

RFQ Response Form
Student Assistance Program Providers

APPLICANT INFORMATION

Applicant Name: Mon Yough Community Services, Inc.

Authorized Representative Name & Title: James Wyler, Senior Director of Clinical & Community Operations

Address: 500 Walnut Street, 3rd Floor, McKeesport, PA 15132

Telephone: 412-675-8453

Email wylerjc@mycs.org

Website: mycs.org

Legal Status: For-Profit Corp. Nonprofit Corp. Sole Proprietor Partnership

Date Incorporated: September 1969

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Carol R. Gross	412-675-8530	grosscr@mycs.org
Contract Processing Contact	James Wyler	412-675-8453	wylerjc@mycs.org
Chief Information Officer	William Latta	412-675-8530	lattawi@mycs.org
Chief Financial Officer	William Latta	412-675-8530	lattwi@mycs.org
Administrative Contact	James Wyler	412-675-8453	wylerjc@mycs.org

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Board Chairperson Name & Title: Noreen Fredrick, President

Board Chairperson Address: [REDACTED]

Board Chairperson Telephone: [REDACTED]

Board Chairperson Email: [REDACTED]

REFERENCES

Provide the name and contact information (email and telephone number) of three references who can testify to your experience relative to this RFQ:

- connecting children and families to supports in the mental health and drug and alcohol systems
- working in partnership and collaborating with schools, other provider agencies and community organizations
- working with families and students

Include your relationship with each reference and the time frame of the relationship. *Please do not use employees of the Allegheny County Department of Human Services as references.*

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CERTIFICATION

Please check the following before submitting your Application, as applicable:

- My firm is registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises.
- By submitting this Application, I agree that, if offered a contract award, I will comply with the standard County terms and conditions for County contracts.
- By submitting this Application, I agree to comply with DHS Cyber Security, EEOC/Non-Discrimination and HIPAA requirements.
- By submitting this Application, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFQ.

ATTACHMENTS

In addition to this Response Form, please submit the following attachments with your Application. The forms can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- Copies of all mental health and drug and alcohol related-licenses for the past three years, including revoked and provisional licenses
- MWDBE Participation Statement and/or Waiver Statement
- Allegheny County Vendor Creation Form
- Audited financial reports for the last three years
- W-9

CAPACITY AND PREFERENCE

List the regional quadrants where you would like to provide SAP (see Appendix A for a list of schools by regional quadrant).

- East Quadrant
- South Quadrant

List your top three preferences for school districts that you would like to serve in each regional quadrant indicated above (see Appendix A for a list of schools by regional quadrant).

- East Quadrants: McKeesport Area, East Allegheny, and Duquesne City
- South Quadrants: Elizabeth Forward, South Allegheny, and West Jefferson Hills

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List your current SAP capacity, if any (e.g., how many school districts do you currently serve? How many SAP Liaisons do you currently employ?).

- Mon Yough Community Services currently serves 8 School Districts
- Currently we have 4 SAP Liaisons employed

List your ideal SAP capacity (e.g., I currently serve two school districts, but I hope to serve five).

- MYCS currently serves 8 School Districts, but we hope to serve 10 School Districts

QUALIFICATIONS

Please respond to the following questions. The maximum score an Application can receive is 110 points. Your response to this section should not exceed 15 pages.

Organizational Experience (15 points)

1. Describe your experience identifying children and families in need of mental health supports and connecting them to appropriate services based on your working knowledge of the mental health system in Allegheny County.

As a provider of multiple services for our youth, including mental health and drug and alcohol, including facility based and school based, our responses to the following questions 1, 2, and 3 are interconnected.

At MYCS we believe that partnerships are essential to our success, the success of other providers and to those we serve. We have 45 years of experience as a mental health and substance use service provider in the Mon-Valley area and have developed positive relationships with all levels of personnel within the educational system as well as other community service providers within child and family support arenas. Our plan is to continue to collaborate closely with schools and other service providers, maintaining open communication with respect to receiving referrals and to inform schools on the recommended level of care, date of appointment and where the individual will receive those services as well as continued follow up until services begin. Currently we provide outpatient and student assistance services at 19 school locations and serve 332 children in Outpatient Child and 177 in our Children's SCU division.

Staff has extensive experience with connecting individuals to the appropriate treatment provider and has established a network of providers at every level of care. MYCS recognizes that no single agency can provide for all individuals and family's needs, therefore responsible practice mandates that programs are aware of and frequently collaborate with other service providers as well as with community and natural supports. Staff will use this network in respect to individual choice and will guide the family through the selection process to ensure that they sufficiently engaged and have secured an appointment.

