

## **Proposal for RFP 2404 to Develop and Manage a Behavioral Health Urgent Care Center**

### **Part I**

### **PROPOSER INFORMATION**

Letter authorizing submission:	See attached
Company Name:	Helen Ross McNabb Center, Inc.
Address:	201 West Springdale Avenue Knoxville, TN 37917
Telephone:	865-637-9711
FAX:	865-541-6673
Knox County Vendor Number:	25917
Contact Person:	Jerry Vagnier
Telephone:	865-329-9169
Email:	jerry.vagnier@mcnabb.org
Knox County Business License:	N/A
Federal Tax ID Number:	62-0548914
State of Tennessee License:	Mental Health Facility License - see attachment (Outpatient Mental Health, Adults and Crisis Stabilization Unit)

Helen Ross McNabb Center acknowledges receipt of one (1) addenda for Request for Proposal 2404, dated August 1, 2016.



201 West Springdale Ave. ■ Knoxville, Tennessee 37917 ■ 865.637.9711 ■ 800.255.9711 ■ [www.mcnabbcenter.org](http://www.mcnabbcenter.org)

August 12, 2016

Mr. Matt Myers, Deputy Director of Procurement  
Knox County Procurement Division  
1000 North Central Street, Suite 100  
Knoxville, TN 37917

**SUBJECT: Proposal Number 2404:  
Develop and Manage a Behavioral Health Urgent Care Center**

Dear Mr. Myers;

Please find enclosed the proposal from the Helen Ross McNabb Center to *Develop and Manage a Behavioral Health Urgent Care Center*. We look forward to the possibility of helping Knox County divert mentally ill, publically intoxicated offenders away from the criminal justice system, and believe Helen Ross McNabb Center has the experience and qualified personnel to undertake the project.

Thank you for your consideration of our proposal. Please let us know if there are any additional questions you may have.

Sincerely,

  
Jerry Vagnier  
President/CEO

**OFFICIAL FILE DOCUMENT  
DO NOT REMOVE OR MARK**

## **PART II      QUALIFIED APPLICANT**

**Experience of the Entity** – The Helen Ross McNabb Center (HRMC) is a premier not for profit provider of behavioral health services in East Tennessee. Over the past 68 years, in Knox County, the Center has developed a full continuum of services for adults with mental illness, addiction, and co-occurring disorders. Today, services span from prevention, diversion, treatment to crisis response. For over 30 years, HRMC has provided services for individuals within the criminal justice system. The Center's division of Criminal Justice Services for Knox County includes:

*\*Knox County Jail Diversion* – “Early Diversion” to prevent incarceration/reduce jail time. Funded through the Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) from a federal Substance Abuse and Mental Health Services Administration Grant (SAMHSA).

*\*Criminal Justice Liaisons* – Master's and Bachelor's level staff embedded within the Knox County Jail for community reintegration. Funded through TDMHSAS

*\*Jail Based Mental Health Treatment* – Psychiatrists and Master's Level Clinicians embedded within the Knox County Jail to provide evaluations and treatment for inmates. Funded through Knox County.

*\*Forensic Evaluations* – Funded through TDMHSAS.

*\*Outpatient Treatment Services* – Funded through the Tennessee Board of Probation and Parole.

In addition, HRMC provides outpatient mental health services, outpatient substance abuse services, alcohol and drug residential rehabilitation, and medical detoxification. For individuals in crisis within Knox County, HRMC operates the crisis stabilization unit (CSU), the mobile crisis unit (MCU) and crisis medical detoxification. Victim services for crisis includes the domestic violence center and the sexual assault crisis center services.

HRMC has been a member of the Knoxville Homeless Coalition for over 25 years. In addition to the division of criminal justice services, HRMC operates a division of services uniquely designed for individuals experiencing homelessness. HRMC operates the federally funded PATH program assisting individuals experiencing homelessness and mental illness with housing, employment, and access to mental health treatment. The Center employs SOAR (SSI/SSDI Outreach, Access, and Recovery) Case Managers that are uniquely trained in assisting individuals with behavioral health issues experiencing or at risk of homelessness with the application for the State's Medicaid benefit (TennCare). For individuals without insurance, but meeting criteria of having a severe and persistent mental illness, the Center is able to assist individuals with the application of the State's

Behavioral Health Safety Net Program and provide essential outpatient mental health treatment and case management. HRMC operates over 100 permanent housing units within Knox County and transitional housing for individuals experiencing domestic violence including the only domestic violence shelter in Knox County.

HRMC coordinates and oversees the Crisis Intervention Training (CIT) for Knox County, equipping officers to be highly trained in response to individuals with mental illness. To date, over 200 law enforcement officers within Knox County and the City of Knoxville have graduated and are uniquely identified as CIT Officers.

**Capacity Statement-** The Helen Ross McNabb Center, Inc. has the capacity to develop, operate and manage the Behavioral Health Urgent Care Center (BHUCC). HRMC is a 501(c) 3 non-profit corporation established as a community mental health center in 1948, with over 68 years of experience. The Center is in a strong financial position due to its current leaders and previous conservative leadership. The current FY17 budget is \$58 million and the Center has a fully funded three month operating reserve. The corporation owns 70 buildings and leases several additional buildings. Helen Ross McNabb has no long term debt and thus is able to manage the resources dedicated to this project well. The organization has the financial capacity to undertake the project as evidenced by its demonstrated fiscal accountability and practice standards- see attached 5 year certified audit history.

### **Administrative Capacity**

The organization is governed by a 21 member voluntary board of directors comprised of community members, most of which reside in Knox County. Neither the Executive Staff nor board members work for Knox County which negates any potential conflict of interest for this submission.

HRMC has the administrative capacity to undertake such a large scale project as evidenced by the prior experience and leadership of the executive team. The strength and stability of this team is evident by the average tenure within the organization being 23 years. The operation of the Behavioral Health Urgent Care Center will be managed by Leann Human-Hilliard, V.P. and Candace Allen, Sr. Director of Adult Services. Both of these executive managers currently oversee the Crisis Stabilization Unit, Medical Detoxification, and outpatient services for addiction and mental health services. Additionally both managers are directly involved and oversee the Center's division of criminal justice services. The leadership of these clinical executives is unsurpassed in the region. Their expertise for crisis services and the criminal justice population and programming is widely recognized (see attached resumes).

Helen Ross McNabb operates the only Crisis Stabilization Unit (CSU) in the greater Knoxville area. HRMC developed, initiated services, and has operated the CSU for seven (7) years. This unique service is designed to provide up to 72 hours of psychiatric residential intervention for adults in crisis to divert from psychiatric hospitalization or incarceration. In addition, HRMC operates Knox County's Mobile Crisis Unit for a 24/7/365 assessment, diversion, or facilitation into an inpatient psychiatric hospitalization.

The Helen Ross McNabb Center has developed over 20 new construction facilities over the last 20 years. The projects have involved federal, state, county and private funds successfully. The most recent projects were new construction with capital budgets in excess of 3.5 million dollars. Additionally, the Center maintains and sustains its facility assets routinely with an annual capital improvement budget of approximately \$800,000 annually. The Center is financially sound and has a longstanding history of working with Knox County. HRMC has managed services and facilities at the John Tarleton Campus since 2003 to meet or exceed Knox County expectations as defined in its contract. Additionally, HRMC has received Knox County funds for services and has demonstrated performance under these contracts.

Helen Ross McNabb is in a strong financial position. The past five independent audits have all had unqualified opinions. Clean audits are an expectation of the Center management and board of directors and this standard is sustained by having professional policies/procedures, well trained staff, and compliance oversight across the organization.

Helen Ross McNabb has had a formal compliance program in place since 2002 and has a rigorous training and auditing process in place to assure staff conduct themselves properly and are accountable for clinical practice and business functions. A culture of professional ethics guides employee and corporate behavior.

### **Administrative Key Individuals and Roles**

The Administrative Team will be comprised of the following member from Helen Ross McNabb Center, Inc.:

- Jerry Vagnier, President/CEO for HRMC – As the CEO, Jerry Vagnier leads the organization in all areas. He will ultimately oversee all areas of the project including facility development, program development, and operations. Jerry has worked at HRMC for 29 years.
- Jason Lay, Sr. Director of Financial Services – Jason is a Certified Public Accountant and has worked with HRMC for over 2 years. Jason oversees the Center's Department of Financial Services including ensuring successful annual audits and the Center's financial compliance.

- Stephanie Carter, Vice President for Operations – Stephanie oversees the administrative services of the organization including health and safety, human resources, information management/technology, and facilities. Stephanie has worked with HRMC for over 20 years. She will lead the implementation and oversight of the facility renovation/new construction.
- Paula Hudson, Sr. Director of Compliance and Quality Systems – Paula is responsible for all State and Federal regulatory requirements for the organization. Her department oversees licensing for the Center. She has worked for HRMC for 27 years and is well known across the State as a sought out expert in the area of compliance.
- Jill Brantley-Barnes, Sr. Director of Human Resources – Jill has worked for HRMC for almost 20 years and has both a Master's in Social Work and Master's in Business Administration. Jill ensures the Center's compliance within human resources. Jill oversees the recruitment of professional staff for the organization.
- Calvin Armistead, Safety and Security Officer – Calvin has been employed at HRMC for over 20 years. His role as the Safety and Security Officer will ensure facility compliance with OSHA standards as well as licensure safety regulations are maintained. In addition, Calvin ensures the security of all of HRMC's data systems.
- Kim Evans, Director of Customer Relations – Kim has worked at HRMC for 23 years and oversees client enrollment and benefit eligibility to ensure all resources of funding are identified on a client level (insurance verification).

\*See Attachments for Resumes

**Annual Audits for preceding five (5) years – see USB Flash Drive provided**

### **Proposed Development Team and their Roles**

Development Team Qualifications- the Development Team will be comprised of administrative and clinical personnel to ensure the overall success of the project from facility development, program design, implementation and delivery. The Development Team will be composed of the following members from Helen Ross McNabb Center, Inc.:

- Jerry Vagnier, President/CEO for HRMC
- Leann Human-Hilliard, Regional Vice President Clinical Services HRMC - The Behavioral Health Urgent Care Center will report under the division of Adult Services within HRMC under the direction of Leann Human-Hilliard. Leann is a Licensed Clinical Social Worker and has worked for the Center for twenty five years. Leann has extensive experience in the design and startup of crisis and diversion programming including the Center's Crisis Stabilization Unit, the Crisis Detox Program, and Mobile Crisis. Leann oversees the division of Adult Outpatient

Programming and the Division of Rehabilitation and Recovery Programming (housing). Leann has been successful in the oversight and management of grants and ensuring licensure requirements are adhered to maintain program integrity and clinical effectiveness.

- Karthi Namasivayam, Medical Director for Adult Services. Dr. Karthi Namasivayam has a long career in our community serving the needs of individuals with mental illness and co-occurring disorders. Prior to joining the Helen Ross McNabb Center, his experience included medical director at Peninsula Hospital and attending psychiatrist at Blount Memorial Hospital. Dr. Namasivayam is currently serving as the Medical Director for Adult Mental Health Services. His primary professional roles include the supervision of the medical staff working in Adult Mental Health Services as well as providing direct psychiatric treatment for adults. Under his direction and considerable experience serving those with severe and persistent mental illness and his leadership in the field, he will continue to serve the Center in a full continuum of quality medical services for the Severe and Persistently Mentally Ill (SPMI), including the Center's Assertive Community Treatment Model, Intensive Case Management Models, and Residential Crisis Services Model.
- Candace Allen, Sr. Director of Adult Mental Health Services - Candace Allen, MS has been an employee at HRMC for 25 years and has both clinical and management experience. She has been instrumental in implementing and providing supervision and oversight for various programming for both children and adults. Most recently, in 2001, Candace started HRMC's Program for Assertive Community Treatment (PACT) with the focus on maintaining the fidelity of this evidence-based model and also provided oversight for HRMC's first co-occurring case management program. In 2009, Candace was awarded and implemented the Region's first Crisis Stabilization Unit (CSU) through HRMC. In less than one year, the CSU had served over 1000 individuals and successfully diverted 97% from a psychiatric hospitalization. Audits of the CSU indicate no findings and no individual was denied as "inappropriate for services" indicating that true diversions were made. In 2012, Candace oversaw the implementation of the Mobile Crisis Unit. Within 60 days, the program went live with 24/7 mobile assessments. In 2012, Candace worked with the Knox County Sheriff's Department, the Knoxville Police Department, and the University of Tennessee Police to initiate the first Crisis Intervention Team. The team is designed to be extensively trained in intervening with individuals exhibiting signs of mental illness. Candace was awarded the Early Diversion (Jail Diversion) grant through TDMHSAS, and oversees the Center's division of Criminal Justice Services. She will provide direct supervision to the BHUCC and will be actively involved in the start-up phase as well as training and monitoring fidelity outcomes.

- Lori Ramsey, Director of Crisis Services - Lori Ramsey is currently the Director of Crisis Services at the Helen Ross McNabb Center. She provides administrative oversight and clinical supervision for Mobile Crisis and the Crisis Stabilization Unit. Lori received her graduate degree in social work from the University of Tennessee in 2002 and obtained her LCSW in 2010. Her past experience includes supervising McNabb's Program of Assertive Community Treatment (PACT) for severely and persistently mentally ill clients. Other areas of experience include working with children and youth, geriatric clients, and within the legal system. Lori directly involved in the startup of the MCU. She is responsible for the Center's most intensive services and has proven herself successful in the daily operation and quality assurance of her programming.

\*See Attachments for Vita/Resumes and licenses

### **Part III      QUALIFIED PROJECT**

**Project Description (facility only):** The Helen Ross McNabb Center will develop a facility that will house the Behavioral Health Urgent Care Center which will include programming for the 72-hour jail diversion services and the 72-hour crisis stabilization unit. The facility will be energy efficient and designed to meet the specific programming needs of the identified/target population to be served. The design elements will consider public safety as well as individual safety while receiving services within the facility. The needs of the program dictate approximately 8,000-10,000 sq. ft. building. The facility will be sufficient in size and scope based on the load analysis and will be designed to uniquely serve the populations defined in the RFP (misdemeanor offenders who have exhibited signs of mental illness and/or substance abuse as the 9 charges listed in the RFP, and individuals with more serious crimes but whom the District Attorney General believes would benefit from the BHUCC after appearance in court).

