employee or prospective employee may be required to submit to medical screening. If so, the employee will be responsible for all expenses incurred.
   1.4. All employees will receive an updated copy of the Personnel Policies after they receive board approval. Employees will acknowledge by signing a statement of receipt which will be placed in the employee's personnel file.
   1.5. All new/rehired employees have a sixty (60) day probationary period and are not benefit eligible.

2. **Compensation & Anniversary**: An employee's compensation will be reviewed annually. An employee's anniversary date is the date of first paid work on RHP staff. Rehires will have a new anniversary date. If an employee is promoted from a non-benefited position to a benefited position, the anniversary date will be the date the employee first works as a benefited employee. Non-benefited employment will not be used in determining an employee's accrued benefits. Compensation will be recommended by the Section Director & Human Resources Manager, and approved by the Executive Director.

   Paydays are the 15th and the last working day of the month, should the last working day fall on the weekend, you will receive pay on the Friday prior to the holiday or weekend. Payroll advances may be considered prior to the first check only, no advances thereafter. Employees must receive their pay in the form of direct deposit to a checking account, savings account, pay card or a combination thereof.

3. **Exempt or Non-Exempt Compensation:** An employee will be paid an hourly wage or salary as determined by law and outlined in their RHP Job Description. As defined below, paid time-off must be taken in hourly blocks for non-exempt employees or half-day blocks for exempt employees.

4. **Benefited or Non-Benefited:** After the sixty (60) day probation period, all benefits are available for employees not working in positions designated non-benefited* **only if the employee has signed and turned in all enrolment forms to the Administrative Director.** When an employee is moved from a benefited to a non-benefited position, they will lose all accrued sick leave immediately and will have ninety (90) days to use any accrued vacation leave. Benefits are outlined in paragraphs 5–17 below.

   *Security Officer I, Maintenance Assistant, PMI Manager, Cook's Assistant, Instructor, Associate Counselor, Federal Counselor, Tracker, Administrative Assistant, and Van Driver are "non-benefited" positions.

5. **Medical and Dental Insurance:** A benefited employee who successfully completes their initial sixty (60) day probation and has signed and turned in all necessary enrolment paperwork to the Administrative Director, is eligible for participation. However, they also must be qualified "per the insurer" and "activated" by that insurer. The cost of the family portion of the plan is one hundred percent (100%) the employee's responsibility. The cost to the employee will be twenty-five percent (25%) and will be reimbursed to Reality House Programs through payroll deduction.

6. **Voluntary Retirement Plan** (hereinafter referred to as the "The Plan"): An "Eligible Employee" regularly works twenty (20) hours per week, has successfully completed their initial sixty (60) day probation, and has signed and turned in all necessary enrolment paperwork to the Administrative Director. General information about

403(b) plans can be found at http://www.irs.gov/Retirement-Plans/IRC-403%28b%29-Tax-Sheltered-Annuity-Plans. The parameters of The Plan are:

6.1. The employee must review the basic design of The Plan and applicable prospectuses; outlined by Mutual of America and/or American Century Investments on the Providers' websites (mutualofamerica.com & americancentury.com). For assistance locating the information, contact the Reality House Programs, Inc. Administrative Director.

6.2. Must contribute to The Plan through payroll deduction.

6.3. May not change payroll deduction amounts more than twice per quarter and must do so by completing the necessary paperwork with the Administrative Director.

6.4. The salary reduction contributions on behalf of an Eligible Employee for any calendar year may not exceed the applicable dollar limit under Code section 402(g), increased by the additional catch-up limit under Code section 414(v) for any Eligible Employee who will have attained age 50 by the end of the calendar year, and may not exceed the Eligible Employee's limit on contributions under Code section 415(c). The Eligible Employee is solely responsible for ensuring that the contributions to one or more Providers during a calendar year do not exceed these limits. For more information, see http://www.irs.gov/publications/p571/ch04.html#en_US_2011_publink1000239674.

6.5. Must acknowledge The Plan does not guarantee return of principal.

6.6. Must acknowledge participating employees are voluntary and completely independent of Reality House Programs Inc., its employees, and its Board of Directors in choosing to participate or not participate in the Plan; how much money to contribute to the Plan; and in choosing which Plan fund(s) to contribute/not-contribute.

7. **Vacation Leave**: A benefited employee who successfully completes their initial sixty (60) day probation is eligible for participation. Vacation leave will be based on a calendar year. Vacation leave will accrue based on a full half-month pay period. Vacation accrual will be as follows:

Length of RHP Service	Annual Vacation Accrual
Less Than 6 Years	80 Hours
6 Years – 10 Years	120 Hours
Greater Than 10 Years	160 Hours

7.1. Employees are encouraged to use all of their allotted vacation annually.

7.2. Any unused vacation leave will be forfeited January 1st.

7.3. Employees defined as benefited per Personnel Policies will be eligible for vacation. Non-benefited, volunteer, student and temporary employees are not eligible for vacation leave.

7.4. Vacation leave begins to accrue from the start of the first full pay period after a benefited employee begins work, but the employee may not take vacation leave until they have completed sixty (60) days of employment. If an employee terminates prior to completing sixty (60) days, no vacation will be paid out.

7.5. Employees should submit vacation plans to their supervisor at least four (4) weeks in advance of the requested dates. While consideration is given to the employee's preference, a vacation must be scheduled in consultation with the supervisor to avoid staffing problems.

7.6. Vacation is taken on an hourly basis for non-exempt and half-day blocks for exempt employees.

7.7. Employees may not receive vacation pay in lieu of time off. In addition, employees will not be paid for any unused vacation remaining at the end of the calendar year.

7.8. Unused vacation cannot be used to extend service dates and will be paid out to eligible employees upon termination. Unused vacation will be credited on the final paycheck provided the termination was not employer initiated.

7.9. An individual who, upon termination, has used more vacation than has been earned and accrued up to the last day of employment must pay back the value of the excess vacation used. This amount will be automatically deducted from the employee's final paycheck.

7.10. For the purpose of calculating termination vacation pay, an individual terminating in the middle of a pay period will be considered as having terminated employment on the first day of the final pay period worked. An employee who works through a full pay period and terminates employment at the end of the pay period will get vacation credit for that pay period.

7.11. This policy supersedes and cancels all former Reality House policies on vacation leave.

7.12. Information contained in this policy might not be applicable in all circumstances and is subject to change without notification.

8. **Sick Leave:** A benefited employee who successfully completes their initial sixty (60) day probation is eligible for participation. Sick leave will accrue at the rate of eighty (80) hours per year and will be monitored by the employee's supervisor. Sick leave will accrue based on a full pay period. The employee will not receive pro rata credit if they start employment part way through the pay period. Each employee must notify their supervisor if the employee is unable to work because of illness or injury. Such notification shall be made prior to the scheduled work period, or may be denied. The employee wishing to take sick leave must speak directly with their supervisor (or the successive supervisor if the employee's supervisor is unavailable) or the request is invalid.

8.1. Employees defined as benefited per Personnel Policies will be eligible for sick leave. Non-benefited, volunteer, student and temporary employees are not eligible for sick leave.

8.2. Sick leave will not accrue above one hundred sixty (160) hours.

8.3. Sick leave is taken on an hourly basis for non-exempt and half-day blocks for exempt employees.

8.4. Sick leave will generally be granted for the illness or injury of an employee, their spouse, their children, or their parents.

8.5. Worker's compensation will be used by the employee when appropriate and possible.

8.6. A written medical statement may be required as confirmation of illness or injury at the request of the supervisor. If the medical statement is not provided as requested, sick leave may be denied. When an employee returns from sick leave (for self), the supervisor may require the employee to provide medical documentation stating their fitness to resume all required duties at Reality House Programs.

8.7. Employees will never be paid for unused sick leave.

8.8. This policy supersedes and cancels all former Reality House policies on sick leave.

8.9. Information contained in this policy might not be applicable in all circumstances and is subject to change without notification.

9. **Health Savings Account (HSA):** A benefited employee who successfully completes their initial sixty (60) day probation and has signed and turned in all necessary enrolment paperwork to the Administrative Director, is eligible for participation. Benefited employees may enroll during annual open enrollment. The annual HSA contribution will be rolled over from year to year if unclaimed by the employee. An employee may not enroll in both the HSA and cafeteria plan.

10. **Cafeteria Plan:** A benefited employee who successfully completes their initial sixty (60) day probation and has signed and turned in all necessary enrolment paperwork to the Administrative Director, is eligible for participation. Benefited employees may enroll during annual open enrollment. The annual maximum medical contribution and the annual maximum childcare contribution must be spent prior to the start of the next calendar year or will be forfeited. Additionally, upon enrollment, all medical premiums will be deducted.

11. **Holidays:** A benefited employee who successfully completes their initial sixty (60) day probation is eligible for participation. A benefited employee's paid holidays will be:
   - New Year's Day.....January 1st
   - Martin Luther King Day.....3rd Monday in January
   - President's Day.....3rd Monday in February
   - Truman's Birthday.....May 8th
   - Memorial Day.....Last Monday in May
   - Independence Day.....July 4th
   - Labor Day.....1st Monday in September
   - Columbus Day.....2nd Monday in October
   - Veterans Day.....November 11th
   - Thanksgiving.....4th Thursday & Friday in November
   - Christmas.....December 25th

12. **Infectious Disease Vaccinations:** All employees are eligible for this benefit. Hepatitis B vaccinations and annual Tuberculosis Testing are offered at no cost to all employees. All new employees will be encouraged to sign the "Disease Declination" or "Acceptance" forms prior to beginning employment. Signing of the "Declination" form can be revoked at any time by reporting to the Administrative Director and signing the "Acceptance" form. Anyone signing the "Acceptance" form must start the vaccination process within ninety (90) days of signing or it becomes void. Employees must provide verification of vaccinations and testing to the Administrative Director.