2. Describe your experience identifying children and families in need of drug and alcohol supports and connecting them to appropriate services based on your working knowledge of the drug and alcohol system in Allegheny County.

As stated above, MYCS has 45 years of experience as a mental health and substance use service provider in the Mon-Valley area and have developed positive relationships with all levels of personnel within the educational system as well as other community service providers within child and family support arenas. Specific to drug and alcohol supports, we have a staff of 11 Bachelors and Masters level clinicians available to support youth across all ages.

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3. Discuss your experience working in schools or with school-aged children and their families.
As stated above, MYCS provides outpatient and student assistance services at 19 school locations. These students are often seen between the school and the outpatient facility, as this is where they can currently access a psychiatrist for medications. Overall, we are currently serving 332 children in Outpatient Child and 177 in our Children's SCU division.
4. Attach your organization's copies of all mental health and drug and alcohol related-licensures and certificates of compliance for the past three years, including revoked and provisional licensures.
Please see attachment

Service Delivery (50 points)

5. Describe your plan for providing screenings within 30 days of the SAP Core Team's recommendation for screening. What obstacles do you foresee in completing screenings in a timely manner and how will you overcome them?
 - a. The Liaisons will collaborate with the SAP Coordinator on the day of referral to begin gathering the referral form, consent form, list of grades, attendance, daily schedule, and teacher feedback forms.
 - b. The Liaison will stay in communication with the SAP Coordinator and will reach out to the CORE team and teachers when needed to ensure that the necessary information is gathered in a timely manner, preferably within 1 week after the referral is made.
 - c. The Liaison will consult with the SAP CORE team with any questions regarding the student information received before completing the screenings.
 - d. Once the necessary information is gathered, the Liaison will work within the student's schedule to ensure that the screening is scheduled to be administered during a non-academic class.
 - e. The Liaison will initiate contact with the parent for additional information pertaining to the screening. (Ex. behaviors and concerns in the home or community)

When Liaisons experience obstacles to completing screenings within 30 days they typically arise from delay in or lack of parent participation (returned signed consent forms), student attendance issues, and daily activities within the school schedule (assembly's, snow days, etc.) The Liaison communicates these barriers to the SAP Coordinator and team immediately so that attempts to engage the parent can be increased and additional times can be made available in the student's schedule including the Liaison adjusting their schedule to accommodate the student's available time such as coming to the school outside of their normally assigned day.

6. Describe your plan for involving families in SAP activities (outlined in Appendix B), especially your approach to engaging with parents.
 - a. Once the parent/guardian permission or consent is secured, the liaison will engage parent/guardian by arranging for an assessment to be completed face to face for involvement with screening and/or recommendations.

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- b. Utilize the referral follow up process by contacting parent/guardian to discuss results of screening and collect any additional information. A follow up letter is sent home with recommendation, along with resources and/or a listing of agency providers for that recommendation. Liaisons include their contact information/business card at this time. A follow up phone call is made if liaison was not successful in first attempt to reach parent. If no contact is able to be made after second attempt, the letter, along with all resources and contact information is sent anyway. Through follow up with student at school and phone calls to parent, liaison is able to determine if recommendation was initiated.
 - c. Participate in IEP meetings for engagement purposes after collaboration takes place with SAP CORE Team.
 - d. Consulting with teams for interventions and assisting parents in accessing the appropriate services for assessment of treatment needs.
7. Describe your plan for ensuring that students and families are connected to the kinds of services and supports that will best meet their needs. How will you collaborate with the existing network of human service providers in Allegheny County?
- a. MYCS SAP Liaisons are very knowledgeable of both child and adult services within Allegheny County and have maintained working relationships with providers offering multiple services within all levels of care. Collaboration takes place between Liaisons and providers not only at the time of referral but also within various community and school events as well as county provider meetings and other school informational meetings. The Liaisons are experienced in working within diverse communities and engaging and collaborating with families to define their unique needs and any barriers to services. Liaisons converse with families to ensure that they understand the results of the screening and the reason for the recommended services and to explore any questions or concerns that families may have regarding services. Further education is provided about the service through various means, including emailing or mailing information such as agency brochures, and additional requirements or qualifications. Once the appropriate service is identified and agreed upon by the family the Liaison will assist in linking the family to the provider and securing an appointment. Once the service is scheduled, the Liaison will continue collaboration and referral follow up with both the SAP CORE Team and the service providers.
 - b. Once the service is provided, the liaison will continue collaboration and follow up with both SAP CORE Team and human service providers throughout Allegheny County.
8. How will you incorporate student and family choice into your referral process? After you make your recommendation for treatment or other services, what is your plan for providing students and families with the information they need to make the best choice about how to proceed (e.g., which provider to use, which level of treatment to accept).
- We utilize the resource guides, brochures for child and adolescent MH services, provided by Allegheny County DHS as options for family choice. This includes information about consumer choice in regards to SCU, ASC, BSC, ISC, BHRS, FFSBS, MST, FBMHS, PHP, DAS, and inpatient options within Allegheny County. We also created a consumer choice form to send home if the student was not recommended for one of the specialized services as mentioned previously. Our consumer choice form includes Outpatient MH/D&A, Inpatient MH/D&A, Service Coordination, Crisis services and a few support services such as grief/loss/trauma. This form was tailored to service Mon Valley Areas only and is not meant to be all inclusive of Pittsburgh area. However, if they also have ties to other communities we can provide resources in the area of choice.