The proposer owns a property with approximately 9,000 square feet that can be renovated to suit the needs of the project as defined in the RFP. HRMC, as a value added benefit to the county, offers to use this facility valued at approximately \$280,000 to create a state of the art diversion and crisis service center that will meet or exceed the goals of the RFP. The identified location is 3343 Dewine Road, Knoxville, TN centrally located off of Western Avenue and Ball Camp Pike. This location will provide for ease of access to all of Knox County/Knoxville City law enforcement due to its centrality. The Helen Ross McNabb Center operates similar services on an adjacent property and has a positive relationship with the neighboring residential areas. This property will need to be rezoned for the Behavioral Health Urgent Care Center, however the adjacent property is zoned correctly and is owned by HRMC.

In the unlikely event that rezoning becomes a problem, or as an alternate plan, HRMC will build a new facility at the 205 West Springdale location (owned by HRMC). If this occurs, a new construction budget and timeline will need to be submitted for review and approval.

**Load Analysis:** The load analysis is based on data provided by Knox County in the RFP (Attachment D in RFP). Additionally, HRMC's crisis stabilization unit's current census was considered. Helen Ross McNabb program staff members have estimated the number of services associated with this volume to arrive at the process/load capacity.

Knox County, as noted in the RFP, had 627 charges of public intoxication over a 3 month period (6.8 average daily). This number has tripled from the data provided in the 2014 RFP for charges of public intoxication. All types of eligible charges for consideration of referral to the BHUCC total 2,378 for 3 months. In Addenda 1 (response to questions), it was estimated that upward of 4000 individuals annually are represented within those charges that may be experiencing symptoms of behavioral health or substance abuse issues that would be appropriate for referral resulting in 10.96 average daily. In addenda 1, it was also estimated that of the 2,378 charges, that figure represents upward of 600 individuals, or 7 per day.

The need for a community intervention is clearly indicated to reduce jail overcrowding. The male: female arrest ratio is approximately 80% to 20%. Since first-time offenders constitute the vast majority of arrestees, timely and effective intervention should result in low recidivism rate. Additionally, a small number of arrestees constitute a significant volume of arrests thus a focused approach on this group should yield better results.

Intake evaluations- Helen Ross McNabb anticipates performing 8-10 evaluations daily with peak evaluations climbing to 12 and low evaluations of 4. The evaluations will result in a determination to accept the presenting person (offender/adult in crisis) into the Behavioral Health Urgent Care Center for service in either the Jail Diversion Program or the Crisis Stabilization Unit (CSU). Potential service recipients will be universally accepted with the exception of persons under 18 years of age; medically fragile; or physically combative; or involuntary to the program.

Note: Appropriate referrals to the BHUCC include individuals with low level misdemeanor charges identified as: Public Intoxication, Disorderly Conduct, Resisting Arrest, Criminal Trespass, Underage Consumption, Public Indecency, Obstructing Sidewalk, 911 Calls and Aggressive Panhandling. Or, Individuals with more serious charges but whom the District Attorney General believes would benefit from services provided through the BHUCC after an initial appearance in Sessions Court.

Number of accommodations - the BHUCC will accommodate **16 beds**. It is important to note that with a 72 hour stay, the facility must be able to accommodate an intake/bed ratio of 30/70%. For example, 8 intakes per day with each individual staying for a full 72 hours

would result in the facility being "full" by day 2. Low intakes of 4 per day would need to be maintained to keep everyone for a complete 72 hours without turning away any individual for admission. However, HRMC anticipates several realities: (1). Individual not agreeing to BHUCC stay, (2). A percentage of admissions will be clinically appropriate to step down prior to the 72 hr. mark (with housing in place), (3). Individuals who initially agree to stay, or present as appropriate for referral, but are unable to be maintained due to symptoms of withdrawal being present within the 72 hour timeframe and the need for detoxification. Given these factors, it is estimated that 16 beds will accommodate referrals at this time.

HRMC will house within the BHUCC the Crisis Stabilization Unit. HRMC's CSU is the most utilized CSU in the State. Individuals in an acute mental health crisis in need of this higher level of care will be referred to the CSU. The 16 beds within the BHUCC will allow for an individual to be maintained in the jail diversion bed if a CSU bed is unavailable at admission, but available within the next 23 hours.

**Option for Detoxification (see Alternate Bid).** HRMC would recommend the County consider an additional 8 beds for detoxification. This would allow for individuals at risk of withdrawal to be maintained within the BHUCC. These individuals most likely would be maintained for an average of 8 days for the complete detoxification stay. This service is an alternate option in this bid (see Alternate Bid #1 within Program Description Section IV).

**Discharges-** the facility discharges are based on the program design. The length of stay directly impacts the anticipated discharge outflow. The expected discharge average is 8 per day to maintain accommodate intakes.

**Bed capacity-**The bed capacity is designed to achieve maximum access while being fiscally responsible. Based on known data and anticipated referral patterns, the facility will have a maximum bed capacity of 16 jail diversion beds. The facility will house the CSU that includes 15 beds (fully funded by the Tennessee Department of Mental Health and Substance Abuse Services). Total facility capacity of 31 beds.

**Detox Option** would raise bed capacity to 24 in the Jail Diversion Program.

**Peak load without detox option-** the peak load for the facility will be 31.

**Peak Load with Detox Option** would raise peak load for facility to 39.

**Minimum load-** the minimum load of the 16 beds is expected to be 8. The public intoxicant generally is identified on weekends and holidays while the psychiatric urgent adult generally presents for need Monday-Friday.

**Expected average load-** the average load will be 12 overnight daily. The actual number of people served will be higher as this 24/7 facility will be admitting and discharging throughout the day/night.

**Development Pro Forma-** Helen Ross McNabb is very capable to develop, manage, and operate a Behavioral Health Urgent Care Center for a five, ten year period and beyond. .

Helen Ross McNabb has the ability and capacity to administer the development, renovation, and operation of the Behavioral Health Urgent Care Center. Helen Ross McNabb has managed similar projects in the past. Examples of the ability to manage a project of this size and scope include the following actual experience:

- 1) CenterPointe Adult Addiction & Crisis Response Facility, Knoxville, Tennessee (2007-2008) - 18,000 sq. ft. building, HRMC addition was 7,500 sq. ft. Utilization of Federal Home Loan Bank award as part of the diversified funding for capital expansion.
- 2) The Willows at Third Creek Apartments, 2010/2020 Cox Street, Knoxville, Tennessee (2009) - 9,200 sq. ft. two building complex with 16 one bedroom units. Project developed, oversaw construction, and operates this facility.
- 3) Blount County Outpatient Service Center, Maryville, Tennessee (2009-2010) - 8,000 sq. ft. outpatient facility to serve children and adults with behavioral health needs. HRMC engaged architectural firm, developed design to meet programmatic needs, construction drawings.
- 4) Baker St. Apartments, Knoxville, Tennessee (2010) - 7,500 sq. ft. apartment complex with 8 two bedroom units. Project has been developed, construction is completed.
- 5) Sevier County Outpatient Service Center, Sevierville, Tennessee (2013) - 4,000 sq. ft. outpatient facility to serve children and adults with behavioral health issues. HRMC engaged a general contractor, architectural firm and designed the facility to meet programmatic needs.
- 6) Hamblen County Outpatient Center, Morristown, Tennessee (2015) - 7,000 sq. ft. outpatient facility to serve children and adults with behavioral health issues. HRMC engaged a general contractor, architectural firm and designed the facility to meet programmatic needs.
- 7) Knox County Veterans/Military Services Center, Knoxville, Tennessee (2016)- 6,5000 sq. ft. outpatient facility to serve veterans and their family members with behavioral health issues and adjustment to civilian life. HRMC engaged general contractor and developed scope of renovation.

Helen Ross McNabb has the capacity to manage projects of this size as well as operate the programming housed in the proposed facility. HRMC has operated Crisis Stabilization Unit services since 2009 and is well respected across the state for its expertise. Helen Ross McNabb has operated mobile crisis services for Knox County since 2013 and provides high quality services to the 5 county service area. Funding for these services are provided through a combination of funding from the Department of Mental Health and Substance Abuse Services (TDMHSAS), TennCare, and recipient's individual insurance

plans. Grants through TDMHSAS are secure and renewed annually. These grants are a part of the State's comprehensive plan for essential services for crisis. HRMC has TennCare contracts in place (long standing) from all three Managed Care Organizations with secured rates for CSU level of care. HRMC is in excellent standing with funding entities as evidenced by successful financial and clinical audits.

### ***Development Pro Forma (Facility Only) – Renovation***

#### **BHUCC Facility Operating Budget- Year 1**

<b>Income</b>	<b>\$0</b>
<b>Expense Item</b>	<b>Est. Cost</b>
Interior Renovation Cost @ \$90 per sq. ft.	\$810,000
Site Work, site drainage, paving	\$130,200
Architectural Fees @ 6%	\$56,412
Exterior Renovation including landscaping	\$241,000
Furnishings and Equipment	\$150,000
Contingency of 10%	\$138,761
<b>Total Cost</b>	<b>\$1,526,373</b>

\* HRMC property/facility is valued at \$280,000.

### ***Development Pro Forma (Facility Only) – New Construction***

#### **BHUCC Facility Operating Budget- Year 1**

<b>Income</b>	<b>\$0</b>
<b>Expense Item</b>	<b>Est. Cost</b>
New Construction Cost @ \$185 per sq. ft.	\$1,665,000
Site Work, site drainage, paving	\$350,000
Architectural Fees @ 6%	\$120,900
Exterior Renovation including landscaping	\$50,000
Furnishings and Equipment	\$150,000
Contingency of 10%	\$233,590
<b>Total Cost</b>	<b>\$2,569,490</b>

### ***Operating Pro Forma (Facility Only)***

#### **BHUCC Facility Operating Budget- Year 1**

<b>Income</b>	<b>\$0</b>
<b>Expense Item</b>	<b>Est. Cost</b>
Utilities	\$42,345
Telephone, phone maintenance	\$29,141

Facility maintenance	\$51,189
Property insurance	\$5,212
Depreciation for Renovation Option	\$38,159
Depreciation for New Construction Option if applicable	\$64,237
Facility Management	\$19,174
	\$185,220 /
<b>Annual Cost: Option 1 &amp; Option 2</b>	<b>\$211,298</b>

\*years 2-3 attached Operating Pro Forma (Facility only) Year 2-3

#### **BHUCC Facility Operating Budget- Year 2**

<b>Income</b>	<b>\$0</b>
<b>Expense Item</b>	<b>Est. Cost</b>
Utilities	\$43,192
Telephone, phone maintenance	\$29,724
Facility maintenance	\$52,213
Property insurance	\$5,316
Depreciation for Renovation Option	\$38,159
Depreciation for New Construction Option if applicable	\$64,237
Facility Management	\$19,558
	\$188,162 /
<b>Annual Cost: Option 1 &amp; Option 2</b>	<b>\$214,240</b>

#### **BHUCC Facility Operating Budget- Year 3**

<b>Income</b>	<b>\$0</b>
<b>Expense Item</b>	<b>Est. Cost</b>
Utilities	\$44,056
Telephone, phone maintenance	\$30,319
Facility maintenance	\$53,257
Property insurance	\$5,422
Depreciation for Renovation Option	\$38,159
Depreciation for New Construction Option if applicable	\$64,237
Facility Management	\$19,949
	\$191,162 /
<b>Annual Cost: Option 1 &amp; Option 2</b>	<b>\$217,240</b>

## Specific Funding Request

Helen Ross McNabb Center, Inc. is requesting development/capital funds to transform an existing building owned by Helen Ross McNabb Center, Inc. through renovation in the amount estimated to be \$1,526,373. Helen Ross McNabb Center, Inc. is also presenting another request option at different location that would consist of new construction. If that option is deemed more appropriate, Helen Ross McNabb Center Inc. would request a capital funds amount of \$2,569,490.

## Development Plan and Timeline:

Development Plan	Target Date	Service Plan	Target Date
Work with Knox County to present project to Knox County Commission	TBD		
HRMC draft initial facility design and confirm estimated cost to build	2 wks to one month from approval of Commission	HRMC and Knox County contract defines services w/in contract	2 wks to one month from approval of Commission
HRMC development/clinical team leadership visit other Jail Diversion site(s)	One-two months from approval of Commission	HRMC development/clinical team leadership visit other Jail Diversion site(s)	One-two months from approval of Commission
HRMC Bids Architectural Firm for project	One months from approval of Commission	HRMC Clinical Leadership completes policies & procedures in conjunction w/law enforcement	One-two months from approval of Commission
HRMC selects winning Architectural Firm	One months from approval of commission		
HRMC Development Team to modify facility design based on research	Six weeks from approval of commission		
Architectural Firm completes construction drawings	2 months from approval of commission		
HRMC bids General Contractor	2 months from approval of commission		
Architectural Firm and HRMC selects General Contractor	2 months from approval of commission	HRMC provides education and information to KCSD, KPD re: Behavioral Health Urgent Care Center	2-3 months from approval of Commission
Construction /renovation phase- Certification of Occupancy	4 months from approval of commission	HRMC advertise, recruit, train staff	3 -4 months from approval of commission
Open House for community/community leaders	4 months from approval of commission	HRMC new staff on-site for open house	4 months from approval of commission
Move Crisis Stabilization Unit to Behavioral Health Urgent Care Center	4 months from approval of commission	Move Crisis Stabilization Unit to Behavioral Health Urgent Care Center	4 months from approval of commission
Open services for Jail Diversion	4 ½ -5 months from approval of commission	Open services for Jail Diversion	4 1/2-5 months from approval of commission

\*If the option of not renovation, but new construction is desirable, the before mentioned timeline would be revised to allow for four (4) months after general contractor is selected until the certificate of occupancy.

## **Part IV      QUALIFIED PROGRAM**

### **Program Description**

The Behavioral Health Urgent Care Center (BHUCC) will create an alternative to incarceration for individuals with misdemeanor charges exhibiting symptoms of mental illness, substance abuse, and co-occurring disorders that are non-violent and could benefit from treatment intervention. Individuals can be referred to the BHUCC through two different tracks. Law enforcement will identify, triage, and transport individuals to the reception center within the BHUCC who meet this criteria, excluding individuals involved in a felony charges, domestic violence, DUI, or charges where there is a victim. Upon entry, law enforcement will have a disposition made by a magistrate thru a web-based system to allow for 24 hour/7 day access. Another pathway into the program will be accessed through the District Attorney's Office to identify individuals that have been arrested within the previous twenty-four hours for low level misdemeanor charges that would benefit from BHUCC programming. The Knox County District Attorney General's office appointed representative will triage with the BHUCC admission staff and if appropriate, the individuals would enter into the BHUCC and charges would be dismissed upon successful completion. A community policing station will be housed on site in the event an individual decides to not adhere to the sentencing of the judge to participate with services offered at the BHUCC and will then be transported to jail.