13. **Special Leaves of Absence Without Pay:** All employees are eligible for this benefit. With approval of their Section Director, an employee may be granted leave without pay for a period not to exceed thirty (30) calendar days. Leave without pay will only be granted when all sick and vacation leave has been exhausted or are unavailable. The employee will not accrue benefits during unpaid leaves of absence.

14. **Maternity, Paternity and Adoption Leave:** All employees are eligible for this benefit. Maternity/Paternity/Adoption leave is any absence necessitated or contributed to by the pregnancy, adoption, and/or recuperation of an employee or employee's spouse.
   14.1. An employee shall return to employment as soon after delivery as is reasonably possible. The employee shall notify their supervisor as far in advance as possible of the date he plans to return to work. Without proper medical necessity, certified by the attending physician, an employee shall return to work within forty-five (45) calendar days after delivery or adoption. Employees must use their annual leave and/or take leave without pay for delivery or adoption.

15. **Travel and Training:** All employees are eligible for this benefit. All employee training and development will be scheduled and documented by the employee's supervisor. Training and development will be directed toward helping the employee better perform their job and improve their skills with an eye toward advancement within the corporation.
   15.1. Only the Executive Director may approve travel and training expenses.
   15.2. Receipts should accompany the employee expense claims. Reimbursement for activities associated with conference or training attendance may be allowed.
   15.3. The amount of mileage allowance for travel expenses shall not exceed the rate set by the IRS and will not exceed actual transportation fare when public transportation is used.
   15.4. Employees must attend in-service training as scheduled by their supervisor. Additionally, all employees with participant contact will receive required training annually.

15.5. The Executive Director may approve reimbursement of one college class per semester, but only actual tuition; excluding books, materials, mileage, meals, etc. The employee will have the class cost deducted from their final paycheck if they fail to remain an employee of Reality House for at least one hundred eighty (180) days after their last scheduled class or if he receives a failing grade for the class.

16. **Promotions:** All employees are eligible for this benefit. It is RHP policy to select the best-qualified person for each job opening at Reality House Programs. Reality House Programs management will promote from within, when appropriate. All employees are encouraged to actively pursue an interview for any job opening for which they qualify.

17. **Salary Increases:** All employees are eligible for this benefit. Increases are considered annually, usually in July. All salary increases are recommended by the supervisor, reviewed by the Human Resources Manager, and approved by the Executive Director. No employee is guaranteed a cost-of-living increase or merit increase.
    - **17.1.** Salary ranges (not salaries) may be adjusted annually for inflation. The CPI figure, as reported by the Missouri Tax Commission, will be used for adjustment.
    - **17.2.** When a non-benefited employee works Christmas Day, New Year's Day, or Thanksgiving (Thursday Only), they earn overtime pay for the shift. When a benefited/hourly employee works a paid holiday, they will receive eight hours holiday pay plus pay for the hours they work.
    - **17.3.** Employees may receive a decrease in salary if the financial condition of the corporation or the employee's performance necessitates.
    - **17.4.** The Executive Director's salary will be determined by the Board of Directors.

18. **Work Schedules:** Schedules may vary periodically to successfully fulfill the agency's mission. The employee's Section Director will set the employee's work hours. Only the employee's Section Director may approve overtime hours, schedule changes, time off, and/or late arrivals. An exempt employee's work-period will generally be Monday through Friday, 8 a.m. to 5 p.m., and/or as required by their Section Director, and/or as the position demands. Meals will be provided to staff by the kitchen supervisor during the scheduled meal times as the offenders. Staff members are not allowed to go into the kitchen to acquire food on their own.

19. **Guidelines for Employee Conduct:** Employees will conduct themselves professionally and in a manner that creates and maintains respect for the participant, staff, referral agencies, and all others associated with Reality House Programs, Inc. While performing their jobs, employees will remain alert and active at all times.
    - **19.1.** Employees shall not engage in any personal or business relationship with any participant in any of our programs or who has been a program participant within the last two years, or the participant's family, associates, or business partners.
    - **19.2.** Employees shall not secure or receive advantages, gifts, money, or favors from participants, their families, associates, or business partners.
    - **19.3.** Employees shall value the human worth and dignity of all participants through fair treatment, respect to the individual, recognizing diversity and the participant's individual rights.
    - **19.4.** Employees shall not abuse our participants verbally or physically and may not touch participants without their permission. Touching of the genitals, breasts, or buttocks is forbidden even with a participant's permission.
    - **19.5.** Employees shall recognize the participant's right to privacy and adhere to confidentiality rules.
    - **19.6.** Staff may not be alone with participants in their room or anywhere off-camera unless there is a medical emergency.
    - **19.7.** Employees shall not abuse alcohol, drugs, or violate the law in any manner.

19.8. Employees shall immediately report any violation of these guidelines to the Executive Director.

20. Employee Evaluations: A written evaluation of an employee will be conducted annually. However, the employee's supervisor may conduct additional evaluations and reports of work performance as deemed necessary. Both the employee and supervisor must review and sign the evaluation report. Employee questions or concerns must be mentioned by the employee, and noted on the evaluation form by the employee, at the time of the review.

21. Employee Discipline: There are two types of employee discipline. The first is Corrective Action, which is an oral or written reprimand that does not affect pay and/or tenure. The second is Disciplinary Action, which is taken to penalize the employee and may affect pay and/or tenure.

21.1. Causes for Corrective Action: Causes for Corrective Action will be determined by the employee's supervisor; causes for disciplinary action are determined by the Executive Director or designee with the supervisors input. The "designee" must have the Executive Director's approval before proceeding with each separate incident, even if the nature of the misconduct is the same. Examples of employee conduct that may be causes for action:

21.1.1. Conviction for a misdemeanor or felony
21.1.2. Illegal acts committed/suspected, but not prosecuted
21.1.3. Insubordination
21.1.4. Failure to follow corporate policy and/or procedure
21.1.5. Inappropriate conduct with staff or participants
21.1.6. Unprofessional conduct, inside or outside the workplace
21.1.7. Theft (To include expired/discarded food, medication, supplies, etc.)

21.2. Procedure: The supervisor will administer Corrective Action orally or written. The Executive Director or designee will administer Disciplinary Action. For Disciplinary Action, the designee will notify the employee of the action to be taken and the consequences for future violations (if the employee was not dismissed). Disciplinary Action will be noted in the employee's file.

21.3. Suspension: Employees may be suspended, with or without pay, for an indefinite period. Suspensions will only be imposed by the Executive Director or designee. Suspension will likely result if the employee is arrested. The suspension may last until the case is resolved by the arresting agent or court. After the case is resolved, further action may be taken.

22. Separation from Employment: An employee resigning from employment shall present their resignation in writing to their supervisor. A minimum of fourteen (14) days notice is expected.

22.1. The Executive Director may lay off an employee because of abolition of position, shortage of work or funds, or for any other reason.
22.2. In the case of death of an employee, the estate of the deceased employee shall receive the employee's final payroll check, which shall include accumulated annual leave payments.
22.3. The official date of termination shall be the date of the employee's last paid work or last day of approved leave at Reality House Programs.
22.4. Any payment due the voluntarily separated ex-employee will be made on regularly scheduled paydays. Any payment due the involuntarily separated ex-employee will be made immediately, unless the ex-employee requests to have their payment mailed.
22.5. References for ex-employees may only come from their Section Director or the Executive Director. Without a signed release from the employee, only dates of employment, job title, and final wage may be released.

23. **Staff Urinalysis Testing Procedures:** Illegal or workplace use of drugs and/or alcohol by Reality House programs staff, volunteers, or visitors will not be tolerated. Staff members found to be using, manufacturing, distributing, dispensing or possessing illegal drugs; an employee testing positive on a urinalysis or breath test (and does not have a valid prescription); or an employee's refusal to submit a urinalysis or breath test; will result in the employee's termination from employment.

23.1. All employees of Reality House Programs, Inc. will be required to provide urinalysis samples before they are hired as a new employee, before rehire, randomly, and for suspicion; as determined by the Reality House Executive Director or designee.

23.2. All employees will be notified and required to provide a urinalysis sample which will be immediately on-sighted in front of the employee. The employee names are picked through www.randomizelist.com. Any positive results will be sent off to Redwood Toxicology for confirmation. In the event that the employee is not able to provide a sample at the time of request, after the two hour limit, the employee will be required to go to Mid Missouri Drug Testing Collections at 405 Bernadette Dr. and complete the drug test. If the employee does not provide a sample while at Mid Missouri Drug Testing Collections, it will be deemed as a refusal. The Human Resources Manager, Section Director and Executive Director are the only persons who may inform an employee of a scheduled test. If an employee does not complete a required test within the prescribed timeframe, they are still required to submit a sample as soon as possible after the timeframe.

23.3. Employees who submit "dilute" samples will be required to resubmit a sample immediately upon notification. Employees will be required to pay for the actual cost of "dilute" test(s) by payroll deduction. For information on how to avoid "dilute" tests, contact the Human Resources Manager.