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9. Describe your plan for supporting families after a referral has been made. How will you facilitate their connection to the referral and support them while they receive treatment or other services?
- a. Phone calls are placed to parent/guardian to discuss results of screening and collect any additional information. A follow up letter is sent home with recommendation, along with resources and/or a listing of agency providers for that recommendation. Liaisons include their contact information/business card at this time. A follow up phone call is made if Liaison was not successful in first attempt to reach parent. If no contact is able to be made after second attempt, the letter, along with all resources and contact information is sent anyway. Through follow up with student at school and phone calls to parent, Liaison is able to determine if recommendation was initiated.
 - b. Liaisons will be documenting the follow up in several ways. The first is the report back to the CORE Team, which indicates the recommendation and if the parent/student was in agreement.
 - c. During student follow up, the Liaison will track on the outcome of that recommendation and indicate who they spoke to in order to receive that information. They will document what level of care, if any, that student received after the recommendation.
10. Please describe in detail, referencing all phases of the SAP process, how you would proceed with the following referral from the SAP Core Team. Include possible referral recommendations and your strategy for communication with parents and the school.

Trevor is a 16-year-old male student attending school in a suburban school district. A teacher referred him to SAP because he refuses to complete school work and has frequent suspensions, rapidly declining grades, spotty school attendance and suspected marijuana use. Last year, Trevor was in a car accident that resulted in the death of his father. Trevor never speaks of the accident, but school staff have noticed a marked increase in his behaviors since this happened. The school guidance counselor scheduled several meetings with Trevor's mom regarding his grades and attendance. His mom has not consistently attended these meetings. At their last meeting, Trevor's mom signed an SAP consent form.

The SAP Core Team is familiar with Trevor and his family. Trevor's parents both attended the school district as children, and he has four older siblings who graduated from the school district. SAP Core Team members note that Trevor seems to hang out with the "wrong crowd" and most recently was suspended for fighting on the school bus. Trevor has a good relationship with his English teacher, Mr. Jones. Mr. Jones is not on the SAP Core Team nor is he familiar with the SAP process. Mr. Jones runs an afterschool tutoring program that Trevor has attended in the past. Trevor has expressed interest in joining the military after he graduates.

The home/school visitor (a member of the SAP Core Team) has visited Trevor's home many times, supplying the family with holiday food donations and periodically checking on Trevor when he is not at school. During the last visit, Trevor's mom reported that she lost her job and was struggling to pay her bills. Trevor's mom asked the district for resources for low-income housing and food assistance.

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Trevor will return to school from suspension today, and the district has asked the SAP Liaison to screen him.

Step 1: The Liaison will receive from SAP Coordinator the following: SAP consent form, parent feedback form, Attendance history, Grades, Teacher behavior checklist, and consultation with SAP Coordinator for any further information needed upon his return from suspension.

Step 2: Interview student during a non-academic class utilizing a DHS CANS assessment and SASSI screening tool. During the screening process, the liaison will:

- a. Explain who we are and why are we seeing them.
- b. Discuss the reason, how, why, and what to expect.
- c. Explain in clarity who you will share this information with.
- d. Explain confidentiality rights. Make it clear that they have choice to share or not to share.
- e. Prep for conclusion during which they will share thoughts and recommendations.

Step 3: Contact parent to receive additional information for the screening tools used. (Ex. behaviors and concerns in the home or community)

Step 4: Discuss with parent regarding possible referrals including providers within Allegheny County in their suburban area, supports and/or resources to assist in family needs such as 211 to assist with housing and food banks in their local area if urgent at the time.

Step 5: After completion of CANS screening, the liaison recommended In-school supports: utilizing after school tutoring services and mentoring support with English teacher Mr. Jones.