The BHUCC project approach is a proactive, collaborative effort to provide a convenient "drop-off" site for law enforcement and referral process through the court system that serves non-violent individuals 18 years and above that have a mental illness and/or alcohol and drug problem who typically present with a public intoxication and/or disorderly conduct misdemeanor charges. This program's main goals are twofold: (1) to provide 24-72 hr. jail diversion through immediate access to mental health, drug and alcohol, co-occurring (mental health and drug and alcohol combined) services and (2) to serve the community to positively interrupt the "revolving jail door" for many individuals and to serve as a deterrent for many first time offenders as well. Participation in the program is voluntary and individuals can remain from 24 to 72 hours. Services include assessment, observation, triage, education, targeted discharge planning housing options, and active discharge care coordination in the community through case management.

The BHUCC will be housed in a facility that will also include the fully funded Crisis Stabilization Unit (CSU). The Helen Ross McNabb Center has successfully operated the Crisis Stabilization Unit since 2009 that serves the community to deter individuals from unnecessary inpatient hospitalizations and incarceration. The CSU is a non-hospital facility –based service that offers medically supervised 24-hr. short term (up to 72hrs) treatment to individuals age 18 and over experiencing a serious psychiatric crisis.

This program is essential to the success of the BHUCC as it provides immediate access to treatment and provides a true jail diversion continuum.

## **Program Offerings**

### **Behavioral Health Urgent Care Center Program Design**

#### **Multidisciplinary Team:**

The team will include a psychiatric prescriber, nurses, program counselors, peer specialists, Master's Level Clinicians, discharge planning staff, and discharge coordinated care case managers which will be on-site 24/7 to provide services to individuals that are brought to the BHUCC. These individuals will be trained in specialized crisis interventions specific to individuals that present with alcohol, drug, and mental health needs. Access to a psychiatric consult will be available 24/7.

#### **Reception Center**

The reception center will provide a convenient "drop off" location for law enforcement to bring individuals in lieu of incarceration. One of the main objectives will be to provide a seamless and efficient process to exchange relevant information so officers can return to other duties in a timely manner. When an officer interfaces with an individual in the community that they believe could benefit from a BHUCC jail diversion placement, they can contact the BHUCC for triage and bed availability. Upon agreement, they would bring the person to the BHUCC where each person will go before a web-based judge for disposition in lieu of incarceration. If the individual does not agree to stay at program site or other recommended interventions, they would then be taken to jail. The same disposition will be in place for those that are referred to via the court track.

#### **Community Policing Station**

The BHUCC will have a community policing station on-site to provide safety and support to the community, participants, and staff. The officers will serve as an integral component of the crisis team. The officers will be involved in daily meetings and opportunities for staff trainings.

## Assessments

A comprehensive crisis assessment will be conducted with each individual that is brought to the BHUCC. This psychosocial assessment will include a present and past history of mental health and alcohol and drug (A&D) treatment. In addition, nursing staff will conduct a basic health and drug screening. Additional information by the officers, significant others, family members, behavioral health providers, etc., will result in a disposition of either admission to the BHUCC including the Crisis Stabilization Unit or possible referrals to emergency departments or psychiatric in-patient referrals.

### Alternate Bid #1: Medical Clearance Assessment

The existing proposal for the BHUCC has nursing staff available 24/7. During the basic health screening, individuals who present with complaints of health conditions (non-behavioral) must be routed to a placement that can screen and assess for medical conditions that may be exacerbated by alcohol and drug use or masked as a mental health condition. As an alternative to referral to the emergency departments or to jail to be assessed by the medical unit, HRMC proposes to place a medical nurse practitioner within the BHUCC to complete a physical assessment, history and physical, and medication assessment. The Medical Nurse Practitioner can initiate minor lab work and address issues such as asthma, hypertension and diabetes for many referred to the BHUCC. While community emergency services will be utilized/notified (911) for any emergent medical conditions, this service will allow for more individuals to be served through the BHUCC. Covenant Health is poised to place the mid-level medical staff (Nurse Practitioner) to provide this service as a sub contract with HRMC. **The cost of this add-on services is \$350,000 annually.**

## Services

After the crisis assessment is completed and individuals are admitted into the Behavioral Health Urgent Center's Clinical Program, services provided can follow two separate tracks: (1) Jail Diversion Program- Individuals with a primary charge of public intoxication, similar misdemeanor charges, and/or exhibiting symptoms of mental illness requiring a behavioral health jail diversion bed for up to 72 hours-treatment interventions are provided involving extensive discharge planning to address barriers to break/deduce the cycle of criminal justice involvement(2) Crisis Stabilization Unit- individuals experiencing a more acute behavioral health crisis needing more intensive services up to 72 hours.

Upon arrival to track (1) individuals will be assessed by a Master's Level clinician, a psychiatric prescriber if warranted, and a RN. If the individual agrees to the jail diversion program, they may stay up to 72 hours. Length of stay during this time period will be determined by the clinical needs presented and discharge planning. A prescriber will be available daily to initiate, review, and monitor medication if indicated. During their stay, individuals will also receive services (daily groups and individual counseling) that will target crisis management, addiction, education, recovery support, and discharge follow through.

At every stage of disposition and treatment recommendations, family members and significant others will be welcomed and encouraged to participate. Staff will also be available to meet with concerned others and family members to provide crisis counseling and assist them with resources.

#### **Alternate Bid #2: Medical Detoxification**

As mentioned under Load Analysis, HRMC recommends the addition of 8 detoxification beds specifically for individuals referred to the BHUCC. For individuals referred to the BHUCC that are in active addiction, there is the possibility for the individual to go into withdrawal during his/her 72 hour stay. Many of these individuals will be identified during the assessment phase, or upon admission during his/her stay when symptoms of withdrawal become present. This service allows individuals to safely manage symptoms of withdrawal in a medical unit which is supervised by a physician with direct nursing care. The availability of medical detox can greatly impact the criminal justice "revolving door" for those individuals that struggle with addiction. If funded, these 8 detoxification beds would be only for individuals admitted to the BHUCC. In the addenda I, it was estimated that Knox County Jail initiates detoxification protocols on 500-1000 individuals annually. If desired, HRMC will license these 8 beds for Medical Detoxification. This would bring the BHUCC bed capacity to 24. **The cost of 8 detoxification beds as an add-on service is \$600,000 annually.**

Discharge planning - While diversion and access to treatment is the goal of the BHUCC, a fundamental key to success is a strong and obtainable discharge plan. Discharge planning will begin upon admission to the program. Appropriate discharge planning is essential to reduce recidivism and to meet the needs of the individual. Staff dedicated to this process will work to locate family members or individuals in his/her support systems to engage in the treatment process. All barriers and contributing factors that influence an individual's cycle in the criminal justice system will be explored with the goal to address and impact as many of these as possible. It is during this process, that all identified

services are defined and access to step down services are initiated including outpatient mental health and substance abuse treatment, case management, wrap around services, and housing referrals. In order to provide support to the individual after they leave the program, a Discharge Care Coordinator continue to will work with the individual in the community to assist with the discharge plan.

Housing – As part of discharge planning, HRMC will seek to access all existing community resources for housing. The need for housing stock outweighs the demand in our community. Many HUD funded housing units existing in our community currently are at the end of their HUD commitment.

#### **Alternate Bid #3: Housing**

HRMC recognizes, in conjunction with our community, that housing is a priority to successful outcomes for individuals in the criminal justice system. Therefore, HRMC recommends the addition of funding to access temporary, transitional housing options for appropriate individuals discharging from the BHUCC. The Knoxville Area Rescue Ministries (KARM) and Volunteer Ministry Center (VMC) have participated in discussions and are committed to working with this project to utilize existing units and to explore future housing opportunities. While this project won't solve the need for permanent housing in our community, this plan will allow extended lengths of time for the Discharge Coordination Care staff to work with the individuals toward housing other discharge planning components. **The cost of this add-on service is \$50,000 annually.**

#### **Essential Services (Fully Funded)**

Mobile Crisis Unit – HRMC operates the Mobile Crisis Unit (MCU) for Knox County. This service is an essential component to the BHUCC. It is a **fully funded** program that provides for community based psychiatric assessments 24/7. It is funded through the State of Tennessee, Department of Mental Health and Substance Abuse Services (TDMHSAS) for individuals who are uninsured. HRMC has established contracts in place for these services with the Bureau of TennCare. This team is highly trained and certified to act as Mandatory Pre-Screening Agents for individuals in the event that inpatient psychiatric care is necessary. While diversion is the goal, there will be a portion of the population served through the BHUCC that may require this level of care. With the MCU on site, assessment and facilitation of the hospitalization can be seamless.

Early Diversion Services - HRMC, in partnership with TDMHSAS, was awarded a three-year federal grant for Early Diversion Services in August of 2013. It is a **fully funded**

program that was written as an adjunct to the BHUCC. The program is designed as a community based diversion from the criminal justice system for individuals with a substance abuse and/or mental health issue. Services are designed to follow the individual into the community to ensure engagements with mental health centers are achieved and to provide case management services. It is designed to be able to respond to law enforcement in the field at the time of a potential arrest. In addition, it has a case management component post diversion. As a component to the BHUCC, this program will assist law enforcement in the field if needed and for individuals leaving the BHUCC for continued care into the community to ensure services identified on the discharge plan and follow through with services are achieved.

### **Essential Services (Partially Funded)**

Medical Detoxification – HRMC operates the only medical detoxification unit for the uninsured in our region. The Center receives over 80 calls for day for addiction treatment with the majority of these calls for detoxification. Currently, there are over 1,000 individuals on the wait list for this level of care. HRMC recommends an additional 8 beds.

### **Intensive Care/Case Management**

Referrals for intensive care/case management services will be made based on individual need. The Helen Ross McNabb Center has a continuum of care in both Mental Health and A&D services with the goal of incorporating co-occurring services at every applicable level. The Center has a strong community overview and a history of collaboration with other service agencies and therefore will make referrals to various programs as well. One of the main job responsibilities for the discharge planning staff will include expert community knowledge of agencies and services to work directly with the participant to devise a plan to increase the likelihood of follow through once they leave the BHUCC. The commitment to finding appropriate appointments and realistic discharge planning is one the key components to the success of this project. Each discharge plan will include a follow-up appointment and a support plan to assist individual with any immediate needs.

### **Existing Access to Housing**

The Center's division of Recovery and Rehabilitation Services provides a continuum of services including Peer Support, Psychiatric Rehabilitation, the Friendship House Peer Support/Drop-in Center, and independent and supportive housing. The Helen Ross McNabb Center operates several units of housing in Knox County for those with disabilities and works cooperatively with area housing agencies to locate and access housing for individuals in need.

## **Post –Incarceration Services Available- Continuum of Care**

In addition to the essential services listed above, HRMC has a full continuum of services to easily access internally for this population as part of the discharge planning. In addition to those HRMC programs listed below, the discharge team will refer as to client choice for community mental health center and other identified services as needs present.

HRMC examples include:

- Outpatient psychiatric evaluation(s);
- Outpatient psychotherapy;
- Case management;
- Adult continuous treatment team;
- Program for assertive community treatment (PACT- only one of two in the state of Tennessee);
- Homeless outreach services (PATH);
- Cooperative Agreement for the Benefit of Homeless Individuals (CABI) \* serving veterans
- AIDS outreach services;
- Safety Net services;
- Intensive Outpatient Program- A&D (men/women/adolescents/special populations x 4);
- Residential addiction services (men/women);
- Medical Detoxification services
- Criminal Justice liaison Case Management
- Corrections/Jail psychiatric & mental health services
- Forensic evaluations
- Friendship House- peer support center
- Psychiatric Rehabilitation services
- After-care for addiction services
- AA/NA linkage services
- WRAP trained peer support counselors
- Supportive housing for homeless mentally ill
- Independent housing for adults with mental illness

**Medication Assisted Outpatient (MAT) Treatment** – HRMC utilizes the medication Vivitrol for individuals stepping down from HRMC's detoxification and has insurance that covers this costly medication. HRMC is currently seeking funding and programming to expand services to include MAT with the use of Vivitrol.

## **Goals and Outcomes:**

The goal of the Behavioral Health Urgent Care Center is to provide an alternative to jail for misdemeanor offenders who, in the opinion of the arresting officer and the DAG, have exhibited signs of mental illness and/or substance abuse, and for whom an alternative treatment program may be beneficial. Outcomes:

- Reduce the number of jail bed days as reported by Knox County Sheriff's Department
- Reduce the number of jail bed days as reported by admission to the Public BHUCC
- Increase treatment opportunities as evidenced by discharge planning
- Create a more efficient use of community resources as evidenced by coordinated discharge planning

## Program Staffing

### Qualifications of HRMC

The Helen Ross McNabb Center maintains the highest quality of professionals in the field and supports staff through on-going training both in-house and through the Center's Professional Development Plan. Throughout the agency, staffs are provided with structured clinical supervision, and treatment teams to create a culture of learning and professional growth. Staff in the organization work in a variety of programming including jail based services, crisis services, alcohol and drug detoxification and rehabilitation services, and intensive outpatient programming; all models that will prove beneficial in the development and staffing of the Behavioral Health Urgent Care Center.

Staff members are credentialed through a variety of monitoring entities including the Center's internal accreditation standards (CARF), numerous external accreditation standards imposed by funding agencies (The American Correctional Association), and staff's independent licensing and/or certifications.

### Staff Breakdown/FTE/Salary

Position	Staff	Allocation of Time	Position Salary	Total Salary Allocated
Sr. Director of Adult MH	C. Allen	.30	\$92,365	\$27,709.50
Medical Director	K. Namasivayam	.50	\$236,912	\$118,456.00
Director	TBD	1.0	\$78,000.00	\$78,000.00
LPN	TBD	2.5	\$17,500-\$35,000	\$87,500.00
Registered Nurses	TBD	2	\$45,000	\$90,000.00
Services Cord	TBD	1	\$55,000.00	\$55,000.00
Nursing Supervisor	TBD	1	\$58,000.00	\$58,000.00
Peer Specialists	TBD	2	\$26,000	\$52,000.00
Residential Counselor Team Leaders & Counselors	TBD	4	\$30,000-\$32,000	\$122,000.00

Position	Staff	Allocation of Time	Position Salary	Total Salary Allocated
Discharge Specialist	TBD	3.0	\$28,000-\$30,000	\$88,000.00
Receptionist/Client Benefits Specialist	TBD	4.4	\$9,600-\$24,000	\$105,600
MA Assessment/Crisis Specialist	TBD	7	\$41,000	\$287,000.00
Cook	TBD	1.5	\$12,500-\$25,000	\$37,500.00
Shift Differential	TBD			\$49,702.95

Summary of Operational Team – See above under Qualified Applicant. Resumes and licenses provided.