23.4. All results will be kept confidential. Results will be shared with the employee's supervisor, Executive Director and the Chairman of the Reality House Programs, Inc. Board of Directors.

23.5. Approximately 10% of Reality House employees will be randomly tested monthly.

23.6. If an employee is taking a prescription drug, a copy of the prescription must be presented to their supervisor or the Human Resources Manager ASAP.

23.7. An employee's failure to submit a urine sample within the parameters of this policy will likely result in job termination. Questions about or interpretation of this policy should be directed to the Reality House Programs, Inc. Executive Director.

24. **Grievance Procedure for Employees:** Grievance will be defined as an objection to Reality House Programs staff, policies, procedures, etc. Ideally, the employee will discuss the matter with their supervisor and/or the Human Resources Manager before filing a formal grievance.

24.1. The grievance process should involve no more than forty-three [43] days.

24.2. The employee shall present grievances in writing to their Section Director, within seven [7] days of the event, and an agreement shall be sought within seven [7] days of the Section Director receiving the grievance.

24.3. If the grievance is not resolved, then the employee shall attempt to reach an agreement with the Executive Director (presented in writing) within seven [7] days of the Section Director's decision. The Executive Director has seven [7] days to respond.

24.4. If the grievance is still not mutually resolved, then the employee shall attempt to reach an agreement with the Board Chairman or designee (presented in writing) within seven [7] days of the Executive Director's decision. The Chairman shall be responsible for settling the grievance and shall inform the employee of their decision within seven [7] days following receipt of the grievance. The decision of the Chairman shall be final.

24.5. Employees who initiate grievances must continue to abide by all policies, rules, and conditions until resolved. If an employee fails to follow proper procedures, their grievance may be invalid. A former employee may only grieve issues that biased their separation from employment. The griever must start the process within seven [7] days of separation.

25. **Telephone:** Staff may not accept collect calls from anyone if the nature of the call is not related to Reality House Programs' business.
    - **25.1.** All personal telephone calls must be limited to five [5] minutes.
    - **25.2.** Personal long-distance calls must be collect or calling card calls, unless the Executive Director gives prior approval.
    - **25.3.** If a participant is making a long-distance call, it must be program related.

26. **Confidentiality:** Employees will comply with local, state, and federal law concerning release of information and information privacy. It is the responsibility of all Reality House Programs employees to safeguard sensitive corporate information (i.e., participant treatment information). The success and the welfare of Reality House Programs are dependent upon protecting confidential information and maintaining a participant's privacy. Corporate computers, phones, website, faxes and all other equipment must be secure at all times and guarded against confidentiality lapses and breach of security.
    - **26.1.** Employees, when speaking with anyone other than another Reality House employee or a referral agent (i.e.; participant's Drug Court Team or the participant's Probation Officer), must not even acknowledge that they know the participant or former participant. If asked about a participant or former participant of Reality House Programs while under oath, the employee must ask to answer the question in private. Even in private, the employee must not reveal medical, mental health, or treatment information, stating that the information is protected by Federal Confidentiality law. **EXAMPLE:** *Is John Doe in Reality House? Answer: "I'm not allowed to say." This is his employer and I need him to come to work. Answer: "You may leave a message and, if he's here, he will get it."*
    - **26.2.** In limited situations, employees are authorized to release information with the written permission of the participant and the approval of the RHP Executive Director/HIPAA Officer. The Executive Director/HIPAA Officer will ensure that RHP has proper authorization from the participant's referral officer prior to releasing information. Any contact by the media or someone suspected of being media must immediately be reported to the Executive Director/HIPAA Officer. If an employee is cleared to release information, and that information involves information other than factual, the employee releasing the information must state, "This is my opinion and not the opinion of Reality House Programs or any of its referral agencies."
    - **26.3.** Any known or suspected breach of security or confidentiality must be brought to the attention of the Executive Director/HIPAA Officer. If the breach of security or confidentiality continues after the employee has made an initial report, subsequent reports should be made until the problem is resolved.

27. **Staff Ethics:** All staff will follow the American Correctional Association (ACA) Code of Ethics. Additionally, staff associated with a professional organization other than ACA will adhere to their ethical standards.
    - **27.1.** Members shall respect and protect the civil and legal rights of all individuals.
    - **27.2.** Members shall treat every professional situation with concern for the welfare of the individuals involved and with no intent to personal gain.
    - **27.3.** Members shall maintain relationships with colleagues to promote mutual respect within the profession and improve the quality of service.
    - **27.4.** Members shall make public criticism of their colleagues or their agencies only when warranted, verifiable, and constructive.
    - **27.5.** Members shall respect the importance of all disciplines within the criminal justice system and work to improve cooperation with each segment.
    - **27.6.** Members shall honor the public's right to information and share information with the public to the extent permitted by law subject to individuals' right to privacy.
    - **27.7.** Members shall respect and protect the right of the public to be safeguarded from criminal activity.

27.8. Members shall refrain from using their positions to secure personal privileges or advantages.

27.9. Members shall refrain from allowing personal interest to impair objectivity in the performance of duty while acting in an official capacity.

27.10. Members shall refrain from entering into any formal or informal activity or agreement which presents a conflict of interest or is inconsistent with the conscientious performance of duties.

27.11. Members shall refrain from accepting any gifts, services, or favors that is or appears to be improper or implies an obligation inconsistent with the free and objective exercise of professional duties.

27.12. Members shall clearly differentiate between personal views/statements and views/statements/positions made on behalf of the agency or Association.

27.13. Members shall report to appropriate authorities any corrupt or unethical behaviors in which there is sufficient evidence to justify review.

27.14. Members shall refrain from discriminating against any individual because of race, gender, creed, national origin, religious affiliation, age, disability, or any other type of prohibited discrimination.

27.15. Members shall preserve the integrity of private information; they shall refrain from seeking information on individuals beyond that which is necessary to implement responsibilities and perform their duties; members shall refrain from revealing nonpublic information unless expressly authorized to do so.

27.16. Members shall make all appointments, promotions, and dismissals in accordance with established civil service rules, applicable contract agreements, and individual merit, rather than furtherance of personal interests.

27.17. Members shall respect, promote, and contribute to a work place that is safe, healthy, and free of harassment in any form.

28. Sexual Harassment: Sexual harassment interferes with work performance; creates an intimidating, hostile, and offensive work environment; influences or tends to affect the career, salary, working conditions, responsibilities, duties, or other aspects of career development of an employee or prospective employee; or creates an explicit or implicit term or condition of an individual's employment.

28.1. Reality House Programs, Inc. will not tolerate any form of sexual harassment within the work environment.

28.2. Sexual harassment as defined by this policy includes, but is not limited to, sexual advances, verbal or physical conduct of a sexual nature, visual forms of a sexual or offensive nature (e.g., signs, pictures, and drawings), or requests for sexual favors.

28.3. Sexual harassment as defined by this policy includes, but is not limited to, acts between employees, supervisors and subordinates, program participants and employees, and between employees and prospective employees/participants.

28.4. Any incident involving behavior that is sexually inappropriate, harassing, assaultive, or in any way sexual in nature and involving staff, participants, volunteers, guests, or anyone else while a member of the Reality House Programs, Inc. corporation or while on Reality House Programs, Inc. property must be reported.

28.5. Reports will be made to the Reality House Programs, Inc. Executive Director, Administrative Director, or a Reality House Board Member. Failure to notify, even if you are not directly involved, will likely result in employment termination.

29. Personnel Qualifications and Seniority, by Section: The Executive Director reports to the Board of Directors. The Section Directors report to the Executive Director, and the employees of each section report to the Section Director.

29.1. Employees are listed by Section and rank within that Section. If two [2] or more employees fill the same position, the employee who has held the position the longest will be considered senior.

29.2. Desired education and experience by position: See Job Descriptions in the Operations Manual.
29.3. Job descriptions are only a guide. An employee must perform all work assigned by their supervisor.

30. Interagency Coordination: Coordination between RHP staffs and other agencies on all program issues, from staffing and personnel issues to quality of care issues must begin at the Counselor/Case Manager level. Staff must always remember that our referral agents are the customer and that they are the source of RHP employees' salaries.

30.1. If a staff member has difficulty with any dispute, concern, or other issue between RHP staff and a referral source; the employee's supervisor must be contacted immediately to discuss the issue.
30.2. RHP staffs should not contact the supervisor of a referral agent without approval from their supervisor at RHP.
30.3. Weekly face-to-face meetings with a representative of the referral agent may be required. The meeting should take place at a time and location agreeable to the referral agent.
30.4. Participants' progress, staffing, personnel issues, and quality of care issues should be addressed.
30.5. Any dispute, concern, or other issue between RHP staff and a referral source must be resolved to the referral's satisfaction.

REALITY HOUSE PROGRAMS, INC.

Personnel Files

PERSONNEL FILES: The RHP Human Resources Manager will begin a personnel file for each employee on the date of hire. All important job-related documents will go in the file, including:

- job description for the position
- job application and/or resume
- offer of employment
- IRS Form W-4 (the Employee's Withholding Allowance Certificate)
- receipt or signed acknowledgment of employee handbook
- performance evaluations
- forms relating to employee benefits
- forms providing next of kin and emergency contacts
- complaints from customers and/or coworkers
- awards or citations for excellent performance
- records of attendance or completion of training programs
- warnings and/or other disciplinary actions
- notes on attendance or tardiness
- any contract, written agreement, receipt, or acknowledgment between the employee and the employer (such as a incomplete agreement, an employment contract, or an agreement relating to a company-provided car), and
- documents relating to the worker's departure from the company (such as reasons why the worker left or was fired, unemployment documents, insurance continuation forms, and so on).