Step 6: Outside recommendations from liaison: Trauma focused CBT Outpatient therapy and Administration Service Coordination for assisting with family supports.

Step 7: After completion of SASSI screening, if the Drug use was an issue than the liaison will recommend a D&A evaluation.

Step 8: Collaborating with parent after recommendations by sending letter home explaining recommendations including copies of resources in the area.

Step 9: provide any assistance needed by school or family in completing referral process.

Step 10: Liaison will complete a follow-up process after recommendations and referrals are made. Liaisons will then continue to assist with any barriers to receiving services and continue to attend monthly CORE Team meeting to share recommendations and follow-ups.

11. Please describe in detail your approach to the scenario listed below.

Mr. Johnson, a high school principal, has contacted the SAP supervisor at the agency that provides SAP services in his school. He has concerns related to the SAP Liaison. The Liaison has not participated in recent SAP Core Team meetings, rarely provides information during Team meetings when he attends and is frequently late for meetings. He says that this is the third time that he has made a complaint, seemingly to no avail, and that he had also made a complaint in the previous school year. The agency supervisor has a discussion with the liaison. The liaison says that the school does not allow enough time for him to complete his duties. He believes that his most important function is to complete student screenings, which he can only conduct during the time the school has scheduled Team meetings. His lateness is due to his additional duties as an outpatient therapist. Mr. Johnson contacts DHS and asks about the procedure to obtain a new SAP provider.

Step 1: Recognizing and respecting that, at this point, the principal is following the Conflict Resolution process outlined in the Letter of Agreement between MYCS and the school, MYCS will be prepared to follow DHS's recommended course of resolution to ensure that every course of action necessary is taken to repair the relationship with the school, remove barriers to care, and restore quality of services.

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Step 2: MYCS is committed to ongoing professional development and training for all staff. After meeting with the supervisor and Liaison and gaining feedback from DHS regarding the above issue the program manager will determine the need for further training and/or corrective action regarding the supervisor's and liaison's performance in the school and adherence to the SAP process.

Step 3: MYCS is committed to the highest standards of ethical and professional conduct. Being timely and proactive when responding to schools needs and issues is an expected standard that applies to all staff members regardless of positions in the agency. The program manager will meet with the SAP supervisor and Liaison to discuss the current issue and to review the code of conduct and expectations of MYCS to provide services in the school as well as the appropriate steps to be taken for conflict resolution. Additionally, the SAP supervisor will ensure that the SAP coordinator and team including administrators are aware of the conflict resolution process, particularly first steps, as outlined in the Letter of Agreement between MYCS and the school

12. Describe your vision for the SAP Program's role within a school district and your vision for an SAP Liaison's relationship with school staff, students and families.

MYCS SAP Program's role is to form partnerships with schools and assist school personnel in identifying issues such as alcohol, tobacco, other drugs, and mental health issues that pose a barrier to a student's success and to create positive approaches for addressing these barriers. Our experience has been to collaborate with the family and the school to create individual student plans that are conducive to both behavioral and academic success. Because family involvement is essential all efforts are made to connect with families and provide follow up to schools during this process.

- a. The SAP liaison will provide site-based student screenings for MH treatment if recommended by the SAP team and parent/guardian permission is secured. The SAP liaison can also arrange for an assessment if recommended by the SAP team and parent/guardian permission is secured. The provider agency will secure releases of information from the student/parent/guardian prior to disclosing information to agencies that may be involved in handling a referral.
- b. The SAP liaison will provide referral information for identified students. Referral information should include identification of agencies and/or resources that could serve the needs of identified students and their families.
- c. The SAP liaison facilitates access to community resources and natural supports for the student and the family as well as higher level of care referrals if necessary.
- d. Consultation and education to the student assistance team, including attendance at two core team meetings per month where available.
- e. Making provisions for consultation between site visits for teams to which they are assigned. The SAP liaison will provide technical assistance to core teams regarding best practices for SAP as per state standards and guidelines.
- f. Serving as a member of the school core team as a consultant from their area of expertise.
- g. SAP liaison will provide education groups offered to students referred through the core team if permitted via the county MH/ID and SCA contracts. Student participation in these groups shall be provided only with parental permission in accordance with school policies. (Best practice: at least one of the co-facilitators of the team should be school district personnel).
- h. Consulting with teams for interventions and assisting parents in accessing the appropriate services for assessment of treatment needs.
- i. Participating in team maintenance and program evaluation activities with core team members.
- j. Providing in-service and program updates to teams on emerging MH SAP issues within the limits of staff availability.