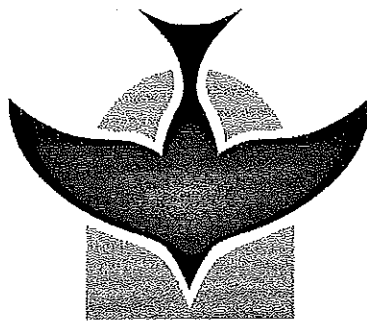
#### **Part V      PROGRAM OPERATING COSTS**

The operating costs include a single line item for facility operations. Anticipated income cannot be reflected at this time. HRMC will attempt to bill third party payer sources for services provided, however, no historical financial data is available for forecasting; therefore, no income is projected in this budget. The first year annual operating budget inclusive of the facility operating budget is \$2,585,885. Five year operating budgets are included in attachments for both Facility Renovation and New Construction Facility Option.

Helen Ross McNabb Center Inc. is also recommending three alternate bid options for consideration that would provide more comprehensive care for those who come into the Behavioral Health Urgent Care Center:

<b>Alternate Bid #1: Medical Clearance Assessment</b>	<b>\$350,000 addition to base cost</b>
<b>Alternate Bid #2: Medical Detoxification – 8 bed</b>	<b>\$600,000 addition to base cost</b>
<b>Alternate Bid #3: Housing</b>	<b>\$ 50,000 addition to base cost</b>

#### **Part VI      ADDITIONAL INFORMATION - Attachments related to proposal.**



Copy of Tennessee Licenses to operate a  
Mental Health Facility

STATE OF TENNESSEE  
DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES



LICENSE

THE DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES GRANTS THIS FULL  
LICENSE IN ACCORDANCE WITH TENNESSEE CODE ANNOTATED TITLE 33, CHAPTER 2, PART 4 TO:

HELEN ROSS MCNABB CENTER, INC.

(Name of Licensee)

TO OPERATE A FACILITY OR SERVICE IDENTIFIED AND LOCATED AS FOLLOWS FOR THE  
PROVISION OF MENTAL HEALTH, PERSONAL SUPPORT,  
OR ALCOHOL AND DRUG ABUSE SERVICES:

Knox County Adult Center

(Name of Facility or Service as Known to the Public)

206 West Springdale Avenue, Knoxville, TN 37917

(Street Address or Location, City or Town)

THE LICENSEE HAS DEMONSTRATED COMPLIANCE WITH T.C.A. TITLE 33, CHAPTER 2, PART 4 AND  
WITH RULES OF THE DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

THIS LICENSE AUTHORIZES LIFE SAFETY OCCUPANCY CLASSIFICATIONS AND THE FOLLOWING  
DISTINCT CATEGORY OF FACILITY OR SERVICES TO BE PROVIDED:

License Category	Accessible to mobile, non- ambulatory individuals	Approved for persons w		Capacity
		hearing loss	vision loss	
Alcohol & Drug Non-Residential Rehabilitation Treatment	Y	Y	Y	n/a
Mental Health Outpatient Facility	Y	Y	Y	n/a

July 01, 2016  
Effective Date

June 30, 2017  
Date License Expires

L000000018364  
License Number

  
Commissioner of Mental Health and Substance Abuse Services

THIS LICENSE IS NON-TRANSFERABLE AND NON-ASSIGNABLE.  
POST THIS LICENSE IN A CONSPICUOUS PLACE.

18364

Site ID: 107

STATE OF TENNESSEE  
DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES



LICENSE

THE DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES GRANTS THIS FULL  
LICENSE IN ACCORDANCE WITH TENNESSEE CODE ANNOTATED TITLE 33, CHAPTER 2, PART 4 TO:

HELEN ROSS MCNABB CENTER, INC.

(Name of Licensee)

TO OPERATE A FACILITY OR SERVICE IDENTIFIED AND LOCATED AS FOLLOWS FOR THE  
PROVISION OF MENTAL HEALTH, PERSONAL SUPPORT,  
OR ALCOHOL AND DRUG ABUSE SERVICES:

CenterPointe

(Name of Facility or Service as Known to the Public)

5310 Ball Camp Pike, Knoxville, TN 37921

(Street Address or Location, City or Town)

THE LICENSEE HAS DEMONSTRATED COMPLIANCE WITH T.C.A. TITLE 33, CHAPTER 2, PART 4 AND  
WITH RULES OF THE DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

THIS LICENSE AUTHORIZES LIFE SAFETY OCCUPANCY CLASSIFICATIONS AND THE FOLLOWING  
DISTINCT CATEGORY OF FACILITY OR SERVICES TO BE PROVIDED.

License Category	Accessible to mobile, non- ambulatory Individuals	Approved for persons w/ hearing loss		Capacity
		vision loss	hearing loss	
Alcohol & Drug Residential Detoxification Treatment	Y	Y	Y	16
Alcohol & Drug Residential Rehabilitation Treatment	Y	Y	Y	20
Mental Health Crisis Stabilization Unit	Y	Y	Y	16
Mental Health Outpatient Facility	Y	Y	Y	n/a

July 01, 2016  
Effective Date

June 30, 2017  
Date License Expires

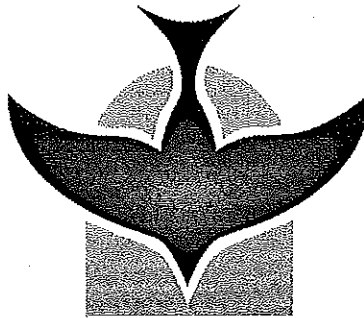
L000000018357  
License Number

Commissioner of Mental Health and Substance Abuse Services

THIS LICENSE IS NON-TRANSFERABLE AND NON-ASSIGNABLE.  
POST THIS LICENSE IN A CONSPICUOUS PLACE.

18357

380 ID: 1801



## Attachment A: References of Similar Clients

**ATTACHMENT A**  
**REFERENCES OF SIMILAR ACCOUNTS**

*Bidder shall submit a list of three projects of similar size, which have been in service for one (1) year or longer.*  
*Reference # 1*

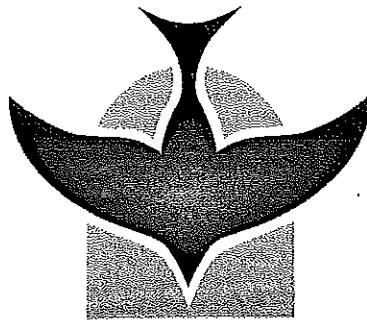
Name of Firm: Tennessee Department of Mental Health and Substance Abuses Services (TDMHSAS)  
Address: Andrew Johnson Bldg. 5th Floor 500 Deadrick St. Nashville, TN 37243  
Contact Person: Rod Bragg, Assistant Commissioner, Division of Substance Abuse Services  
Contact Person email address: Rodney.Bragg@tn.gov Phone: 615-532-7783  
Nature of contract: Medically Monitored Crisis Withdrawal Management  
Dollar amount: \$ 600,000 annually (over the life of the contract)  
Contract start date: July, 2016 Contract end date: June, 2017 \*renewed since 2008

*Reference # 2*

Name of Firm: TDMHSAS  
Address: same as above  
Contact Person: Sejal West, Assistant Commissioner Division of Mental Health  
Contact Person email address: Sejal.West@tn.gov Phone: 615-253-6748  
Nature of contract: Crisis Stabilization Unit  
Dollar amount: \$ 1,233,905 annually (over the life of the contract)  
Contract start date: July, 2016 Contract end date: June, 2017 \*renewed since 2009

*Reference # 3*

Name of Firm: TDMHSAS  
Address: same as above  
Contact Person: Ellen Abbott, Director, Office of Criminal Justice Services  
Contact Person's email address: Ellen.L.Abbott@tn.gov Phone: 615-253-7837  
Nature of contract: Early Diversion (Jail Diversion Sub-Contract from SAMHSA)  
Dollar amount: \$ 900,000 (3 years) (over the life of the contract)  
Contract start date: September, 2013 Contract end date: September, 2016



## Attachment B: Signed Insurance Checklist



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
6/30/2016

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).

<b>PRODUCER</b> TIS Insurance Services 1900 Winston Road, Suite 100 P.O. Box 10328 Knoxville TN 37939-0328		<b>CONTACT NAME:</b> Lisa Lawson <b>PHONE (A/C No, Ext):</b> 865-691-4847 <b>E-MAIL:</b> llawson@tisins.com <b>FAX (A/C No):</b> 865-694-4847	
<b>INSURED</b> 31312 Helen Ross McNabb Center, Inc. Helen Ross McNabb Mental Health Foundation, Inc. 201 W. Springdale Ave. Knoxville TN 37917		<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: Philadelphia Indemnity Ins. Co. NAIC # 18058 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	

**COVERAGES**

CERTIFICATE NUMBER: 59306112

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 <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			PHPK1519128	7/1/2016	7/1/2017	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$15,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$3,000,000 PRODUCTS - COMP/OP AGG \$3,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			PHPK1519128	7/1/2016	7/1/2017	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000			PHUB547714	7/1/2016	7/1/2017	EACH OCCURRENCE \$20,000,000 AGGREGATE \$20,000,000 \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A				WC STATUTORY LIMITS E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Directors & Officers Professional Liability			PHSD1158927 PHPK1519128	7/1/2016 7/1/2016	7/1/2017 7/1/2017	\$10MM Limit \$1MM Each Occ./ \$3MM Aggregate

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

PROOF OF COVERAGE

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

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# CERTIFICATE OF LIABILITY INSURANCE

MCNAB-2

OP ID: DH

DATE (MM/DD/YYYY)

07/18/2016

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 Shafer Insurance Agency, Inc. 1100 Marlon Street, Suite 200 Knoxville, TN 37921-6856 Alexander (Andy) C. Shafer	CONTACT NAME: Alexander (Andy) C. Shafer PHONE (A/C, No, Ex): 865-546-0761 FAX (A/C, No): 865-637-2247 E-MAIL ADDRESS: ashafer@shaferinsurance.com
INSURED Helen Ross McNabb Center 201 West Springdale Ave Knoxville, TN 37917	INSURER(S) AFFORDING COVERAGE INSURER A: Berkley Southeast Ins Group INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:
	NAIC # 31325

## 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 SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	WCA4297851	07/01/2016	07/01/2017	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

As Regards All Locations for the Named Insured

## CERTIFICATE HOLDER

## CANCELLATION

Proof of Insurance

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

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20. CARRIER RATING SHALL BE BEST'S RATING OF A-VII OR BETTER OR ITS EQUIVALENT.

21. NOTICE OF CANCELLATION, NON-RENEWABLE OR MATERIAL CHANGES IN COVERAGE SHALL BE PROVIDED TO COUNTY AT LEAST 30 DAYS PRIOR TO ACTION. THE WORDS "ENDEAVOR TO" AND "BUT FAILURE TO" (TO END OF SENTENCE) ARE TO BE ELIMINATED FROM THE NOTICE OF CANCELLATION PROVISION ON STANDARD ACCORD CERTIFICATES.

22. THE COUNTY SHALL BE LISTED AS AN ADDITIONAL INSURED ON ALL POLICIES EXCEPT WORKERS' COMPENSATION AND AUTO. ENDORSMENT PAGE(S) SHALL BE INCLUDED WITH THE COI.

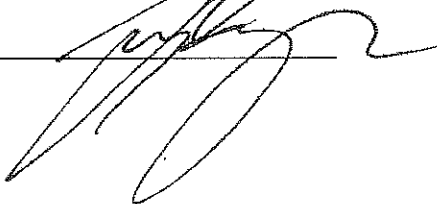
23. CERTIFICATE OF INSURANCE SHALL SHOW THE BID NUMBER AND TITLE.

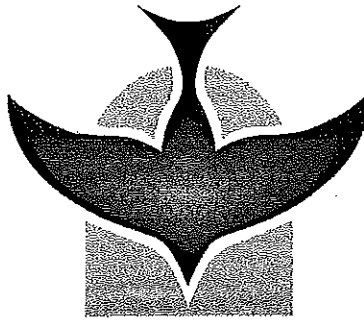
24. OTHER INSURANCE REQUIRED \_\_\_\_\_.

INSURANCE AGENT'S STATEMENT AND CERTIFICATION: I HAVE REVIEWED THE ABOVE REQUIREMENTS WITH THE PROPOSER NAMED BELOW.

Agency Name: \_\_\_\_\_ Authorizing Signature: \_\_\_\_\_

PROPOSER'S STATEMENT AND CERTIFICATION: IF AWARDED THE CONTRACT, I WILL COMPLY WITH THE CONTRACT INSURANCE REQUIREMENTS.