Excluded From Personnel Files: Personnel files should not be a receptacle for every document, note, or thought about the employee. Here are some of the documents that must be left out:

- Medical Records: Do not put medical records into a personnel file. If your worker has a disability, you are legally required to keep all of the worker's medical records in a separate file -- and limit access to only a few people. Even for workers who are not disabled, you may have a legal obligation to keep medical records private (and it's a good idea to do so, in any case).
- Form I-9s: Do not put Form I-9s into your employees' personnel files. (Form I-9 is a form from U.S. Citizenship and Immigration Services (USCIS), formerly the INS. You must complete an I-9 for all employees, verifying that you have checked to be sure that the employees are legally authorized to work in the United States.) All Form I-9s will go into one folder for USCIS. The government is entitled to inspect these forms, and if it does, we don't want the agents viewing the rest of the employee's personnel, and personal, information at the same time. Not only would this compromise our workers' privacy, but it might also open our business up to additional questions and investigation.
- Indiscreet entries that do not directly relate to an employee's job performance and qualifications -- like references to an employee's private life or political beliefs, or unsubstantiated criticisms or comments about an employee's race, sex, or religion MUST not be put in the personnel file.

How to Maintain a Personnel File: Section Directors must establish a time to periodically review each employee's personnel file, at a minimum when you conduct the employee's evaluation. During this review, consider whether the documents in the file are accurate, up to date, and complete. Some questions to consider:

- Does the file reflect all of the employee's raises, promotions, and commendations?
- Does the file contain every written evaluation of the employee?
- Does the file show every warning or other disciplinary action taken against the employee?
- If your policies provide that written warnings or other records of discipline will be removed from an employee's file after a certain period, have they been removed?
- If the employee was on a performance improvement plan, a probationary or training period, or other temporary status, has it ended? Has the file been updated to reflect the employee's current status?

Personnel Files

- If the employee handbook has been updated since the employee started working for you, does the file contain a receipt or acknowledgment for the most recent version?
- Does the file contain current versions of every contract or other agreement between you and the employee?

The personnel file will be kept in the Human Resource Manager's office under separate lock. The personnel file belongs to RHP and does not belong to the employee. Employees are not allowed to review their personnel file or request copies of their file. Personnel files may be reviewed by the RHP Human Resources Manager, employee's RHP supervisor, relevant RHP funding agencies, Department of Labor employees, agencies who certify RHP programming, and attorneys with a valid court subpoena.

REALITY HOUSE PROGRAMS, INC.

EMPLOYEE ORIENTATION CHECKLIST

Employee Name: _____ Date of Hire: _____

Application

- Application, Resume and Interview Section Completed _____
- Casenet.com reviewed and attached to Application _____
- References Called and Documented _____
- BOP Background Investigation sent off _____
- Finger Print Cards done and sent off _____
- Copy of GED or High School Diploma in File _____

New Hire Paperwork		Employee Initial
• MO W-4 filled out	_____	_____
• I-9 filled out and verified	_____	_____
• MO Caregiver Background Check filled out/sent off	_____	_____
• Best Practices Assurance of Confidentiality Agreement	_____	_____
• Disease Declination or Acceptance Agreement	_____	_____
• Employee Drug/Alcohol Testing Agreement	_____	_____
• Employee Standard of Conduct	_____	_____
• DOC Confidentiality Oath signed and copied for P&P	_____	_____
• Job Description signed	_____	_____
• Health and Dental Insurance if applicable	_____	_____
• Copy of the Personnel Policies given	_____	_____
• Risk/Harm Agreement	_____	_____
CPR/First Aid Training verified or scheduled	_____	_____
Sexual Assault/Harassment Prevention Training	_____	_____

_____ _____ _____

Chante' Wright, Human Resource Manager Date Date

REALITY HOUSE PROGRAMS, INC.

Employee Drug & Alcohol Testing Notice

Employee Urinalysis Testing Procedures: Illegal or workplace use of drugs and/or alcohol by Reality House programs "worker" (employees & volunteers) or visitors, will not be tolerated. Employees suspected of using illegal drugs or suspected of being under the influence of drugs, alcohol, or products containing drugs or alcohol, will be terminated from their work. Workers suspected of tampering with **any** urinalysis/breath test procedure or test result will be terminated from their work. An employee's refusal to take a urinalysis or breath test will result in termination from work.

- All employees of Reality House Programs, Inc. will be required to provide urinalysis samples to the Human Resource manager or Security Director before they are hired as a new worker, before rehire, randomly, and for suspicion; as determined by the Reality House Executive Director or designee.
- All employees will be notified and required to provide a urinalysis sample which will be immediately on-sighted in front of the employee. The employee names are randomly picked through www.randomizelist.com. Any positive results will be sent off to Redwood Toxicology for confirmation. In the event the employee is not able to provide a sample in the timeframe, the employee will be required to go to Mid-Mo Drug Testing Collections, Inc located at located at 405 Bernadette Drive in Columbia, MO 65203. Their facility is located on the South side behind Pizza Hut, off Worley. Their facility is open Monday—Thursday from 8:30 a.m. – 5:00 p.m. and Friday from 8:30 am – 4:00 p, and the phone number is 573/234-1872. Remember to take your driver's license.
- Employees who submit "dilute" or "altered" samples will be required to resubmit a sample immediately upon notification. Workers will be required to pay for the actual cost of "dilute" or "altered" test(s) by payroll deduction. For information on how to avoid "dilute" or "altered" tests, consult the Security Director. A dilute or altered test may result in work termination.
- All results will be kept confidential by the Reality House Executive Director. Results will be shared with the employee's supervisor and the Chairman of the Reality House Programs, Inc. Board of Directors.
- Actual testing frequency will be determined by the Executive Director.
- If a worker is taking a prescription drug, a copy of the prescription must be presented to his or her supervisor prior to testing.
- An employee's failure to submit a urine sample within the parameters of this policy will likely result in work termination. Questions about or interpretation of this policy should be directed to the Reality House Programs, Inc. Executive Director.
- Off duty hourly employees will be paid for one hour of work for each urinalysis test that they are required to submit, with the exception of missed or retests for dilute & altered.
- By submitting a sample under the aforementioned terms and conditions, employees are indicating that they understand and accept the Reality House Programs, Inc. drug testing policy. If an employee does not understand and/or accept the Reality House Programs, Inc. drug testing policy, they should immediately contact their Reality House Programs, Inc. supervisor.

Executive Director

Employee's Signature: _____ **Date:** _____

REALITY HOUSE PROGRAMS, INC.

Best Practices Assurance of Confidentiality & Security Agreement

General Confidentiality Practices:

- Staff will never breach confidentiality by releasing confidential corporate or participant information (intended or unintended) to anyone who is not a RHP staff member, referral agent, or other agent with a specific need to know;
- Written Personnel Policies are in place to deal with breaches of confidentiality. Specific sanctions for confidentiality violation may be imposed that include employee disciplinary action and any of the following: remedial training in confidentiality, loss of certification of competency in confidentiality, prohibition from future work with confidential data at the institution, discharge;
- Access to data files is restricted to specific staff and access by unauthorized staff is not permitted (i.e.: medical, treatment, and financial);
- Employees must not use names or other personal identifiers in conversations in public areas such as open rooms, elevators, or hallways; and employees are reminded of their special duty to maintain confidentiality when RHP services are provided for individuals they know personally.

Employee Education. Reality House Programs, Inc. can assure that it:

- Has developed and implemented education programs regarding confidentiality that includes information about the lack of security inherent in faxing, e-mailing, and other electronic data transfer;
- All staffs are required to pass a routine evaluation of skill and performance with regard to protection of confidentiality and to identify re-training needs based on performance.

Electronic Security. Reality House Programs, Inc. has the following technical practices in place:

- Authentication of users by means of passwords or digital ID. All offices containing computers are locked when not occupied. All computers are locked with passwords installed. No identifying data is ever to be used over telephones or unsecured fax;
- Staffs must ensure that data sent and received in conjunction with Reality House Programs, Inc. activities is electronically encrypted and safeguarded using accepted safeguards;
- Additional safeguards are also followed, including: maintenance of minimal data on home computer, use of electronic screen savers, and password control at home.

Paper Record Security. Reality House Programs, Inc. maintains the confidentiality of paper records by:

- All employees must restrict access to data-storage areas, the use of locked file rooms or cabinets in limited-access areas, forms tracking log for any external disclosures, and a sign-out system for internal use of data;
- Assuring confidentiality of written evidence that a patient is on a specific research study; for example, logs or lists of screened individuals or participants should not be left out on desks or in other open-access areas;
- Sensitive (containing participant or corporate sensitive data) documents must be placed in the recycle container in the admin area for incineration;
- Reality House Programs, Inc. does not release any data files to any one without written consent of an RHP Director and the participant.

Misuse of confidential data and a breach of confidentiality is a serious offense. Employees who violate the aforementioned policies and procedures will be disciplined by their Reality House supervisor and may be terminated from employment with Reality House Programs, Inc.