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- k. Facilitating and supporting the school-based aftercare plan for students who are returning to school from treatment.
 - l. Facilitating and/or assisting, when requested by the school, with postvention efforts in the event of any tragic death, including suicide of a student, teacher, or community member that would adversely affect the school community. The MH SAP liaison will provide postvention assistance to core teams, students, family, and faculty with significant events that would adversely affect the school and community (i.e. student death or other tragic event) as needed/requested by the district.
 - m. Maintaining appropriate data as determined by the county/joinder to assist schools and county/joinder MH/MR Administrators in completing reports as required by funding sources.
13. Describe how your organization will maintain a strong relationship with the school you serve and be responsive to its needs.
MYCS SAP Liaisons have a history of successfully integrating into the school culture. We purposefully match liaisons to schools based on specific skill sets of the liaison and needs of the school when possible. Our experience of delivering SAP services to multiple schools within several districts has allowed us to refine processes and focus on relationship building and meeting specific expectations of each school. The SAP supervisor attends core meetings periodically to monitor progress and provide field supervision to liaisons. The supervisor and manager also provide periodic check ins with school administrators to ensure that processes are being followed to the schools satisfaction.
14. Describe your plan for providing Postvention services. How would you respond if a school district requested a Postvention in the summer months?
Liaisons completed and provided the postvention action plan provided by the county. Liaisons provided this flow chart to the SAP coordinator and one administrator per building for their reference if an incident requiring postvention were to occur. The procedure for postventions services is also added to our letter of agreement. Lastly, liaisons monitor local news and are informed by the agency quality assurance officer of traumatic events within our areas. If an incident occurs, the SAP supervisor communicates with the county to inform of potential but is instructed to wait for the school to seek postvention services first. Need is assessed and the appropriate number of liaisons are sent to the school. MYCS aims to have the highest qualified individuals respond to postvention services and therefor often create availability of master level or credentialed counselors for response.

Staffing (10 points)

15. Describe your plan for recruiting and retaining quality staff, including your plan for filling staff vacancies in a timely way.

MYCS – Retention and Recruitment

Retention:

To retain, engage and develop staff we have committed to an on purpose leadership development approach. Selecting core leadership competencies that are needed to support and fulfill our Business Plans & Strategy, which build the foundation for:

- Hiring for talent and using behavioral based competencies/questions during interviews & screening, which results in more qualified candidates

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- Completing Individual Development Plans for all leadership roles that tie to the performance review
- Completing talent assessments using the core leadership competencies to objectively assess strengths and opportunities
- Providing on the job development and stretching opportunities to accomplish Business Plan/Strategy and develop staff
- Promoting transfers both lateral and upward
- Continually providing leadership & cross-functional opportunities in the way of workgroups, agency-wide team initiatives & committees
- Holding career discussions around the core competencies with staff on a regular basis to ensure we are on the same track
- Cultivating & embracing a culture of “World Class Customer Care” to influence an environment to be known as a great place to receive care and a great place to work
- Rewarding staff around the competency development and culture of customer focus

Recruitment

- Holding monthly on site job fairs for direct care positions
- Partnering with over 25 colleges – job boards
- Site Supervisors attending job fairs & career discussions at local colleges
- Meeting with college officials to discuss encouraging current students to obtain employment as a student before graduation to obtain the required experience for the anticipated role
- CRNP & RN – Direct postcard mailings and email blasts to those licensed in local zip codes
- Expanded social medial presence – Twitter, LinkedIn and Facebook
- Offering sign-on bonuses
- Offering internal referral bonuses

16. Describe your expectations for SAP staff qualifications and conduct.

MYCS currently employs three full-time qualified SAP Liaison II's and one full-time SAP Liaison I who have all completed the SAP required trainings listed below. Each Liaison has over 2 years of experience proving SAP services to 8 local school districts. Minimum qualifications for the SAP Liaison I are a BA/BS degree in Social Services or the other Human Service Field with 3 years of related experience. SAP Liaison II requires a Master's degree in Social Services or other Human Services Field. Both positions require 3 years of related experience in a child serving system/SAP/Prevention Field and 1 year of SAP experience preferred.

- SAP Core Team
- D&A Confidentiality
- CANS Screening Tool
- SPA-DHS Services Overview
- Addictions 101

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In addition, all Liaisons have completed the trainings required within 2 years of hire:

- Cultural Competency
- Education and Support Group Facilitation for school based non-treatment groups
- SAP-Parent Involvement Training
- Sexual Harassment in secondary school age youth
- Typical/Atypical Adolescent Development and Behavior
- Substance use Trends
- Mandated Reported of Child Abuse

SAP Liaisons have also maintained the required 12 hours of approved supplemental trainings Every year.