Proposer Name: Jerry Vagnier Authorizing Signature: 



Attachment C: Signed Non-Collusion Affidavit

ATTACHMENT C

NONCOLLUSION AFFIDAVIT OF PRIME PROPOSER

STATE OF Tennessee )

COUNTY OF Knox )

Jerry Vagnier, being first duly sworn, deposes and says that: (Print)

1. He is Jerry Vagnier, President/CEO of Helen Ross McNabb Center, the Proposer that has submitted the attached Proposal;

2. He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;

3. Such Proposal is genuine and is not a collusive or sham Proposal;

4. Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly with any other Proposer, firm or person to submit a collusive or sham Proposal in connection with the Contract for which the attached Proposal has been submitted or to refrain from proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices in the attached Proposal or of any other Proposer, or to secure through any other Proposer, or to fix any overhead, profit or cost element of the proposal price or the proposal price of any other proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against Knox County, TN or any person interested in the proposed contract; and

5. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by a collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

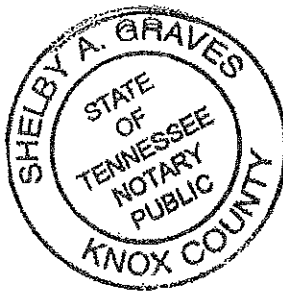
(Signed) \_\_\_\_\_

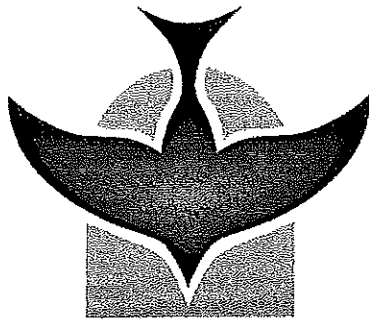
(Title) \_\_\_\_\_

Subscribed and sworn to before me  
this 12<sup>th</sup> day of August, 2016

(Signature) \_\_\_\_\_

My commission expires May 7, 2017





Administrative Capacity  
Resumes and Licenses of Key Individuals  
Proposed Development Team

## **Jerry P. Vagnier**

### **Education:**

Master's Degree in Science of Social Work (M.S.S.W.)  
The University of Tennessee at Knoxville May 1988  
Clinical Treatment Trac  
GPA: 3.9/4.0

B. A., Liberal Arts  
Maryville, College, Maryville, TN May 1985  
Major: Psychology  
GPA: 3.82/4.0  
\* Presidential Scholar  
\* Graduated Magna cum Laude  
\* Received the **Briggs Psychology Award**

### **Professional Work Experience:**

**Helen Ross McNabb Center, Inc.**  
Knoxville, TN

**President/CEO** – Responsible to the Board of Directors for the successful operation of all aspects of the organization. Totally responsible and accountable to the Board of Directors for the operation of the Center. Functions as the chief executive officer of the organization. Has the responsibility for the fiscal management and technical operation of the Center. Prepares a budget for approval by the Board of Directors and supervises its implementation. Responsible for developing long-range strategies and involving the Board of Directors in establishing strategic plans in both the areas of services and health care financing. Serves as a voting member of the Helen Ross McNabb Foundation Board of Directors. (July 2014-Present)

**President** - Responsible to the CEO to manage the Center's clinical and administrative services. The President is responsible for the operations of clinical and administrative services including the productivity, revenue generations, and quality of service provided. Responsible for the operations of the Facilities, Information Technology, Capital Development, and Human Resource Departments. Responsible to ensure managers within the division satisfy regulatory and accrediting standards. Additionally, the President is charged with the development and implementation of new services that fit the Center's mission and are fiscally responsible. (March 2013 to June 2014)

**Vice President for Operations**- Responsible for day to day operations of the Center including clinical services, human resources, information technology, budgeting, new service development, compliance, administrative services, and facilities. Responsible for the quality of service, development of new services, strategic planning for each division, budget management,

production, and revenue generation. Oversees capital project development and construction management of new facilities. Participates as member of executive staff and officer of the company. Scope of oversight is for 16 county regional system of behavioral health care.  
December 2004 – March 2013

*Previously held Management/Administrative positions include:*

**Vice President of Clinical Operations**- Responsible for day to day operations of the Center's clinical services. January 2003- November 2004

**Deputy Chief Operations Officer/Compliance Officer**- Planning, organizing, leading and controlling admin/clinical operations. As **Compliance Officer**- created, developed, and instituted organization's first compliance program w/in this role. October 2001-December 2002

**Sr. Director of Clinical Operations**- Responsible for the clinical and administrative operations of the Center's clinical services. February 1999-October 2001

**Director of (Clinical) Service Operations**-Responsible for the clinical and administrative supervision of managed care services, grant funded services, social services and fee for service/contract programming for children, youth, & adult services. December 1996-February 1999.

**Director of Community Based Services**-Responsible for the clinical oversight of all Community Based Services are programs/services which are innovative in nature, non-traditional and whose funding is through grants, contracts, and fee for service serving children, adolescents, or adults.  
August 1, 1995-November 30, 1996

**Director of Children and Youth Services**-Responsible for the clinical, financial and administrative management of services provided to children and youth with a focus on family work. Provided staff training and development for clinical staff. Participated in grant writing and contract negotiations. January 1995-July 1995

***Clinical Positions held*** include Adolescent Services Coordinator Children and Youth Outpatient Psychotherapy; Coordinator for Children and Youth Outpatient Services; Psychotherapist/Clinician February 1993-April 1988

**Ridgeview Psychiatric Hospital and Center, Inc.**  
April 1985-1987

**Gateway House and Farm**  
**Mental Retardation Group Home for Children and Adolescents**  
1984-1985

**Certification, Training, and Presentation Experience:**

- Licensed Clinical Social Worker (origination date February 16, 1991) License # 000896
- Field Instructor/supervisor for University of Tennessee, College of Social Work, Knoxville, TN 1991-2001.
- Adjunct Professor at the University of Tennessee, College of Social Work, Knoxville since July 1994-August 1999
- Leadership Blount 2007
- Leadership Knox 2014
- Presenter for various regional and national organizations (i.e. NCBH, TCSW, TN Juvenile Justice)

**Professional Organizations:**

- Tennessee Association of Mental Health Organizations Board Member (current)
- Chair Community Mental Health Committee- Political Action Committee 2014-2015
- Tennessee Conference on Social Welfare-Middle East Regional President 1995, 1996
- Helen Ross McNabb Foundation Board Member 2014-current
- UT Chancellor's Associate, 2015-2018



P. Jason Lay, CPA

**Summary of Qualifications:**

A multi-faceted accountant with proven ability to provide the highest level financial services while achieving strategic goals. Broad skill set encompasses the following disciplines:

- Governmental and Nonprofit financial reporting and compliance
- Grant Compliance and Reporting to Grantor Agencies
- Designing and Implementing budget performance measures and strategic budget goals
- Budget Forecasting
- Internal Control and Compliance
- Auditing and Attestation Engagements
- Governmental Relations
- Staff Management and Evaluation

**Professional Experience:**

Knox County Department of Finance, Knoxville, TN  
Controller

July 2012 – present

Promoted to the Knox County Department of Finance Controller in July of 2012

*Scope of Authority:* Supervising staff of seven employees, coordinating and monitoring accounting activities for a 735 million dollar a year entity, preparing reports and Informative materials, and project management.

- Supervise, direct, and evaluate assigned staff, handling employee concerns, directing work assignments, counseling, disciplining, and completing employee appraisals.
- Design and coordinate budget activities with departmental heads to ensure proper cash balance is maintained in all accounts; monitor the financial management of all Knox County Department's budgets while reporting to Knox County Commission and the Mayor of Knox County.
- Provide advice, support, and negotiations on behalf the Knox County Medical Examiner with regional partners, hospitals, and other external and internal agencies.
- Prepare expenditure reports for State and Federal Governments; requests draw of funds as required.
- Coordinate with internal and external auditors to ensure correct and proper financial information.
- Provide advice, support, and training to Knox County Finance office staff, Knox County Departmental Heads in accounting procedures.
- Audit inaccuracies and correct errors either with implementing internal control procedures or correct accounting principles.

- Supervise and approve all journal entries generated by Accountants or Grant Accountants.
- Coordinate with Information Technology System's Coordinator to plan for software and program needs.
- Compile data and reports on request from media, elected officials, departmental heads, and constituents.
- Monitor accuracy and reconciliation of all general ledger accounts.
- Prepare final closing for all Knox County and other agency funds, and draft the appropriate financial statements.
- Resolve conflicts with staff, departments, outside agencies, constituents, and vendors.

Knox County Health Department, Knoxville, TN  
Public Health Finance Director

April 2011-July 2012

Promoted to the Knox County Health Department Public Health Finance Director in April of 2011.

*Scope of Authority:* Formulated and presented 29 million dollar budgets consisting of twenty two departments, designed and implemented cross-programmatic goals and objectives, supervised staff of eleven employees, analyzed financial trends, and managed projects and Initiatives assigned by the Director of Public Health.

- Supervised, and evaluated assigned staff; directed work, counseled, disciplined, and completed employee appraisals.
- Developed combined budgets and advised the Director of Public Health concerning financial matters, program planning, budgetary forecasting, and complied with all State of Tennessee's Quality Improvement guidelines.
- Designed financial systems and procedures to insure sound accounting practices, and compliances with state and local procurement regulations.
- Forecasted departmental program expenditures and submitted amendments to Knox County Commission.
- Directed and supervised the Indigent Care Program's financial and statistical system and reported to the participating hospitals' CEOs, and the Knox County Commission to the financial effects to changes in existing contracts.
- Submitted grant cost reports to federal, state, and local government agencies. Approved all draws of finances from contracted agencies; and approved all requests for funding from agencies contracted with the Knox County Health Department.
- Advised and communicated with outside agencies as to the availability of grant funds from federal, state, and local sources.
- Interfaced with the Knox County Board of Health, the Indigent Care Hospital Advisory Board to make recommendations and issue reports concerning financial and policy issues.

Knox County Department of Finance, Knoxville, TN

Senior Accountant

July 2005-April 2011

Joined the Knox County Finance Department as an Accountant in July of 2005. Promoted to Senior Accountant in 2007.

*Scope of Authority:* Managed the accounting functions for six different internal and external funds for Knox County, various general fund accounts, four joint ventures, and the enterprise fund.

- Maintained the trial balance for assigned funds.
- Issued and presented to various boards monthly management reports, drafted and issued the year-end financial statements.
- Forecasted financial performance, and developed the operating budgets.
- Acted as the liaison not only to those funds but other departments for the Knox County Department of Finance and to the independent auditors for those funds.

Mitchell Emert and Hill Certified Public Accountants, Knoxville, TN

Senior Accountant

August 2003 – July 2005

Joined local accounting firm Mitchell Emert and Hill Certified Public Accountants as an accountant in July of 2003. Promoted to Senior Accountant in 2004.

*Scope of Authority:* Served as lead auditor for a team that specialized in auditing local governmental entities, non-profit organizations, and a private manufacturing company. Prepared financial statements for clients in addition to assisting management with staff accountant evaluations.

**Education:**

Certified Public Accountant State of Tennessee #22032

Maryville College – Maryville, TN

Bachelor of Arts in Business Management and Organizational Behavior

December 1997

**Affiliations:**

Member of the Tennessee Society of Certified Public Accountants

Member of the Governmental Financial Officers Association

Serving on the Board of Directors of the Knox County Employees Credit Union

## **Stephanie Carter, LCSW**

1347 Berkley Hills Lane

Powell, TN 37849

865-414-6813

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### **Education:**

**Master of Science in Social Work**

**University of Tennessee, Knoxville, May, 2000**

**Bachelor of Science in Social Work**

**University of Tennessee, Knoxville, August, 1995**

### **Work Experience:**

**July 1, 2014 - present**

#### **Vice President of Operations**

Helen Ross McNabb Center

201 West Springdale Ave. Knoxville, TN 37917

#### **Job Responsibilities:**

- The Vice President of Operations (VPO) is delegated the responsibility and authority to plan, organize, staff, lead and control resources to further the effective operation of the Center's administrative services
- Responsible for leading Information Technology, Utilization Management, Human Resources & Personnel, Customer Service, Asset Management & Planning, and Research.
- Assists with the operational monitor of accounts receivables for the organization.
- Responsible for developing and implementing policies, procedures, and practices designed to ensure compliance with the requirements with Federal health care program requirements
- Responsible for assuring the workforce is properly advised of the Center's policies and expectations regarding administrative processes
- Responsible for monitoring the functioning of the administrative services and implementing quality improvements within the division.
- The VPO will be a member of the QA/QI committee, Corporate Compliance Committee, Executive Council, Strategic Operations Team, and Risk Management Committee. This position will hold various Center committee chairperson role(s)
- Participates as member of executive staff and officer of the company.
- The VPO is a delegated authority in the absence of the President

**August, 2008 – July, 2014**

**Senior Director of Administrative Services and  
Special Projects**

Helen Ross McNabb Center  
Knoxville, TN

**July, 2007 – August, 2008**

**Director of Children, Youth and Family Services**

Helen Ross McNabb Center  
Knoxville, TN

**July, 2003 – July, 2007**

**Assistant Director of Child and Family Services**

Helen Ross McNabb Center  
Knoxville, TN

**September, 2000 – July, 2003**

**Juvenile Justice Services Coordinator**

Helen Ross McNabb Center  
Knoxville, TN

**December, 1995 – September, 2000**

**Innerchange Counselor, Team Leader, Coordinator  
Home Base Team Leader  
East Region Juvenile Justice Coordinator**

Helen Ross McNabb Center  
Knoxville, TN

**July, 1993 – December, 1995**

**Relief Caseworker**

Child and Family Tennessee  
901 East Summit Hill Dr.  
Knoxville, TN 37915

**Paula Hudson**  
**145 Williamsburg Dr.**  
**Lenoir City, TN 37772**  
**(865) 567-5411**

**Education:** Associate of Science in Health Information Management, Roane State University, Knox County Campus (2003)  
Bachelor of Science, Major: Human Ecology, University of Tennessee, Knoxville, TN (1989)  
Associate of Arts, Hiwassee College, Madisonville, TN (May 1986)

**Work Experience:**

**May, 2009 to present – Senior Director of Compliance and Privacy, Helen Ross McNabb Center, Knoxville, TN**

**February, 2007 – May, 2009 – Director of Compliance and Privacy, Helen Ross McNabb Center, Knoxville, TN**

**July, 2003 – February, 2007 – Director of Health Information Systems, Helen Ross McNabb Center, Knoxville, TN**

**March, 2003 – July, 2003 – Director of Office Systems, Helen Ross McNabb Center, Knoxville, TN**

**April, 2002 – March, 2003 – Office Systems Services Coordinator, Helen Ross McNabb Center, Knoxville, TN**

**July, 1995 – April, 2002 – Office Systems Coordinator, Helen Ross McNabb Center, Knoxville, TN**

**October, 1994 – July, 1995 – Intensive Case Management Coordinator, Helen Ross McNabb Center, Knoxville, TN**

**October, 1992 - October, 1994 – Team Leader – Intensive Case Management Adult Services, Helen Ross McNabb Center, Knoxville, TN**

**May, 1990 – October, 1992 – Adult Case Manager, Helen Ross McNabb Center, Knoxville, TN**

**December, 1989 – April, 1990 – Lead Toddler Specialist, Another Generation Pre-School and Child Care Center, Palm Beach Gardens, FL**

**August, 1989 – November, 1989 – Teacher, Children's Neighborhood Child Care Center, Farragut, TN**

## **Jill Barnes**

4330 Hickory Creek Rd, Lenoir City, TN 37771 ~ 865.548.2623 ~ jill.barnes@charter.net

### **Education**

Lincoln Memorial University, College of Business Administration, 2013, MBA (Human Resources)

University of Tennessee, College of Social Work, 1999-2001, MSSW

University of Tennessee, Knoxville, 1998-1999, BA in Psychology

### **Relevant Work Experience**

#### **Helen Ross McNabb Center**

##### **Senior Director of Administrative Services**

**7/15 to present**

Manage the Research and Evaluation department to ensure timely and accurate submission of data into

Federal portals, monitor effectiveness of research projects, serve on Internal Review Board

Revise human resource, credentialing and disciplinary policies to reflect changes in funders, federal rules, and organizational culture