Staff's Signature: _____ Title: _____ Date: _____

REALITY HOUSE PROGRAMS, INC.

Disease Declination or Acceptance Agreement

Hepatitis B:

- I understand that it is my responsibility to contact the Administrative Director of Reality House for instructions on receiving the Hepatitis B vaccination. The vaccinations are administered at the City/County Health Department at 1005 West Worley _____
- Reality House Programs, Inc. is providing me with the opportunity to be vaccinated with the Hepatitis B vaccine at no cost to me _____
- I understand that if I contract Hepatitis B, I will be suspended from employment until a physician clears me to return to work _____
- I understand that the Hepatitis B vaccination is a series of three injections. The initial shot, 2nd shot after 1-2 months, and the 3rd shot 4-6 months after the 1st _____
- I understand that I must finish the three shots or the vaccination will not be effective _____
- I understand that if I contact Hepatitis (or any other communicable disease), I must immediately notify my supervisor _____
- I understand that if Worker's Compensation is denied, I will be responsible for any and all medical costs associated with Hepatitis _____

Tuberculosis:

- I understand that Reality House Programs, Inc. requires annual TB skin testing _____
- I understand that it is my responsibility to contact the Human Resources Manager of Reality House for instructions on receiving the TB skin test. The test is administered at the City/County Health Department at 1005 West Worley _____
- I understand that I must give written result of my TB test to the Human Resources Manager _____
- I understand that if I contact TB (or any other communicable disease), I must immediately notify my supervisor _____
- I understand that if I contract TB, I will be suspended from employment until a physician clears me to return to work _____
- I understand that if Worker's Compensation is denied, I will be responsible for any and all medical costs associated with TB _____

General:

- I understand that I am responsible for self protection against communicable disease. I will always wear gloves when handling urine, blood, and/or any other bodily fluids. I will always cover my mouth with my arm (not hands), when coughing or sneezing, and I will encourage all others to do the same _____
- If I notice any sign of disease in self or others, I will immediately notify my supervisor _____

_____ _____
Employee's Signature Date

_____ _____
Staff's Signature Date

Employee Printed Name: _____ **Date:** _____

REALITY HOUSE PROGRAMS, INC.

STATE OF MISSOURI/DEPARTMENT OF CORRECTIONS
CONFIDENTIALITY OATH

I will not reveal the condition or affairs of any person, firm, or institution in this state; or any facts pertaining to same that may come to my knowledge by virtue of my work; unless required or authorized by law to do so.

_____ _____
Signature of Employee/Agent Date

_____ _____
Signature of Witness Date

AUTHORIZATION FOR RELEASE OF INFORMATION

TO WHOM IT MAY CONCERN:

I hereby authorize and request release to the State of Missouri, Department of Corrections, any and all records and information; including, but not limited to originals or copies of any records, documents, reports, and/or criminal history record.

I understand that the State of Missouri, Department of Corrections, may conduct and/or review a background investigation before rendering a decision regarding my eligibility to perform services for the State of Missouri, Department of Corrections, and that this authorization is part of that investigation.

I voluntarily agree to cooperate in such investigation, a release from liability or responsibility the State of Missouri, Department of Corrections, and all other persons, firms, corporations, and institutions supplying the above requested information.

_____ _____
Signature of Applicant Date

_____ _____
Signature of Witness Date

_____
Applicant's SSN

WHEN COMPLETED, DELIEVER THIS FORM TO PROBATION AND PAROLE AND PLACE A COPY IN THE EMPLOYEE'S FILE

Request for Contract Staff Background Investigation

REALITY HOUSE PROGRAMS, INC.

Facility: Reality House Programs, Inc. **Location Code:** 7YG .

Please type all information

LAST NAME	FIRST NAME	MIDDLE NAME OR INITIAL	OTHER NAMES USED

POSITION OR JOB TITLE	ANTICIPATED HIRE DATE	CRIMINAL HISTORY

SEX	RACE	HAIR	EYES	HGT	WGT	DOB

DRIVERS LICENSE - STATE & NUMBER	SOCIAL SECURITY NUMBER	CITY AND STATE OF BIRTH

OTHER STATES LIVED OR WORKED IN		

If this is a Key Staff Member, a copy of the applicants application and resume must be attached. Upon Conditional Approval, a sealed transcript must be sent directly to the CCM office from any schools, colleges or universities identified on the application which substantiate the individuals qualifications to fulfill the position.

Applicants Acknowledgment:

I authorize the release to the Federal Bureau of Prisons of any information generated as a result of a national Crime Information Center/National Law Enforcement Telecommunications System (NCIC/NLETS) criminal history check on me, or any other information necessary to determine my suitability for work with federal offenders.

I also authorize the Federal Bureau of Prisons to disclose to the facility director or the contractor's "authorized negotiator" all information generated as a result of a National Crime Information Center/National Law Enforcement Telecommunications System (NCIC/NLETS) criminal history check on me, or any other information necessary to determine my suitability for work with federal residents at the above noted facility.

I understand that all my records are protected under federal privacy regulations and cannot be disclosed without my written consent unless otherwise provided for in the regulations. I also understand that I may revoke this consent at any time except to extent that action has been taken in reliance on it. In any event, this consent will cease to be effective after my employment.

_____

Signature of Applicant Date

_____

Printed Name and Signature of Witness (Executive Director) Date

REALITY HOUSE PROGRAMS, INC.

Risk/Harm Agreement

Initial in the box if you understand that you may be exposed to the risk of harm:

☐ Reality House Programs, Inc. is a corporation that provides services to men and women who are involved with the criminal justice system.

☐ You are responsible for learning evacuation routes and other emergency procedures. If you believe that your life, or the life of another person, is in danger; call 911 immediately.

☐ Some of the people at the Reality House Programs, Inc. facilities may have been convicted of violent felonies.

☐ Some of the people at the Reality House Programs, Inc. facilities may have tested positive for Tuberculosis, Hepatitis, Human Immunodeficiency Virus, or other communicable disease.

☐ Some of the people at the Reality House Programs, Inc. facilities may yell, curse, and/or become physically abusive.

☐ Some of the people at the Reality House Programs, Inc. facilities may make racial, sexual, or other inappropriate or discriminatory remarks or gestures.

☐ Some of the people at the Reality House Programs, Inc. facilities may ask you for personal, monetary, or sexual favors which; if you accept; WILL put you at risk of criminal prosecution.

☐ Some of the people at the Reality House Programs, Inc. facilities may make false accusations about your behavior, so you are advised to stay in view of the camera system or around witnesses whenever possible.

☐ Some of the people at the Reality House Programs, Inc. facilities may attempt to steal your belongings, so you are advised to keep your valuables in your possession or locked securely at all times. You may not bring items into Reality House Programs, Inc. with a value in excess of $100.

Employee:

_____ _____ _____

Printed Name Signature Date

Witness:

_____ _____ _____

Printed Name Signature Date

REALITY HOUSE PROGRAMS, INC.

Employee Date Supervisor Date

Staff Training Year _____:

Staff's Name: _____ Staff's Position: _____ Hired: _____

The following training topics must be completed annually:

- Discipline & Setting Limits Date: _____ Time: ____/____ Supervisor: _____
- Emergency: Fire, Tornado & Safety Date: _____ Time: ____/____ Supervisor: _____
- Participant Account. & Security Date: _____ Time: ____/____ Supervisor: _____
- Sexual Harassment & Assault Date: _____ Time: ____/____ Supervisor: _____
- Absconders & Jake's Law Date: _____ Time: ____/____ Supervisor: _____
- Breathalyzer Testing Procedures Date: _____ Time: ____/____ Supervisor: _____
- Life, Safety & Crisis Intervention Date: _____ Time: ____/____ Supervisor: _____
- Preventing Riots & Disturbances Date: _____ Time: ____/____ Supervisor: _____
- Suicide Prevention Date: _____ Time: ____/____ Supervisor: _____
- Urinalysis Testing Procedures Date: _____ Time: ____/____ Supervisor: _____
- HIPPA Date: _____ Time: ____/____ Supervisor: _____
- Info. Confidentiality & Security Date: _____ Time: ____/____ Supervisor: _____
- Staff Integrity/Ethical Issues Date: _____ Time: ____/____ Supervisor: _____
- Participant, Room & Car Searches Date: _____ Time: ____/____ Supervisor: _____
- Defense/Use of Force Date: _____ Time: ____/____ Supervisor: _____
- Reports, Logs, Intakes & Discharge Date: _____ Time: ____/____ Supervisor: _____
- Universal Precautions Date: _____ Time: ____/____ Supervisor: _____
- Communication Skills Date: _____ Time: ____/____ Supervisor: _____
- Cultural Diversity Issues Date: _____ Time: ____/____ Supervisor: _____
- Health Issues & 1st Aid Date: _____ Time: ____/____ Supervisor: _____

By signing below you are stating that you have completed all of the training listed above and are skillful in the topic listed. Staff:_____ Date:_____

REALITY HOUSE PROGRAMS, INC.

Employee Standards of Conduct

Employees must act professionally and maintain respect for Reality House Programs, Inc. (RHP), the community, the court, and all referral agencies.

Employees must avoid actions that might adversely affect the confidence of the public in the integrity of RHP, the community, the court, and all RHP referral agencies.

Employees must not use or possess illegal drugs. RHP prohibits its employees from using alcohol while on duty or being under the influence (BAC .02 or greater) while on duty. Employees must not be impaired on duty.