MYCS employs a FT Master's Level Supervisor for the SAP Team who has 10 years' experience in the Behavioral Health System and is knowledgeable about SAP services in the schools, and has completed SAP CORE training.

MYCS is committed to providing support to staff to ensure quality of services and opportunity for professional growth and development. Supervision of Liaisons takes place at monthly staff meetings and monthly individual supervisions with the Team Supervisor. The Team Supervisor also attends CORE meetings with the Liaisons periodically at each school

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MON YOUGH COMMUNITY SERVICES, INC.
JOB DESCRIPTION

CHILD & ADOLESCENT SERVICES
STUDENT ASSISTANCE & PREVENTION PROGRAMS
LIAISON I

POSITION #: _____ STATUS: _____ FT: _____ PT _____

I. BASIC FUNCTION:

Provide education and consultation services to schools through the Student Assistance Program. Serve as a specialist consultant to core teams while participating in community prevention activities. Will perform work duties at off site locations such as schools, community centers and community events.

II. SUPERVISORY STRUCTURE:

The Liaison I receives direct supervision from the Student Assistance & Prevention Program Supervisor who is responsible for all performance evaluations and may also take direction from the Director of Behavioral Health.

III. SPECIFIC RESPONSIBILITIES:

- Attend all Instructional Support and Core Team meetings on a regular basis for all school services.
- Provide consultation services to school personnel regarding SAP, normal and abnormal child development, identification of students at-risk and modes of intervention.
- Perform individual assessments on students referred by teachers and parents through the Core Team.
- Facilitate and/or co-facilitate educational and support groups covering topics identified by schools.
- Conduct individual sessions with referred students.
- Provide classroom prevention/education sessions to enhance ATOD/MH curriculum upon request.
- Maintain positive communication with school personnel and parents regarding student's progress in program (within the parameters of confidentiality)

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- Provide information and intervention referral sources to appropriate services (outpatient, inpatient, etc.)
- Provide ATOD/MH prevention and education presentations in the community as requested.
- Establish/maintain effective working relationships with students/school personnel/community agencies as well as co-workers.
- Attend trainings in accordance with BDAP regulations while pursuing certification from the PA Chemical Abuse Certification Board.

IV. REQUIRED MINIMUM QUALIFICATIONS:

- BA/BS in social services/human services with 3 years in child serving system/SAP-Prevention field.
- Must possess a valid PA driver's license and meet the agency's insurance standards of an acceptable driver.
- Must possess current ACT 33/34 clearances, FBI Clearance.

V. PHYSICAL REQUIREMENTS:

PHYSICAL REQUIREMENTS	RARELY 0-12%	OCCASIONALLY 12-33%	FREQUENTLY 34-66%	REGULARLY 67-100%
Seeing				X
Hearing				X
Standing/Walking				X
Climbing/Stooping/Kneeling			X	
Lifting/Pulling/Pushing		X		
Fingering/Grasping/Feeling				X

This job description is not intended to be all-inclusive and employee will also perform other reasonable related business duties as assigned by immediate supervisor and other management as required. This organization reserves the right to revise or change job duties as needed. This job description does not constitute a written or implied contract of employment

I have read and understand the responsibilities of this position as described in this Job Description and agree to perform the duties in accordance with the expectations of Mon Yough Community Services, Inc.

Employee Signature

____/____/____
Date

Supervisor Signature

____/____/____
Date

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MON YOUGH COMMUNITY SERVICES, INC.

JOB DESCRIPTION

CHILD & ADOLESCENT SERVICES
STUDENT ASSISTANCE & PREVENTION PROGRAMS
LIAISON II - LEAD

POSITION #: _____ STATUS: _____ FT: _____ PT _____

I. BASIC FUNCTION

Provide education and consultation services to schools through the Student Assistance Program. Serve as a specialist consultant to core teams while participating in community prevention activities. Provide assistance to supervisor as a lead liaison in the direction and coordination of program depending on program need. Will perform work duties at off site locations such as schools, community centers and community events.

II. SUPERVISORY STRUCTURE

The Lead Liaison receives direct supervision from the Student Assistance & Prevention Program Supervisor who is responsible for all performance evaluations and may also take direction from the Director of Behavioral Health.