Analyze and create compensation policies to support the Mission of the organization

Accreditation Compliance

Implement cultural diversity plans and Center-wide employee retention program

Recruit medical personnel

Maintain organization compliance with FLSA and employment laws

##### **Director of Workforce Development and Personnel**

**4/12 to 6/15**

Utilize HRIS to perform HR functions such as personnel file management in over 900 staff positions and compliance with legal notices

Mediate and implement employee discipline and legal terminations

Train new staff members in orientation weekly

Plan, implement and disperse training curriculums on the online training software

Audit, contractual and licensing compliance

Lead teams/workgroups to problem solve human resource issues in the organization

Recruit psychiatrists and other key positions for the Center

Screen applicants, implement background check system, oversee hiring process

Hire contractors to perform needed work for the Center

Negotiate contracts

Train supervisors on HR law, processes, retention, discipline, applicant screening/selection

Manage credentialing process

##### **Director of DCS Programming**

**11/08-4/12**

Primary Department of Children's Service and TDMHDD policy analyst, trainer and liaison

Implements funders' and agency policies

Improves program through evidenced based research, eliminating redundancies

Manages/supervises staff, budgets, buildings

Creates and submits quality improvement reports

Builds teams through personnel training and feedback loop

##### **Foster Care Service Coordinator**

**2/07-11/08**

Regional DCS liaison

Quality Service Review of cases

Recruit, train and retain foster parents

Move children to permanency through efficient, effective clinical practice

Independent Living Service Coordinator 7/03-2/07  
Taught transitioning adults life skills  
Manage and supervise group home facility and staff  
Implement and monitor funder protocols and policies

PrimeTime Director 6/02-7/03  
Managed and supervised clinical staff  
Implemented Medicare program requirements for geriatric outpatient facility

Community Educator 5/01-6/02  
Marketed geriatric program to community to generate referrals  
Assessed geriatric clients using a bio-psycho-social model  
Speaker in community on depression and other mental illnesses

### **National College of Business and Technology**

Adjunct Teacher 12/13-9/14  
Human Resources and Psychology Classroom Instruction

### **Credentials**

Society for Human Resource Management Certified Professional, 12/15  
Professional Human Resource Certification, 5/14  
Licensed Advanced Practice Social Worker, 8/10  
President, East Tennessee Alliance for Children and Families FY11  
Board of Directors for Tennessee Alliance for Children and Families FY10/11

### **Skills**

Staff Orientation Training (Introduction to Working with State Systems, HR Software, time and attendance, labor law)  
Clinical Skills Trainer (Assessments, Treatment Planning, Progress Notation, Crisis Intervention, CPR)  
Policy Trainer (Corporate Compliance, Audit/ Accreditation Requirements)  
Implementing Evidenced Based Interventions into Organizations (i.e. TF-CBT, Aggression Replacement Training, Life Skills Training)  
Grant Writing and submission  
Internal Review Board procedures, human subject protocols  
Mediation of disciplinary issues  
Board and university presentations  
Microsoft programs including Word, Powerpoint; working knowledge of Excel  
Blackboard proficient  
Edvance 360 and Engrade usage

## **Calvin Armistead**

127 Westlook Circle  
Oak Ridge, TN 37830  
865-599-5404

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### **Education:**

**Bachelor of Arts in Psychology**  
**Wake Forest University, Winston-Salem, NC – 1976**

**A.S. in Mini-Microcomputer Technology**  
**Roane State Community College, Oak Ridge, TN - 1986**

### **Computer Technology Training:**

**Electric Circuits, I, II**  
**Digital Circuits, I, II**  
**Pulse and Switching Circuits**  
**Electronics, I, II**  
**Integrated Circuits**  
**Microprocessors**  
**Introduction to Minicomputers**  
**Computer Architecture**  
**Peripherals, I, II**  
**Data Communications**  
**Computer Systems Maintenance**  
**Operating Systems**  
**Machine Assembly Programming**  
**Introduction to Programming (BASIC)**  
**FORTRAN Programming**  
**COBOL Programming**  
**Introduction to Structured Programming (PASCAL)**  
**Intermediate Structured Programming (PASCAL)**  
**Advanced Programming Techniques (PASCAL)**

### **Work Experience:**

**September, 2015 – present**  
**Helen Ross McNabb Center**  
**Knoxville, TN**

#### **Safety and IT Security Officer**

Responsibility and authority to plan, organize, and lead an effective program for the Center's Safety and IT Security. This position will oversee the health/safety monitoring for all facilities, vehicles, and IT systems.

**May, 1994 – Sept. 2015**  
**Helen Ross McNabb Center**  
**Knoxville, TN**

#### **Information System Director**

Responsibility and authority to plan, organize, lead and control resources to control the effective planning of the Center's Information Technology department

**October, 1993 – May, 1994**  
Helen Ross McNabb Center  
Knoxville, TN

**MIS Coordinator**

Responsible for researching new technologies, including hardware, software or telecommunication components, to improve efficiency of the organization. The coordinator assists with creating specifications for system and software upgrades, and with purchasing and leasing of information systems equipment, and supervises the installation of new systems.

**Jan. 1991- Sept. 1993**  
CAD Resource  
Maryville, TN

**Operations Manager**

Direct computer service personnel in the resolution of customer service requests. Plan and schedule system deliveries. Communicate frequently with customers to ensure their satisfaction.

**1990-1991**  
Digitec  
Knoxville, TN

**Sales Manager**

Created an inside sales department for a company marketing computers, peripherals, and network and communications products. Included hiring staff, product training, and setting policies and procedures

**-1986-1989**  
Southern CAD/CAM  
215 Center Park Dr.  
Knoxville, TN

**Business Manager/Principal/Operations Manager**

Active in all areas of running and managing a company dedicated to sales and support of computer-aided design and manufacturing systems

---

# KIM EVANS

Kim.Evans865@gmail.com  
601 French Mill Rd  
Dandridge, TN 37725  
865-441-2032

## EDUCATION

South College  
December 12, 2013  
Bachelor of Science

## EXPERIENCE

**Helen Ross McNabb Center | 201 W. Springdale Ave, Knoxville, TN 37919**

*Director of Customer Relations – 2014- Current*

Manage the operations for the Information Technology department, Facilities Department, and the Customer Relations Department. This includes direct responsibility for the the budget and capital improvements for these departments.

**Other positions held at HRMC include**

- Switchboard Operator -1992
- Accounts Receivable Supervisor -1994
- Staff Accountant -1995
- Systems Manager -2000
- Information System Operation Mgr -2004
- Assistant Director of Admin Services -2009

## SKILLS

- Leadership, Time Management and Problem Solving
- Communication, Collaboration, and Training
- Critical Thinking, Project Managing, and Creativity
- Adaptability

**Leann Human-Hilliard, L.C.S.W.**

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**1904 Breezy Ridge Trail, Knoxville, TN 37922 / (865) 675-7005**

**Work Experience:**

January 2005 – Present  
Helen Ross McNabb Center, Inc.  
Knoxville, TN.

**Vice President of Adult Services**

Responsible for the divisions of: Mental Health Services, Addiction Services, Psychiatric Rehabilitation and Recovery Services, Dual Diagnosis Services, and Co-Occurring Treatment Services. Programming is provided in full continuums of care including residential, detoxification, outpatient and community based settings. Oversee treatment models including Assertive Community Treatment Teams, Continuous Treatment Teams, and a Peer Support Center. Responsible for the clinical and financial management of the Department with over 8 million dollars in programming.

2000 – 2005  
Helen Ross McNabb Center, Inc.  
Knoxville, TN.

**Director of Adult Mental Health Services –**

Provided oversight to Mental Health Division including Access, Intake, Crisis Services, Medication Clinic, Case Management, Assertive Community Treatment, forensics, Homeless Programming, Psychosocial Programming, and the Psychopharmacology Clinic for the dually diagnosed. Funding for programming through Medicare, TennCare, and State Grants of over 3 million dollars.

1999 - 2000  
Helen Ross McNabb Center, Inc  
Knoxville, TN.

**Intervention Services Coordinator-**

Responsibilities included overseeing the operation of social service intervention programs (Homeless Mentally Ill Program (PATH), Healthy Families East Tennessee, Regional Intervention Program, etc...).

1995 - 1999

Helen Ross McNabb Center, Inc  
Knoxville, TN

**Juvenile Justice Services Coordinator --**

Responsibilities included overseeing the operation of all Juvenile Justice programming. Liaisoned with Juvenile Courts and the Department of Children's Services. Programming provided in outpatient and youth development center. Facilitated Alcohol and Drug Addiction Treatment Groups, Sex Offender Groups, Individual and Family Therapy.

1995 - 1996

Peninsula Village  
Louisville, TN

**Therapist, Intern (24 hours per week, one year)**

Provided Individual, Group and Family Therapist at a Residential Treatment Facility for youth with emotional and substance abuse disorders.

1991 - 1995

Helen Ross McNabb Center, Inc  
Knoxville, TN

**Team Leader of Case Management**

Provided case management services to children and youth identified as severely emotionally disturbed. Supervised team of six case managers

1990- 1991

Helen Ross McNabb Center, Inc  
Knoxville, TN

**Case Manager / Prevention Services Staff**

Provided Alcohol and Drug Prevention and Treatment Services to adolescents in individual and group settings. Provided case management services to adolescents identified as severely emotionally disturbed.

**Education**

University of Tennessee, Knoxville

Master's Degree of Science in Social Work, 1998

University of Tennessee, Knoxville

Bachelor's Degree of Arts in Psychology, 1990

**Activities**

Tennessee Association of Mental Health Organization,  
Clinical Services Committee Member.....2005-current

Board Member of the National Association on Mental Illness,  
Knoxville.....2004-2008

President of the East Tennessee Council on Children and  
Youth.....1998-1999

President Elect of the East Tennessee Council on Children and  
Youth.....1996-1997

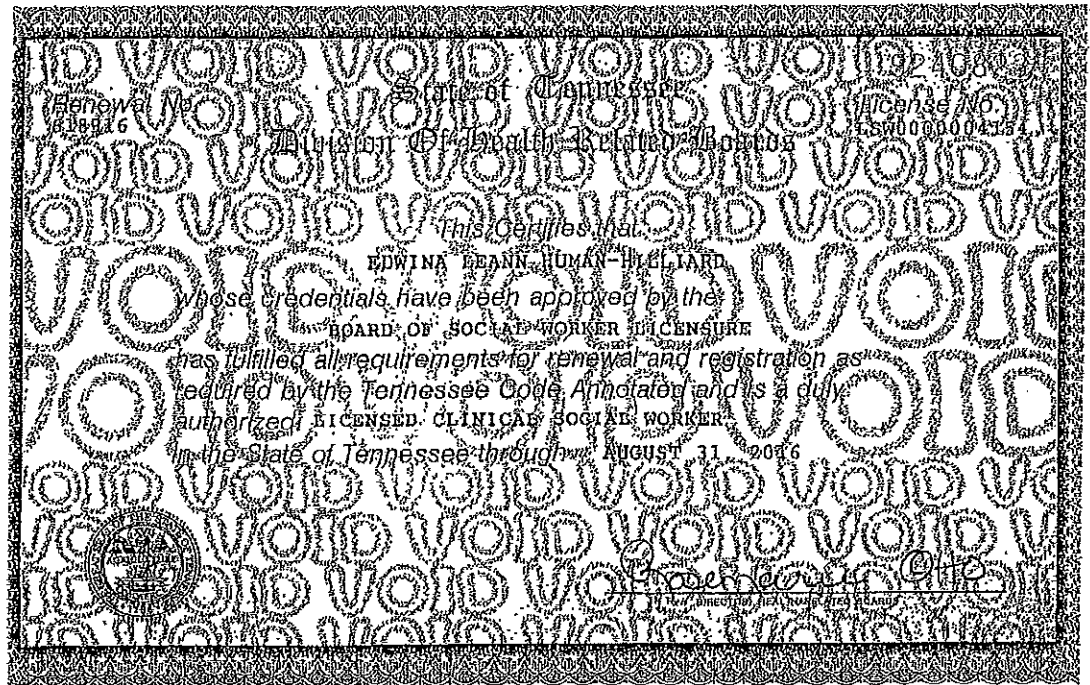
Member of the Primary Prevention Steering Committee for the State of Tennessee  
Department of Health's Bureau of Alcohol and Drug Abuse  
Services.....1993-1994

Member of the National Association of Social Workers

**Certification and Training Experience:**

- Licensed Clinical Social Worker, license # 0000004154
- Field Instructor University of Tennessee, College of Social Work, 1996-present
- CPI/CPR/First Aid

**References available upon request**



**KARTHI NAMASIVAYAM M.D**

**HOME:** 11255 Mathews Cove Lane, Knoxville, TN 37934  
Cell: (865) 214-5095; Home: 865-856-1555

**OFFICE:** 10341 Kingston Pike, Knoxville, TN 37922  
Phone: 865-219-1513 Fax: 865-219-5271

**E-MAIL ADDRESS:** karthinam@hotmail.com

**CURRENT EMPLOYMENT:**

**August 2015 - onwards -- Medical Director of Adult Services,** Helen Ross McNabb  
Center, Knoxville, TN  
Private Practice at Farragut, TN

**PREVIOUS EMPLOYMENTS:**

**(May 01, 2011- July 2015)**  
Attending Psychiatrist, 451, Blount Memorial Hospital Physician's office, Maryville, TN

**(February 01, 2008 -April 2011): Medical Director,** Peninsula, 423 Medical Park  
Drive, Suite 400, Lenoir City, TN

**( Aug 16<sup>th</sup> 2007- Jan 31 , 2008 ) : Medical Director,** Family Services of Western PA,  
310 Central City Plaza, New Kensington, PA 15068

**(Nov 01 2002- Aug 15 2007): Attending Psychiatrist,** Community Guidance Center,  
Indiana, PA.

**(Feb 15, 1999-Oct 31 2002): Attending Psychiatrist,** Braddock Center for Behavioral  
Medicine, Armstrong County Memorial Hospital, Kittanning, PA.

**EDUCATION:**

M.B.B.S., (March 1991) Karnatak Medical College, Hubli, Karnataka, India.