Employees must not engage in, or allowing another employee to engage in, sexual, emotional, or physical behavior with a participant. There is no "consensual sex" between RHP's employees and participants.

Employees must not show favoritism (through gifts, favors, or services) or become involved with participants, former participants, or the families or associates of said participants for two years after the participant is discharged from RHP; unless the involvement is part of RHP approved job related contact.

Employees must not use profane, demeaning, obscene, or otherwise abusive language when communicating with participants, fellow employees, or associates.

Employees must remain fully awake, alert, attentive, and active in their duties during duty hours.

Employees must conduct themselves in a manner that is above reproach and must not engaging in any conduct that is criminal in nature or which would bring discredit upon RHP, the community, the court, and all RHP referral agencies. RHP requires its employees to obey the letter of the law and the spirit of the law at all times. Employees charged with any violation of law, statute, or ordnance must immediately notify the Executive Director. Traffic violations resulting in fines less than $150 are exempt from this reporting requirement.

Employees must not use violence, threats, or physical force unless there is a substantial risk to life.

Employees must not engage in improper supervisor/subordinate relationships, to include emotional, sexual, financial, or physical.

Employees must not possess weapons, to include vehicles under their control parked on or adjacent to the facility, which may inflict personal injury in the facility or while on duty. "Weapons" includes pepper spray, stun guns, or other self-defense type armaments.

Employees must uphold all ethical rules governing their professions, including complying with applicable licensing authority rules, unless they conflict with legal laws.

Employees who are suspected of violating the "Employee Standard of Conduct" are barred from contact with RHP participants until a disposition is made by the Executive Director and its referral agents.

I have received and understand the Employee Standards of Conduct; I understand that as an employee of Reality House Programs, Inc. I must cooperate fully with any investigative authority by providing all applicable information; I will truthfully respond to all questions and provide a signed affidavit if asked to do so.

_____ _____

REALITY HOUSE PROGRAMS, INC.

Participant Records & Reports

RECORDS: RHP will establish records that are safeguarded from unauthorized and improper disclosure and, when any part of the information system is computerized, security that ensures confidentiality.

Participant File: For specifics on treatment files, see RHP Operations Manual "Treatment Protocol." The contractor shall maintain a file on each participant that includes all significant decisions and events relating to the participant, and at least the following information:

- Initial intake information form
- Case information from referral source, if available
- Case history/social history
- Medical record, when available
- Individual program plan
- Signed release of information (to include medical) & other consent forms
- Evaluation and case notes
- Current employment data
- Signed acknowledgment of receipt of facility rules
- Signed acknowledgment of receipt of disciplinary policy
- Grievance and disciplinary record
- Documented legal authority to accept participant
- Referrals to other agencies
- Terminal report
- Record of participant finances.

Breathalyzer/Urinalysis Testing Records: See RHP Operations Manual, "Zero Tolerance" policy for specific information. The completed logs will be maintained on file by the Security Director for at least one year. The urinalysis database will be maintained indefinitely.

Financial Records: See RHP Operations Manual, "Financial" for specific information.

Visitor Log: The completed logs will be maintained on file by the Security Director for at least one year. See RHP Operations Manual, "Discipline" for specific information about visitors. See forms at the end of this chapter for Visitor Log.

Employment Check Log. The completed logs will be maintained on file by the Security Director for at least one year. See RHP Operations Manual, "Discipline" for specific information about employment. Individual job confirmations will be completed on a job check log and placed in the participant's file. See "Forms" for the Job Confirmation Log.

Sign-In/Out Log. The completed logs will be maintained on file by the Security Director for at least one year. See RHP Operations Manual, "Personnel" for specific information about Signing in and Signing out procedures. See "Forms" for Sign-In/Out Log.

Search Log. The completed logs will be maintained on file by the Security Director for at least one year. See RHP Operations Manual for specific information about facility search procedures and for Weekly Sanitation and Safety Inspection.

REPORTS: The Executive Director of RHP is responsible for ensuring that all of the below listed reports are delivered accurately and in a timely manner. Physical responsibility for delivering the reports may be delegated as indicated below:

REALITY HOUSE PROGRAMS, INC.

Participant Records & Reports

STATE RPP

TITLE	PREPARER	DUE DATE	SENT TO	DATE SENT
Violation & Incident	Case Manager	Within 1 working Day	State P & P	___/___/_____
Home Plan Verification	Case Manager	When Completed	State P & P/Participant File	___/___/_____
DOC Billing	Administrative Director	5th of Month	State P & P	___/___/_____
DOC Invoice	Administrative Director	5th of Month	State P & P	___/___/_____
Drug Testing Log	Administrative Director	5th of Month	State P & P	___/___/_____
Notice of Fees Owed	Administrative Director	5th of Month	State P & P	___/___/_____
Waiver of Employment	Administrative Director	5th of Month	State P & P	___/___/_____
DOC Billing–Approved	Administrative Director	10th of Month	DOC Fiscal Management	___/___/_____
DOC Invoice–Approved	Administrative Director	10th of Month	DOC Fiscal Management	___/___/_____
Absconder Savings	Administrative Director	At Status Determination	DOC Fiscal Management	___/___/_____
Payments From Audits	Administrative Director	Within 30days of Finding	DOC Fiscal Management	___/___/_____
Notice of Fees Owed	Administrative Director	After Billing Approval	DOC Fiscal Management	___/___/_____
Savings Waiver/Reduce	Administrative Director	After Pay Period	State P & P/Participant File	___/___/_____
EmployeeContractCharge	Administrative Director	Quarterly	State P & P	___/___/_____
WBE/MBE Participation	Administrative Director	Quarterly	State P & P	___/___/_____

REALITY HOUSE PROGRAMS, INC.

Participant Records & Reports

FEDERAL BOP

TITLE	PREPARER	DUE DATE	SENT TO	DATE SENT
Violation & Incident	Case Manager	Within 1 working Day	Community Corrections Manager	___/___/_____
Home Plan Investigation	Case Manager	After Intake	District USPO	___/___/_____
PRT Meeting Notes	Programs Director	Following Meeting	Community Corrections Manager	___/___/_____
Release Plan	Programs Director	2 Weeks Before Release	Community Corrections Specialist	___/___/_____
Terminal Report	Programs Director	Within 1 working Day	Community Corrections Manager	___/___/_____
Transfer Order	Programs Director	After Intake	Community Corrections Manager	___/___/_____
Arrival Report	Programs Director	After Intake	Community Corrections Manager	___/___/_____
Release Report	Programs Director	Day of Discharge	Community Corrections Manager	___/___/_____
Home Confinement	Programs Director	As Soon as Eligible	Community Corrections Manager	___/___/_____
USPO Medical Exam	Programs Director	Within 1st 5 days	District USPO	___/___/_____
Billing Sheet	Administrative Director	10th of Month	BOP Budget Analyst	___/___/_____
Billing Sheet	Administrative Director	10th of Month	Community Corrections Manager	___/___/_____
UA Report	Administrative Director	10th of Month	Community Corrections Manager	___/___/_____
10% Fee Analysis	Administrative Director	10th of Month	Community Corrections Manager	___/___/_____

REALITY HOUSE PROGRAMS, INC.

Participant Records & Reports

BOONE ASC

TITLE	PREPARER	DUE DATE	SENT TO	DATE SENT
Violation & Incident (phone)	Case Manager/Counselor	Within 1 working Day	State P & P and Court Administrator	____/____/_____
ASI Review (fax)	Executive Director	Within 10 working Days	Court Administrator	____/____/_____
ASC Billing	Administrative Director	10th of Month	Court Administrator	____/____/_____
Detailed Invoice	Administrative Director	10th of Month	Court Administrator	____/____/_____
OSCA Compliance	Administrative Director	10th of Month	Court Administrator	____/____/_____

BOONE WRP

TITLE	PREPARER	DUE DATE	SENT TO	DATE SENT
Violation & Incident	Executive Director	Within 1 working Day	13th Circuit Court Clerk & Judges Administrator	____/____/_____
Program Discharge	Executive Director	Within 10 working Days	13th Circuit Court Clerk	____/____/_____
Absconder	Security Director	Within 3 Hours	Joint Communications	____/____/_____
Absconder	Executive Director	Within 1 working Day	13th Circuit Court Clerk & Judges Administrator	____/____/_____

REALITY HOUSE PROGRAMS, INC.

Privacy & Confidentiality

Privacy: The Privacy Act and Freedom of Information Act (See below) sets forth a series of requirements governing federal agency record keeping practices intended to safeguard individuals against invasions of personal privacy. The determination of what information may be released requires RHP staff to have a basic understanding of both the FOIA and the Privacy Act. Staff also should be aware that the Privacy Act establishes criminal penalties and civil liabilities for unauthorized disclosures. All staffs and participants must familiarize themselves with the RHP Notice of Privacy Practices.

In order to release information to a participant's employer and other third parties, RHP staffs will obtain a release from the participant. Likewise, participants shall acknowledge other conditions of residence in a center program which include, but are not limited to, urine testing, subsistence collection, medical treatment, and an agreement to abide by posted regulations. RHP staffs will not release information to any individual unless the subject of the request has provided written consent and the Executive Director or designee has granted permission.