III. SPECIFIC RESPONSIBILITIES

- Attend all Instructional Support and Core Team meetings on a regular basis for all school services.
- Assist with coordination of staff schedule for school contract coverage, when necessary, facilitates and mandates staff schedule changes to meet program needs.
- Attend assigned community and provider meetings and represent MYCS and the program with professionalism. Presents written reports/minutes to supervisor in a timely fashion. Can discriminate between critical, time sensitive issues and typical issues.
- Utilizing PBPS and annual targets, compile data on a monthly and quarterly basis and present reports to the supervisor. Monthly reports are due to supervisor by the 10th day of each month after the last day of the month, Quarterly reports are due by the 5th day after the last day of the quarter.
- Assist with reports and completes documentation to include end of the month and quarterly statistics for county prevention reports.
- Provide consultation services to school personnel regarding SAP, normal and abnormal child development, identification of students at-risk, and modes of intervention.

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	0-12%	12-33%	34-66%	
Seeing				X
Hearing				X
Standing/Walking				X
Climbing/Stooping/Kneeling			X	
Lifting/Pulling/Pushing		X		
Fingering/Grasping/Feeling				X

This job description is not intended to be all-inclusive and employee will also perform other reasonable related business duties as assigned by immediate and other management as required. This organization reserves the right to revise or change job duties as needed. This job description does not constitute a written or implied contract of employment.

Employee Signature

Date / /

Supervisor Signature

Date / /

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- Perform individual assessments on students referred by teachers and parents through the Core Team.
- Facilitate and/or co-facilitate educational and support groups covering topics identified by schools.
- Conduct individual sessions with referred students.
- Provide classroom prevention/education sessions to enhance ATOD/MH curriculum upon request.
- Maintain positive communication with school personnel and parents regarding student's progress in program (within the parameters of confidentiality).
- Provide information and intervention referral sources to appropriate services (outpatient, inpatient, etc.).
- Provide ATOD/MH prevention and education presentations in the community as requested.
- Establish/maintain effective working relationships with students/school personnel/community agencies as well as co-workers.
- Takes the lead role in the development and participation of after school and recreational programs for children and youth in the community. Participates in creation of event budgets and determining staff utilization. Adheres to budget line items and reports any expected variance.
- Collect and record data to submit reports to Allegheny County OBH on a monthly and quarterly basis.
- Conduct research and evaluation studies in the schools and community to assure quality service delivery.
- Attend staff meetings/trainings in accordance with BDAP regulations; maintain certification from the PA Chemical Abuse Certification Board if certified.
- Assumes the lead at the supervisors' direction in post-vention services and coordinate crisis intervention services to school districts as needed. Maintains needed communication
- Provide staff training and development to Liaisons. Provide assigned mentoring and/or support during orientation.
- Initiate and develop grant proposals to generate additional program revenue.
- Perform delegated leadership activities to staff upon Supervisor's absence.

IV. REQUIRED MINIMUM QUALIFICATIONS

MA/MS in social services or other human services degree with 3 years related experience in child serving system/SAP/prevention field (must include 2 year as a SAP I or II)

Must possess a valid PA driver's license and be accepted by the agency's vehicle insurance company as a valid driver.

Must possess current ACT 33/34 clearances and FBI clearances if applicable.

Must possess a valid PA Drivers License and meet MYCS insurance standards of an acceptable driver.

PHYSICAL REQUIREMENTS	RARELY	OCCASIONALLY	FREQUENTLY	REGULARLY 67-100%
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RFQ Response Form

Student Assistance Program Providers

Data Collection and Delivery (10 points)

17. Describe your plan for tracking, entering and reporting data in a timely way.

The Liaisons track all services, direct and indirect, and ensure that all services linked to SAP Problem Identification and Referral services codes and SAP Alternative Activity Codes are entered into PBPS using the following process:

- Track daily/monthly activity on an individual template –each liaison tracks as they progress through the month. All services (Screening, phone call, consultation, core etc.) are recorded.
- On a monthly basis the program supervisor prints each liaison’s service entries from PBPS and sorts CANS by district/building.
- Supervisor compares amount of CANS screenings and direct time submitted to the county.
- Supervisor compares all three systems (PBSP, template and hard copy), number of total CANS to print out of PBPS, and template to ensure all are accounted for.

18. Describe your plan for quality assurance, including which data elements you will look at to determine quality.

MYCS is committed to quality improvement in all departments. In the SAP program we continuously monitor compliance internally through supervisor reviews of documentation and data entry. The team actively participates in external monitoring reviews and views this feedback as vital to improving services.

Program success is measured mainly through tracking the number of screenings performed within 30 days of referral and the number of students who have been successfully linked to services as a result of the screenings performed by the Liaisons. We also distribute annual Satisfaction Surveys to the CORE team members toward the end of each school year and utilize this feedback to improve our services and strengthen relationships with districts. Some improvements that the schools have reported on in the survey are:

- Improved attendance
- Improved grades
- Increased positive feedback from teachers
- Improved social skills and interaction with other students
- Quality of Liaisons services overall

Financial Management and budget (15 points)

19. Provide evidence of your financial health by attaching your most recent audit or other supporting financial documentation. If you will not provide your audit, please explain.