**RESIDENCY TRAINING:**

**1994 -1998:** Resident, Department of Psychiatry, **University of Pennsylvania,**  
Philadelphia, PA.

**NPI Number:** 1437145448

### **WORK EXPERIENCE:**

**April 01, 1991 to Jan 31, 1992**

Resident, Dept.of Internal Medicine, **Bury General Hospital, Bury, United Kingdom.**

**Feb 01, 1992 to Jun 30, 1992**

Resident, Dept.of Internal Medicine (Gastroenterology), **Grimsby District General Hospital, Grimsby, United Kingdom.**

**July 01, 1992 to Jun 30, 1993**

Senior House Officer, Dept. of Internal Medicine, **Madras Medical College, Madras, India.**

### **Licensure:**

Unrestricted License to practice Medicine in the state of Tennessee, TN-MD 042956

### **BOARD CERTIFICATION:**

Board Certified in Psychiatry by the American Board of Psychiatry and Neurology, 1999  
Recertified in Psychiatry by the American Board of Psychiatry and Neurology from 2009 till 2019

Certification Number: 46778

### **ACADEMIC ASSIGNMENTS:**

- Assistant Instructor, University of Pennsylvania School of Medicine, Department of Psychiatry, 1995-1998. ( Involves medical student teaching during their clinical rotations in Psychiatry ) Mentor and Coordinator- Dr.Anthony Rostain, Professor, University of Pennsylvania, Philadelphia, PA.
- Academic Coordinator, PGY-2, PGY-3 & PGY-4 Didactics, Department of Psychiatry, University of Pennsylvania School of Medicine.

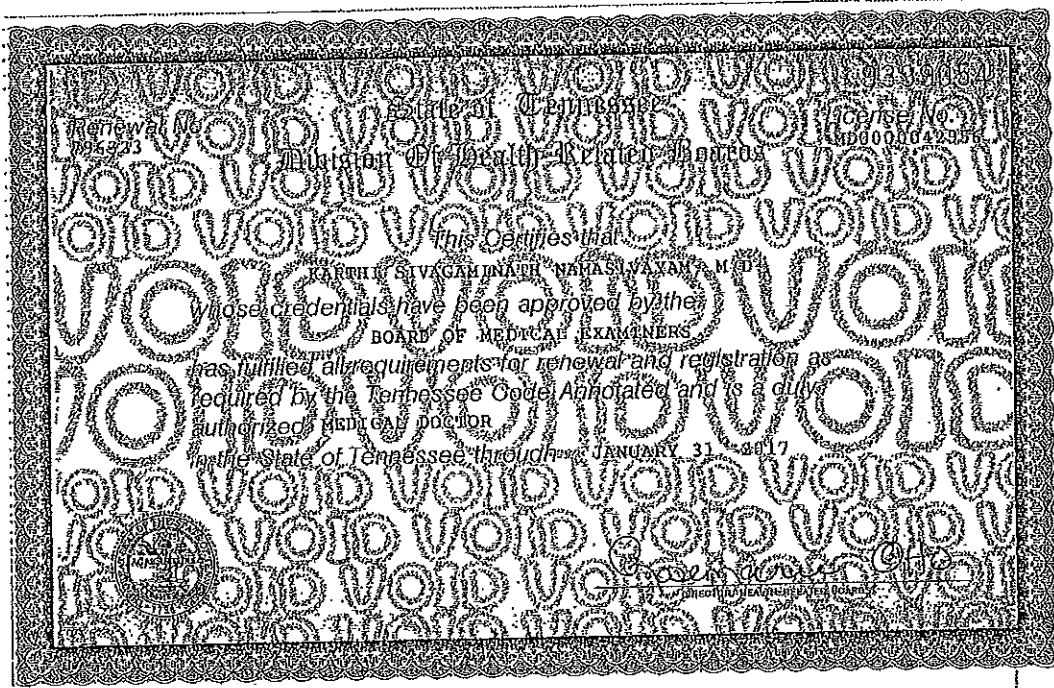
### **RESEARCH ACTIVITIES**

- Clinical Trial comparing the clinical efficacy and response to 50 mg of Zoloft Vs 150mg of Zoloft in the treatment of moderate to severe clinical depression. N.Demartinis, J.O'Reardon, Karthi Namasivayam et al. University of Pennsylvania.

### **ACADEMIC HONORS/ AWARDS:**

- Fellowship Award from the APA December 2009
- Outstanding Intern Award in Internal Medicine (1990)
- Outstanding Intern Award in Psychiatry ( 1990)
- Outstanding Intern Award in Obstetric & Gynecology ( 1990)

2057



**Candace Allen**  
310 Wooded Lane  
Knoxville, TN 37922  
865-671-7360

---

**Education:**

**Master of Science in Education Psychology**  
**University of Tennessee, Knoxville 1982**

**Bachelor of Arts in Human Services**  
**University of Tennessee, Knoxville 1975**

**Work Experience:**

**May, 2012 – present**

**Senior Director of Adult Intensive Mental Health Services**

**Job Responsibilities:**

- In the absence of the Division Clinical Vice President, this position assumes authority for the division.
- Liaison on behalf of the Center with funders, local government to deliver high quality of services.
- Recruit, interview, hire, and train for leadership positions in the division.
- Assist Directors, Assistant Directors, and Services Coordinators in monitoring and reviewing program operations to meet contract and HRMC requirements.
- Provide key input into new program/business development projects.
- Ensure coverage of staffing and coverage of programming.
- Responsible for clinical service delivery quality and consistency of service.
- Ensure budget goals are met and productivity meets established standards.
- Monitor that the program meets all the goals and objectives as outlined in contracts.
- Sustain compliance across divisional service and adherence to best practices in the industry
- Other duties as assigned by supervisor.

**January, 2006 – May 1, 2012**  
Helen Ross McNabb Center, Inc.  
Knoxville, TN

**Director of Adult Mental Health Services** – Responsible for adult programming in Mental Health Services which includes program development and integration of co-occurring disorders and crisis services. In addition, special programming oversight for jail-based services-i.e. Master's level assessment, evaluation, and counseling, nursing, and prescriber/medication components in accredited jail systems. Jail-based services also include a criminal justice liaison which works with inmates in regard to release planning and other community liaison functions. Provides clinical oversight to

ensure quality services are achieved .Provides administrative oversight to ensure funding expectations and budget/revenue is maintained.

**2004-2006**

Helen Ross McNabb Center, Inc.  
Knoxville, TN

**Assistant Director of Adult Mental Health Services-** Responsible for adult programming in Mental Health Services which includes program development and integration of co-occurring disorders. Provides clinical oversight to ensure quality services are achieved. Provides administrative oversight to ensure funding expectations and review is maintained.

**2001 – October, 2004**

Helen Ross McNabb Center, Inc.  
Knoxville, TN

**PACT Services Coordinator** – Responsible for the development and implementation of an Assertive Community Treatment model for the Serious and Persistent Mentally Ill population which includes specific programming for co-occurring individuals.

**1991 - 2001**

Helen Ross McNabb Center, Inc  
Knoxville, TN

**Bridges Services Coordinator** – Responsible for the development and implementation of the Helen Ross McNabb Center's School Based Mental Health Services in over 30 classrooms in Knox and Blount Counties.

**1991 – October, 1991**

Helen Ross McNabb Center, Inc  
Knoxville, TN

**Children and Youth Outpatient Therapist** – Responsibilities included working with children identified as seriously emotionally disturbed and their families.

**1979 - 1991**

Lakeshore Mental Health  
Knoxville, TN

**Children and Youth Inpatient Therapist** – Responsibilities included working with children hospitalized in the State Psychiatric Hospital. Also worked with families and re-integration to home and community.

**Memberships:**

**2011- 2013**

**Lakeshore Mental Health Institute Board of Trustees**

**2010-2011**

**East Tennessee Mental Health Association – President**

**2008-2010**

**Department of Educational Psychology and Counseling  
Board Member**

**2007-2009**

**East Tennessee Mental Health Association - President Elect**

**2006-2007**

**East Tennessee Mental Health Association - Board Member**

---

**Lori A. Ramsey**

3844 Taliluna Ave Knoxville, TN 37919 \* (865) 207-7648 \* [lori.ramsey@mcnabb.org](mailto:lori.ramsey@mcnabb.org)

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**EDUCATION**

---

**MSSW**, University of Tennessee, Knoxville, TN  
(Concentration: Clinical Social Work) 9/00-5/02

**BSS**, East Tennessee State University, Johnson City, TN  
Psychology & Applied Human Science 9/96-5/00

**LCSW** (license # 5401)

**MPA** (Mandatory Pre-Screening Agent)

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**PROFESSIONAL EXPERIENCE**

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**HELEN ROSS MCNABB CENTER**, Knoxville, TN

*Crisis Services*

**Director of Crisis Services** 7/13-present

**Assistant Director of Crisis Services** 1/12-6/13

- Provide Clinical Supervision/direction to staff
- Oversee budget
- Perform administrative duties related to crisis programs
- Prepare weekly and monthly reports as required

**HELEN ROSS MCNABB CENTER**, Knoxville, TN

*PACT*

**Services Coordinator** 1/09-1/12

- Oversee all administrative services related to billing
- Provide Clinical supervision/direction to staff
- Provide Therapy services for clients in their home
- Provide Crisis Management services/intervention
- Conduct daily treatment team with multi-disciplinary team
- Prepare monthly reports as required

**BEN ATCHLEY STATE VETERANS HOME**, Knoxville, TN

**Social Worker**, Director of Transitional Unit 5/08-1/09

- Develop and implement materials for psycho-education with residents and families.
- In-service staff on appropriate communication and interventions with geriatric population that are exhibiting behaviors
- Meet daily with inter-disciplinary team to assess and evaluate resident care plans.
- Evaluate resident behaviors and develop individualized behavior management plan.
- Manage staff of 20 bed unit including nursing, CNAs, and activities coordinator

**LIMA BEAN BABY LLC, Knoxville, TN**

*Start-Up Company*

Founder/Owner 5/06-6/10

- Maintain contact and sales for 250 nationwide wholesale accounts
- Successfully grew a local home-based business into a national wholesale company
- Established a strong record of accomplishments for implementing sales, public relations, and planning events.

**BAPTIST HOSPITAL OF EAST TENNESSEE, Knoxville, TN**

*Bridges to Recovery*

Social Worker, Director of Mental Health Program 10/04-4/06

- Complete patient intakes and determine level of care.
- Develop and implement educational materials relevant to mental health and related topics
- Discuss confidential information regarding patient in terms of pre-certification with various insurance companies

**BAPTIST HOSPITAL OF EAST TENNESSEE, Knoxville, TN**

*Baptist Behavioral Health Unit, Senior Dynamics, Bridges to Recovery, and GAP*

Social Worker Employed: 5/02-12/02 & 3/04-10/07 PRN: 4/06-10/07

(Intern: 9/01-5/02)

- Member of a multi-disciplinary team that conducts treatment team three times weekly to assess patient's progress.
- Provide group, family, and individual therapy during the initial phases of in-patient treatment
- Create discharge plan for client including coordinating community resources for outpatient treatment.
- Involved in ongoing assessment of patient to determine appropriate diagnosis and treatment.
- Facilitate educational groups in regard to relapse prevention and recovery.

**YOUTH VILLAGES**

*Intercept Program*

Home-Based Family Counselor 7/03-3/04

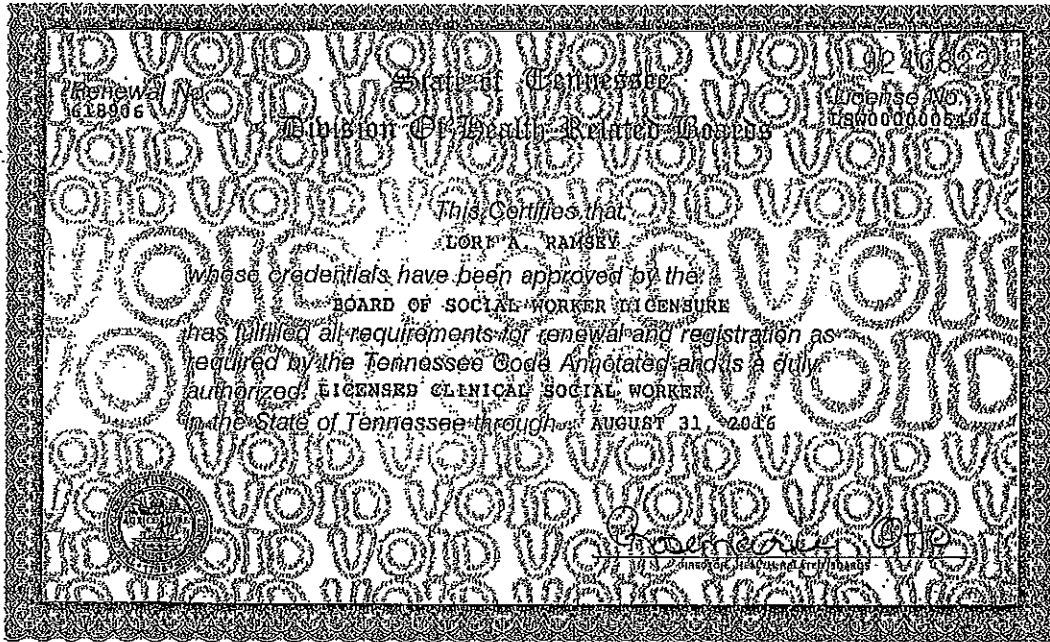
- Provide therapy and case management services to children and families in their homes. Focusing primarily on family, but also addressing school, peers, community, and other systems that may affect the child and family.
- Provide individual, marital, and family therapy to empower and teach families personal interactive skills.
- Develop weekly, individualized treatment plans outlining specific obtainable goals and barriers to treatment, using MST model.