The following web pages are to be referenced by RHP staff for information about security laws:

- The Freedom of Information Act, 5 U.S.C. § 552, As Amended By Public Law No. 104-231, 110 Stat. 3048. http://www.usdoj.gov/oip/foia_updates/Vol_XVII_4/page2.htm
- THE PRIVACY ACT OF 1974, 5 U.S.C. § 552a, As Amended. http://www.usdoj.gov/04foia/privstat.htm

Effectively protecting the confidentiality of individually identifiable data requires uniform and comprehensive practices by all agency staff/employees. See Best Practices Assurance of Confidentiality and Security Agreement in Operations Manual, "Personnel Policies."

THIS NOTICE DESCRIBES HOW MEDICAL AND DRUG AND ALCOHOL RELATED INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE REVIEW IT CAREFULLY:

General Information: Information regarding your health care, including payment for health care, is protected by two federal laws: the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 42 U.S.C. & 1320d et seq., 45 C.F.R. Parts 160 & 164, and the Confidentiality Law, 42 U.S.C & 290dd-2, 42 C.F.R. Part 2. Under these laws, Reality House may not say to a person outside Reality House that you attend the program, nor may Reality House disclose any information except as permitted by federal law.

Reality House must obtain your written consent before it can disclose information about you for payment process. For example, Reality House must obtain your written consent before it can disclose information to your health insurer in order to be paid for services. Generally, you must also sign a written consent before Reality House can share information for treatment purposes or for health care operations. However, federal law permits Reality House to disclose information without your written permission:

1. Pursuant to an agreement with a Qualified Service Organization;
2. For research, audit or evaluations;
3. To report a crime committed on Reality House's premises or against Reality House personnel;
4. To medical personnel in a medical emergency;
5. To appropriate authorities to report suspected child abuse or neglect;
6. As allowed by a court order.

For example, Reality House can disclose information without your consent to obtain legal or financial

services, or to another medical facility to provide health care to you, as long as there is a Qualified Service Organization Agreement in place.

Before Reality House can use or disclose any information about your health in a manner which is not described above, it must obtain your specific written consent allowing it to make the disclosure. Any such written consent may be revoked by you in writing.

Your Rights: Under HIPAA you have the right to request restrictions on certain uses and disclosures of your health information. Reality House is not required to agree to any restrictions you request, but if it does agree then it is bound by that agreement and may not use or disclose any information which you have restricted except as necessary in a medical emergency. You have the right to request that we communicate with you by alternative means or at an alternative location. Reality House will accommodate such requests that are reasonable and will not request an explanation from you. Under HIPAA you also have the right to inspect and copy your own health information maintained by Reality House, except to the extent that the information contains psychotherapy notes or information compiled for use in a civil, criminal or administrative proceeding or in other limited circumstances. Under HIPAA you also have the right, with some exceptions, to amend health care information maintained in Reality House's records, and to request and receive an accounting of disclosures of your health related information made by Reality House during the six years prior to your request. You also have the right to receive a paper copy of this notice.

Reality House's Duties: Reality House is required by law to maintain the privacy of your health information and to provide you with notice of its legal duties and privacy practices with respect to your health information. Reality House is required by law to abide by the terms of this notice. Reality House reserves the right to change the terms of this notice and to make new notice provisions effective for all protected health information it maintains.

Complaints and Reporting Violations: You may complain to Reality House and the Secretary of the United States Department of Health and Human Services if you believe that your privacy rights have been violated under HIPAA. You will not be retaliated against for filing such a complaint.

Violation of the Confidentiality Law by a program is a crime. Suspected violations of the Confidentiality Law may be reported to the United States Attorney in the district where the violation occurs.

Contact: For further information contact:

Chante Wright, Privacy/Compliance Officer
Reality House Programs, Inc.
P.O. Box 1507
Columbia, MO 65205-1507
(573) 449-8117

If you are receiving services available through the Missouri Department of Mental Health, you may contact and file a complaint with the department's Participant Rights Monitor at 1-800-364-4687 or by writing:

Missouri Department of Mental Health
Participant Rights Monitor
P.O. Box 687
Jefferson City, MO 65102

All persons also have the right to file a complaint with the Office for Civil Rights, U.S. Department of

REALITY HOUSE PROGRAMS, INC.

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Health and Human Services:
Office for Civil Rights
U.S. Dept. of Health and Human Services
200 Independence Avenue, S.W.
Room 509F, HHH Building
Washington, D.C. 20201

There will be no retaliation for filing a complaint with Reality House Programs, Inc., the Department of Mental Health, or the Office for Civil Rights.

Each new employee or volunteer of Reality House Programs, Inc. will read, understand, and sign the following agreement:

Confidentiality: Each new employee must read and sign the Best Practices Assurance of Confidentiality & Security Agreement: See the "Employee Intake" section of the Operations Manual.

- All employees sign confidentiality agreements (Best Practices Assurance of Confidentiality & Security Agreement);
- The security practices of the organization have been audited with no material findings, or, if material findings were noted, they have been corrected;
- Staff will never breach confidentiality by releasing confidential corporate or participant information (intended or unintended) to anyone who is not a RHP staff member, referral agent, or other agent with a specific need to know;
- Written Personnel Policies are in place to deal with breaches of confidentiality;
- Specific sanctions for confidentiality violation may be imposed that include employee disciplinary action and any of the following: remedial training in confidentiality, loss of certification of competency in confidentiality, prohibition from future work with confidential data at the institution, discharge;
- Access to data files is restricted to specific staff and access by unauthorized staff is not permitted (i.e.: medical, treatment, and financial);
- An individual (Joel Putnam) is designated to assure compliance with established standards.

Employee Education. Reality House Programs, Inc. can assure that it:

- Has developed and implemented education programs regarding confidentiality that includes information about the lack of security inherent in faxing, e-mailing, and other electronic data transfer;
- Reminds employees about not using names or other personal identifiers in conversations in public areas such as open labs, elevators, or hallways; and reminders to employees of their special duty to maintain confidentiality when RHP services are provided for individuals they know personally;
- Designated staff has received confidentiality training (treatment staff and HIPPA Officer);
- All staff conducts a routine evaluation of skill and performance with regard to protection of confidentiality and identifies re-training needs based on performance.

Electronic Security. Reality House Programs, Inc. has the following technical practices in place:

- Authentication of users by means of passwords or digital ID. All offices containing computers are locked when not occupied. All computers are locked with passwords installed. No identifying data is ever to be used over telephones or unsecured fax;
- Access to server controlled by means of role-based authentication/access, locked server room, and an internal firewall;
- A disaster prevention and recovery plan including adequate fire and entry alarms where data are stored; a fireproof file space for paper, routine backups of electronic data at intervals appropriate for the rote of data accrual; and offsite storage of backups;

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- External firewalls in places to prevent remote access by unauthorized users;
- Virus checking is routine as are updates to the data files and engines to provide maximum protection of data files;
- System assessment including diagnostics runs and external audits conducted regularly to insure the integrity of the system;
- Data that are sent and received in conjunction with Reality House Programs, Inc. activities are electronically encrypted;
- Additional safeguards are also followed, including: maintenance of minimal data on home computer, use of electronic screen savers, and password control at home.

Paper Record Security. Reality House Programs, Inc. maintains the confidentiality of paper records by:

- Restricting access to data-storage areas, the use of locked file rooms or cabinets in limited-access areas, forms tracking log for any external disclosures, and a sign-out system for internal use of data;
- Development and implementation of policies by institutions for the secure transport of information from one physical location to another;
- Assuring confidentiality of written evidence that a patient is on a specific research study; for example, logs or lists of screened individuals or participants should not be left out on desks or in other open-access areas;
- Situating FAX machines in secure or limited-access areas; use of pre-coded phone number to eliminate dialing errors; cover sheets so data are not physically exposed; testing FAX machines to insure correct number and function; and de-programming FAX memory storage after use to prevent recovery of confidential information;
- Reality House employs 3rd party incineration procedures for disposal of sensitive (containing participant or corporate sensitive data) documents after use;
- Hardcopy information of sensitive information sent outside of Reality House is protected;
- Reality House Programs, Inc. does not release any data files to any one without written consent of an RHP Director and the participant;
- A written consent is required every time a data request is received, even if the requester has obtained previous approval or if new data ore added to a data file that was previously approved for release.

Misuse of confidential data and a breach of confidentiality is a serious offense. Employees who violate the aforementioned policies and procedures will be disciplined by their Reality House supervisor and may be terminated from employment with Reality House Programs, Inc.

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Facilities

Facility: Reality House Programs (RHP) leases the facility at 1900 Prathersville Road and owns properties at 1200 Rangeline and 1201 Pannell, both are within the city limits of Columbia, Missouri. The following pages concern the 1900 Prathersville facility. RHP facilities meet or exceed ADAAG standards for accessibility.

Location: There are no daycare facilities or schools within one mile of the Prathersville facility. The Boone County Juvenile Justice Center is approximately 1/8 mile and the Boone County Jail is one mile from RHP. The center of Columbia's downtown is approximately 5 miles. There are many restaurants, convenience stores, banks, and other businesses within 3 miles of the facility.

Capacity: The number of participants that RHP is able to provide residential services for is determined by the contractual requirements of the referral source. As a rough estimate, the Prathersville facility will house 80 males and 15 females.