**MICHAEL J. COHAN INVESTIGATIONS, Knoxville, TN**

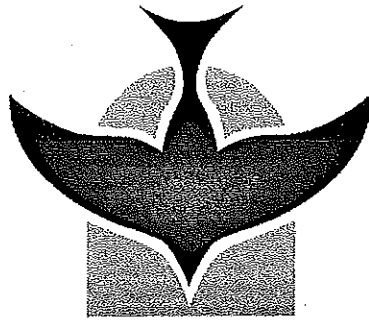
*Mitigation of Capital Cases*

Forensic Social Worker 5/01-7/03

- In-depth bio-psychosocial assessment of clients that have been charged in capital cases. Identification of mitigating factors in the client's history to present to a jury.
- Complete a bio-psychosocial assessment by:
  - Conducting interviews with family members, friends, teachers, and others who can provide insight into the client's behavioral patterns;
  - Collecting and studying records from various aspects of client's background such as school, medical, psychiatric, military, and employment;
  - Dictating and summarizing the findings for the client's attorney/s to use in preparation for sentencing phase of the trial
- Compilation of comprehensive social history report outlining the investigation
- Testify on client's behalf to the results of the social history investigations



✓

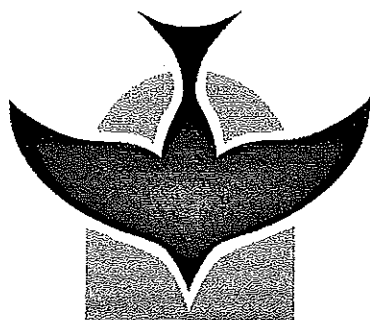


## Part V: Program Operating Costs

HELEN ROSS MCNABB CENTER, INC. BEHAVIORAL HEALTH URGENT CARE 16 BED / 5 YEAR PROPOSED BUDGET					
FACILITY RENOVATION OPTION					
	For the Year Ending June 30, 2017	For the Year Ending June 30, 2018	For the Year Ending June 30, 2019	For the Year Ending June 30, 2020	For the Year Ending June 30, 2021
Operating Personnel Budget:					
Salaries, Part Time Wages, and Contract Staff	\$ 1,457,497.00	\$ 1,486,647.00	\$ 1,516,380.00	\$ 1,546,708.00	\$ 1,577,642.00
Employee Benefits	352,761.00	359,816.00	367,012.00	374,352.00	381,839.00
Total Operating Personnel Budget	1,810,258.00	1,846,463.00	1,883,392.00	1,921,060.00	1,959,481.00
Operating Non Personnel Budget:					
Professional Fees	26,751.00	27,286.00	27,832.00	28,389.00	28,957.00
Clinical Supplies, Program Meals, Office Supplies	77,099.00	78,641.00	80,214.00	81,818.00	83,454.00
Telephone	29,141.00	29,724.00	30,319.00	30,925.00	31,544.00
Postage	867.00	884.00	902.00	920.00	938.00
Utilities	42,345.00	43,192.00	44,056.00	44,937.00	45,836.00
Facility Maintenance	51,189.00	52,213.00	53,257.00	54,322.00	55,408.00
Equipment Rental and Maintenance	36,430.00	37,159.00	37,902.00	38,660.00	39,433.00
Printing	2,340.00	2,387.00	2,435.00	2,484.00	2,534.00
Travel	2,256.00	2,301.00	2,347.00	2,394.00	2,442.00
Training	2,198.00	2,242.00	2,287.00	2,333.00	2,380.00
Insurance (Including Property Insurance)	17,322.00	17,668.00	18,021.00	18,381.00	18,749.00
Deprecation Building Renovation	38,159.00	38,159.00	38,159.00	38,159.00	38,159.00
Deprecation Equipment	8,077.00	8,077.00	8,077.00	8,077.00	8,077.00
Other Nonpersonnel	10,472.00	10,681.00	10,895.00	11,113.00	11,335.00
Indirect Cost	430,981.00	439,601.00	448,393.00	457,361.00	466,508.00
Total Operating Non Personnel Budget	775,627.00	790,215.00	805,096.00	820,273.00	835,754.00
Total Operating Budget	\$ 2,585,885.00	\$ 2,636,678.00	\$ 2,688,488.00	\$ 2,741,333.00	\$ 2,795,235.00

# HELEN ROSS MCNABB CENTER, INC. BEHAVIORAL HEALTH URGENT CARE 16 BED / 5 YEAR PROPOSED BUDGET

NEW CONSTRUCTION FACILITY OPTION					
	For the Year Ending June 30, 2017	For the Year Ending June 30, 2018	For the Year Ending June 30, 2019	For the Year Ending June 30, 2020	For the Year Ending June 30, 2021
Operating Personnel Budget:					
Salaries, Part Time Wages, and Contract Staff	\$ 1,457,497.00	\$ 1,486,647.00	\$ 1,516,380.00	\$ 1,546,708.00	\$ 1,577,642.00
Employee Benefits	352,761.00	359,816.00	367,012.00	374,352.00	381,839.00
Total Operating Personnel Budget	1,810,258.00	1,846,463.00	1,883,392.00	1,921,060.00	1,959,481.00
Operating Non Personnel Budget:					
Professional Fees	26,751.00	27,286.00	27,832.00	28,389.00	28,957.00
Clinical Supplies, Program Meals, Office Supplies	77,099.00	78,641.00	80,214.00	81,818.00	83,454.00
Telephone	29,141.00	29,724.00	30,319.00	30,925.00	31,544.00
Postage	867.00	884.00	902.00	920.00	938.00
Utilities	42,345.00	43,192.00	44,056.00	44,937.00	45,836.00
Facility Maintenance	51,189.00	52,213.00	53,257.00	54,322.00	55,408.00
Equipment Rental and Maintenance	36,430.00	37,159.00	37,902.00	38,660.00	39,433.00
Printing	2,340.00	2,387.00	2,435.00	2,484.00	2,534.00
Travel	2,256.00	2,301.00	2,347.00	2,394.00	2,442.00
Training	2,198.00	2,242.00	2,287.00	2,333.00	2,380.00
Insurance (including Property Insurance)	17,322.00	17,668.00	18,021.00	18,381.00	18,749.00
Depreciation Building New Construction	64,237.00	64,237.00	64,237.00	64,237.00	64,237.00
Depreciation Equipment	8,077.00	8,077.00	8,077.00	8,077.00	8,077.00
Other Nonpersonnel	10,472.00	10,681.00	10,895.00	11,113.00	11,335.00
Indirect Cost	436,196.00	444,920.00	453,818.00	462,895.00	472,153.00
Total Operating Non Personnel Budget	806,920.00	821,612.00	836,599.00	851,885.00	867,477.00
Total Operating Budget	\$ 2,617,178.00	\$ 2,668,075.00	\$ 2,719,991.00	\$ 2,772,945.00	\$ 2,826,958.00



Part VI: Additional Information  
Service and Funding Option Overview  
Letters of Support

**Behavioral Health**

**Urgent Care Center**



**Helen Ross  
McNabb Center**

**72 hour jail  
diversion unit  
16 beds**

**(funding requested)**



**Alternate bid #1:  
Medical Clearance Assessment**  
(add on funding consideration)

**Alternate bid #2:  
Medical Detox  
8 beds**  
(add on funding consideration)

**Alternate bid #3:  
Housing**  
(add on funding consideration)

**Crisis Stabilization Unit**

**15 beds**

**(fully funded)**



**KNOXVILLE POLICE DEPARTMENT**  
**THE CITY OF KNOXVILLE, TENNESSEE**



MAYOR MADELINE ROGERO

CHIEF DAVID B. RAUSCH

August 3, 2016

Knox County Procurement Division  
Suite 100, 1000 North Central Street  
Knoxville, Tennessee 37917

To Whom It May Concern,

Please accept this letter of support for the Helen Ross McNabb Center's (HRMC) proposal to develop and manage a Behavioral Health Urgent Care Center in partnership with Knox County government.

The Helen Ross McNabb Center has a 68 year history of providing services to individuals with mental illness, addiction, and co-occurring disorders. The Center's robust continuum of services, strong community partnerships, and 30 year history of working within the Knox County criminal justice system positions the Center to provide this crucial option of jail diversion when appropriate for those individuals with behavioral health issues.

Services include immediate assessment, treatment, and extensive discharge planning at a centralized location to improve the quality of life for many of our most vulnerable citizens. One of the main priorities is to empower individuals in their recovery to break the cycle of criminal justice involvement. This project will focus on positive outcomes to the Knoxville/Knox County community as follows:

- Reducing jail bed days
- Increasing treatment options
- Creating more efficient use of scarce community resources
- Reducing reentry into the criminal justice system

Sincerely,

A handwritten signature of David B. Rausch in black ink.

David B. Rausch  
Chief of Police



## KNOX COUNTY SHERIFF'S OFFICE

Jimmy "J.J." Jones  
Sheriff

Knox County Procurement Division  
Suite 100, 1000 North Central Street  
Knoxville, Tennessee 37917

To Whom It May Concern,

Please accept this letter of support for the Helen Ross McNabb Center's (HRMC) proposal to develop and manage a Behavioral Health Urgent Care Center in partnership with Knox County government.

The Helen Ross McNabb Center has a 68 year history of providing services to individuals with mental illness, addiction, and co-occurring disorders. The Center's robust continuum of services, strong community partnerships, and 30 year history of working within the Knox County criminal justice system positions the Center to provide this crucial option of jail diversion when appropriate for those individuals with behavioral health issues.

Services include immediate assessment, treatment, and extensive discharge planning at a centralized location to improve the quality of life for many of our most vulnerable citizens. One of the main priorities is to empower individuals in their recovery to break the cycle of criminal justice involvement. This project will focus on positive outcomes to the Knoxville/Knox County community as follows:

- Reducing jail bed days
- Increasing treatment options
- Creating more efficient use of scarce community resources
- Reducing reentry into the criminal justice system

Sincerely,

A handwritten signature in black ink, appearing to read "Jimmy Jones", with a long horizontal line extending to the right.

Jimmy "J.J." Jones  
Sheriff

400 Main Street • Knoxville, Tennessee 37902 • (865) 215-2432  
[www.knoxsheriff.org](http://www.knoxsheriff.org)



STATE OF TENNESSEE  
DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

6th FLOOR, ANDREW JACKSON BUILDING  
500 DEADERICK STREET  
NASHVILLE, TENNESSEE 37243

BILL HASLAM  
GOVERNOR

E. DOUGLAS VARNEY  
COMMISSIONER

August 5th, 2016

Knox County Procurement Division  
Suite 100, 1000 North Central Street  
Knoxville, Tennessee 37917

To Whom It May Concern,

Please accept this letter of wholehearted support for the Helen Ross McNabb Center's (HRMC) proposal to develop and manage a Behavioral Health Urgent Care Center in partnership with Knox County government. Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS) views HRMC as one of our best community behavioral health centers.

The Helen Ross McNabb Center has a 68 year history of providing services to individuals with mental illness, addiction, and co-occurring disorders. The Center's robust continuum of services, strong community partnerships, and 30 year history of working within the Knox County criminal justice system positions the Center to provide this crucial option of jail diversion when appropriate for those individuals with behavioral health issues.

Services include immediate assessment, treatment, and extensive discharge planning at a centralized location to improve the quality of life for many of our most vulnerable citizens. One of the main priorities is to empower individuals in their recovery to break the cycle of criminal justice involvement. This project will focus on positive outcomes to the Knoxville/Knox County community as follows:

- Reducing jail bed days
- Increasing treatment options
- Creating more efficient use of scarce community resources
- Reducing reentry into the criminal justice system

In closing, we know if awarded, HRMC will do a most excellent job and will help Knoxville address and respond to those persons in need of this service.

In closing, we know if awarded, HRMC will do a most excellent job and will help Knoxville address and respond to those persons in need of this service.

Most Sincerely

E. Douglas Varney  
Commissioner

Mental Health Association of East Tennessee  
PO BOX 32731  
Knoxville, TN 37930-2731  
865-584-9125 (P)  
865-824-0040 (F)  
www.mhaet.com

August 2, 2016

Knox County Procurement Division  
Suite 100, 1000 North Central Street  
Knoxville, Tennessee 37917

To Whom It May Concern:

Please accept this letter of support for the Helen Ross McNabb Center's (HRMC) proposal to develop and manage a Behavioral Health Urgent Care Center in partnership with Knox County government. The Helen Ross McNabb Center has a rich 68 year history of providing services to individuals with mental illness, addiction, and co-occurring disorders.

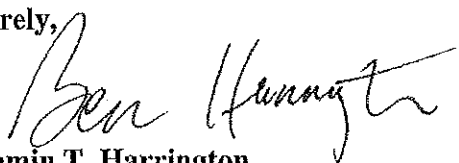
In fact, McNabb Center's robust continuum of services, strong community partnerships, and 30 year history of working within the Knox County criminal justice system positions the Center to best deliver the care within the scope of services for the Behavioral Health Urgent Care Center.

No other applicant in my opinion can equal what McNabb Center brings to the table in this regard. The extensive history working with persons in crisis or those involved with law enforcement separates McNabb Center from all other potential applicants.

McNabb Center proposes a proactive services continuum including an accessible law enforcement "drop off site," immediate assessment, treatment, and extensive discharge planning at a centralized location which will improve the quality of life for non-violent individuals. One of the main priorities is to empower individuals in their recovery to break the cycle of criminal justice involvement and criminalization of mental illness. This project will focus on positive outcomes to the Knoxville/Knox County community as follows:

- Reducing jail bed days
- Increasing treatment options
- Creating more efficient use of scarce community resources
- Reducing reentry into the criminal justice system

Sincerely,



Benjamin T. Harrington  
CEO



July 26, 2016

511 North Broadway  
Knoxville, TN 37917-7408

P.O. Box 325  
Knoxville, TN 37901-0325

(865) 524-3926

www.vmcinc.org

#### Board of Directors 2016

Jerry Askew  
John T. Buckingham  
Emily Norman Cox  
Charlie Daniel  
Robert C. DeNovo  
Mack Gentry  
Craig Griffith  
Barbara Hillard  
Tom Hodge  
Carney Ivy  
Deborah G. Jones  
Bob Joy  
Ken Knight  
Warren Payne  
Fred Perkinson  
Hunter Purnell  
David Rausch  
Mintha Roach  
Martin Roberson  
Clif Tennison  
Neill Albers Townsend  
Carl Van Hoozier, Jr

Bruce W. Spangler  
Chief Executive Officer

Re: Behavioral Health Urgent Care Health Center & Helen Ross McNabb Center

#### TO WHOM IT MAY CONCERN:

Volunteer Ministry Center and its related programs have an ongoing collaborative relationship with the Helen Ross McNabb Center. We are committed to working together to provide the needed supportive services and resources to address the obstacles and hurdles of our shared clients who are experiencing homelessness, struggling with behavioral health issues, and sometimes engaging law enforcement and/or the criminal system due to behaviors associated with such challenges.

Volunteer Ministry Center totally supports the community's proposed Behavioral Health Urgent Care Health Center. Furthermore, we strongly recommend and support Helen Ross McNabb's goal of operating the Health Center.

There is no other agency in town that has a longer history of effective, accessible treatments and recognized as a premiere provider of behavioral health services.

Helen Ross McNabb Center is uniquely poised to insure that the Behavioral Health Urgent Care Health Center gets off to an efficient and stable beginning with the promise of sustained long term success.

Helen Ross McNabb Center has our unqualified support in its efforts to operate the Behavioral Health Urgent Care Health Center.

If you have any questions, please contact me at 524-3926, ext 225.

I write sincerely, and

Respectfully,

Rev. Dr. Bruce W. Spangler, CEO  
Volunteer Ministry Center



Community Partner