Inspections: RHP maintains copies of all required certificates, occupancy permits, and copies of all inspections. These documents will be maintained by the RHP Administrative staff on-site. The facility is inspected at least annually by the Bureau of Prisons, Missouri Department of Corrections, the Missouri 13th Circuit Court's Board of Jail Visitors, The Columbia Fire Marshall, The Boone County Health Department, and Korsmeyer Fire Protection (Fire Alarms, Sprinkler System, Kitchen Hood, and the Alarm Panel).

Site & Floor Plans: The RHP Administrative staff will maintain floor plans diagramming the exact location and dimensions of sleeping rooms, counseling rooms, administrative offices, lavatories, dining room, fire exits, kitchen, and other areas of interest to inspectors.

Transportation: RHP is located on the CoMO Connect public transportation route. RHP staff will provide hourly shuttle service to and from public transportation, during their hours of operation. See the Columbia Transit and Para-transit schedule here: http://www.gocolumbiamo.com/PublicWorks/Transportation/ In extreme situations, the Security Director may temporarily suspend shuttle service. Taxi service is also available 24/7. See Participant Rules of Conduct for driving regulations while at RHP.

Main Building: All physical structures conform to all local, federal, and state guidelines and all funding contracts. The facility was leased by Reality House Programs, Inc. from Boone County government in 1999 for a term of 25 years. It is surrounded by ten acres of level lawn. It is a light beige stucco building constructed in 1970 of metal framing and concrete block. The building is approximately 10,000 square feet with a central security, laundry, administrative area, central kitchen, 200 square foot classroom, and dayroom/dining area. There are three wings: East-Female, South-Male Dorm, and West-Male wing used for participant sleeping and bathrooms. The East wing also has a bedroom that has been converted to a dayroom for the women. All floors are tile, walls are painted industrial grade sheetrock or concrete block, and ceilings are painted industrial grade sheetrock and eight feet in height (ten feet high in the South wing and dayroom/dining area). All windows are inoperable. The facility is equipped with a central heating and cooling system that is controlled by five different thermostats. There is a hard wired AFP-200 central heat/smoke alarm & sprinkler system (with battery backup) monitored 24/7 by Tech Electronics. The facility is maintained 24/7 by county maintenance officials.

Attached Building: Reality House Programs, Inc. has an attached facility at the West end of the West wing of the main facility. The attached facility is a 1990's modular structure that Reality House Programs purchased from GE Capital. It is metal and wood frame construction. It has tile on the floors, and painted paneling & sheetrock finish on the walls and ceilings. The attached facility has one 1200 square foot open area in the front (East) that has a lounge area with chairs, cable television, study tables, couches, two 100 square foot offices for the Case Manager and PO, one desk for a Security Officer, and an enclosed bathroom (shower, sink, and toilet). The other half of the attached facility (West) is one 1200

square foot open area with bunk bed sleeping arrangement that has a laundry area with washers and dryers, chairs, two 100 square foot private offices, and an enclosed bathroom (shower, sink, and toilet). This facility will be used to house approximately twenty male participants.

West Wing: The West wing of the main facility includes six sleeping rooms and a bathroom. Two of the rooms are 250 SF and have plastic and metal chairs, metal bunk beds, and wall lockers. Two rooms are 170 SF and have plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. One room is 120 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. One room is 100 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. The bathroom is 250 SF with two ADAAG toilets, one urinal, three ADAAG showers, and five ADAAG sinks. This wing of the facility will be used to house twenty to thirty male participants.

East Wing: The East wing of the main facility includes five sleeping rooms and a bathroom. Two of the rooms are 125 SF and have plastic and metal chairs, metal bunk beds, and standing wall lockers with side hanging space. One room is 120 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. One room is 170 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. One room is 145 SF and has plastic and metal chairs, metal bunk beds, and standing foot lockers with side hanging space. The bathroom is 125 SF with two ADAAG toilets, two ADAAG showers, and two ADAAG sinks. This wing will be used to house *fourteen female participants maximum and will be the only female sleeping area for this proposal.*

South Bay: The South bay of the main facility is one large sleeping room with a separate bathroom. The room is 770 SF and has plastic and metal chairs, metal bunk beds, and foot lockers. The bathroom is 300 SF with two ADAAG toilets, three urinals, an open 100SF ADAAG shower with six shower heads, and four ADAAG sinks. The bay is in direct line of sight of the staffs at the Security Key and the bay has a glass paneled wall allowing for constant monitoring. The bay will be used to house approximately twenty male participants.

Security Key: This area is located in the exact center of the facility and is "horseshoe" shape arrangement of cabinets and a two tiered countertop. The countertop is 42" tall. Inside the Key is a glass-toped desk that houses the door lock controls for ten interior and exterior doors. Also at the desk is a monitor that shows seven different images from inside and outside the facility. All participant and visitor movement is controlled from the Security Key and the main North exit of the building is located there. There are no other exits without going through the three razor wire & fenced recreation yards and unlocking the gates.

Recreation Yards: There is a large (1000SF) graveled & fenced recreation yard at the south side of the facility and a smaller (350SF) recreation/smoking area on the East-Female wing of the facility. The attached facility is connected to the West wing with a graveled recreation yard (800SF) and a wheelchair accessible wooden ramp. All yards have exterior gates with padlocks controlled by the Security Officers on-duty. Participants must leave the recreation yards through the main facility—therefore ensuring that they checkout with the security staff. The recreation yards are fenced, with an eight feet tall mesh with razor wire around the top, for keeping unwanted visitors out as much as it is to keep participants from leaving without approval.

Kitchen: The kitchen is 400SF with concrete floors and floor drains. All countertops and three sinks are stainless steel. There is also a forth stainless steel sink for hand washing separate from the three dish washing sinks. The stainless steel stove is an industrial gas six burner with two ovens. The two dishwashers are industrial three tray high efficiency. There is an attached food storage pantry that is wall-to-wall wire racks for food storage. There is a 150SF walk-in industrial cooler with enclosed 75SF walk-in freezer. Meals are served from the kitchen through a serving window.

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Laundry: The main building laundry room is 200SF and contains three industrial Maytag washers and three dryers. The laundry room also has an ironing board with iron and a 20 SF folding table. The laundry room is located in the center of the building near the dayroom. Laundry facilities are available to all participants free of charge (the machines are not coin operated). The attached facility has one washer and dryer. RHP provides laundering services for linens at no cost to participants. RHP will provide indigent participants with laundry detergent until they receive their first pay check.

Dayroom/Visiting Area: The dayroom is located in the center of the facility and surrounds the security key. There is access to the participants' Case Manager's offices, classroom, kitchen, Security Key, South Bay, West Wing, East Wing, laundry room, nurse's station, administrative (pay) window, south recreation yard, and main North exit from the facility. The dayroom is equipped with folding table & chairs for eight, two large dining tables that seat twelve each, water fountain, television, soda machine, snack machine, and video game player & monitor. All visitation will be conducted in the Dayroom to allow staff supervision.

Classroom: The classroom is next to the dayroom. It is 250SF with a central boardroom style table and ten chairs. The classroom is equipped with telephone, television, and DVD player. There are also many books and magazines in the classroom. The Classroom will be utilized for private individual and group meetings as well as education classes and counseling groups.

Office Space: RHP provides appropriate space and furnishings for private counseling sessions, private client meetings, case manager meetings, and administrative services. All offices will be private (with a door and window coverings); a minimum of 100 square feet; will have a desk, lamp, chairs, and locking file cabinet.

Plant Requirements: RHP provides each participant with a bed, one locker (adequate space), and one lock. "Adequate space" means an area which provides reasonable room to store personal clothes and hygiene articles. RHP staff will maintain instant access to all lockers for reasons of security and safety.

RHP's sleeping rooms have adequate ventilation of re-circulated filtered air. Living and sleeping areas in the facility have adequate lighting as set forth in the most current and subsequent issues of the ACA Standards for Adult Community Residential Services. A minimum of 25 continuous square feet of unencumbered space per occupant in the sleeping rooms is provided. The square footage area is not obstructed by any object, e.g., bed, furniture, or fixed building structure, and allows a reasonable person enough space to freely move about. The sleeping room areas provide reasonable privacy to the participant; however, it shall be accessible to staff at all times. Areas such as day rooms, closets, bathrooms, TV rooms, dining rooms, or halls are not considered as sleeping rooms.

RHP provides services to male and female participants in the main building only (the attached building is males only). The facility has toilets, showers, and sleeping facilities for males and females. RHP ensures there is separation of participants by gender. The facility separates sleeping, bathing, and toilet areas by gender on the architectural floor plans and shall have a written plan outlining procedures to maintain separation by gender. Bunk assignments will be based on results of the PREA screening tool.

The main facility has six toilets, four urinals, and eleven showers for males. Additionally, there are two toilets and two showers for females. Showers and wash basins have hot and cold water. Hot water temperatures are thermostatically controlled so the water does not exceed 120 degrees Fahrenheit (49 degrees Celsius), except for food service equipment. Temperature control devices are inaccessible to participants and other unauthorized personnel. The attached facility has four showers and toilets.

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Telephone: RHP provides participants telephone service which is accessible on the facility's premises. The RHP Prathersville facility has four pay telephones and three (not pay) available to participants who are indigent or are calling their P&P Officer, attorney, doctor, employer, or other person providing for their care or welfare. The RHP Rangeline facility has one pay and one non-pay telephone.

Room Temperature: RHP will maintain the facility temperature at a level appropriate for the season and in accordance with EPA standards (~72 degrees).

TO: DPMM
301 West High Street Rm. 630
Jefferson City, MO 65101-1517