20. Provide a budget (using the budget template available at www.alleghenycounty.us/dhs/solicitations) that reflects a realistic estimate of the direct and indirect costs associated with implementing SAP.

RFQ Response Form
Student Assistance Program Providers

21. Provide a budget narrative below that clearly justifies costs outlined in the budget.

Mon Yough Community Services, Inc.
SAP RFQ – Budget Narrative

Direct Admin Staff

Four (4) SAP Liaison Staff and One (1) SAP Supervisor salary and benefits were included in the budget at a 70% FTE for each to support the services at the schools.

Salaries are determined on an individual basis based upon education and years of experience of the current SAP staff. The fringe benefit rate is 26.71% of salaries and includes Employer Taxes, Health Benefits, Life Insurance, and Long-Term Disability, 403B Match, Parking Assistance, Employee Assistance Programs and Leave Management Program.

In years two and three, a 3% increase was included to account for salary and benefit increases.

Indirect Admin Staff Roster

Included on the Admin Staff Roster are employees that are directly charged to the SAP program who are performing a task directly related to the operation of the program. These staff included our Billing Department, Front Office Staff, Supervisors and Managers. The FTE percentage for the billing department is based upon the percentage of units billed for SAP department compared to the entire agency billing units. The FTE percentages for the other Admin staff is based upon FTEs that they support.

Salaries are determined on an individual basis based upon education and years of experience of the current Admin staff. The fringe benefit rate is 26.71% of salaries and includes Employer Taxes, Health Benefits, Life Insurance, and Long-Term Disability, 403B Match, Parking Assistance, Employee Assistance Programs and Leave Management Program.

In years two and three, a 3% increase was included to account for salary and benefit increases.

Indirect Admin Expense

The Admin Staff's Salary and Benefits pull over from the Roster tab to populate the Personnel Expenses. The Corporate Administrative Allocation is the agency's approved ICAP Plan that allocates the Executive Management Team, Fiscal Department, Human Resources Team and Information Technology Team to all departments within MYCS. These costs include salary, benefits and operating costs for the Corporate Admin department. The allocation for the SAP department is 1.45%, this is based on the total SAP department's weekly employee's hours to the total MYCS agency hours.

In years two and three, a 3% increase was included to account for salary, benefit and operating cost increases.

Direct Admin Expense

Costs included on the Direct Administrative Expense tab are all of the cost associated with operating the SAP program.

RFQ Response Form

Student Assistance Program Providers

Direct Wages and Benefits – These costs pull over from the Direct Admin Staff Roster tab.

Staff Training – Includes education and training classes or programs for SAP staff.

Office Space – This includes the onsite offices for the SAP staff at MYCS facilities, the cost is allocated based upon the square footage occupied by the SAP staff.

Maintenance/Cleaning – Cleaning of the SAP offices is based upon the square footage calculation used in the Office Space allocation.

Building Utilities – All utilities are allocated based upon the Office Space square footage allocation for the SAP department. These include Electric, Gas, Water and Sewage.

Communications – This includes landline and mobile phone service for the SAP staff.

Office Supplies – Includes various office products that are purchased directly for the SAP staff, such as copy paper, pens, tablets, post-it notes, etc.

Transportation/Travel – SAP staff use their personal vehicles for business purposes, traveling between the office and schools. Staff are reimbursed under the IRS standard mileage rate guidelines.

Postage – Includes any mailings that the SAP department is using USPS postage.

Printing – Includes the cost of the copier maintenance agreement based upon the office space allocation for the SAP department.

Insurance – Includes General Liability, Professional Liability, Building and Workers Compensation coverages for the SAP Department.

Equipment/Furniture – Includes Laptop computers and accessories, office furniture and other office equipment that are directly used by the SAP staff.

Recruitment/Advertising – Includes the cost to advertise for open SAP positions in newspapers and on various internet sites.

Audit/Payroll Processing – MYCS is required to have a Single Audit completed on their financials and 403B Plan and those costs are allocated to all MYCS departments based upon ICAP allocation plan. Also, MYCS uses ADP to process their payroll and those costs are allocated on the ICAP allocation plan, as well.

Indirect Administrative Expenses – These costs are pulled over from the Indirect Admin Expense Tab.

In years two and three, a 3% increase was included to account for cost increases.

Proposed Direct Admin Staff Roster: Year One, Two and Three*

Position/Title	Full Time Equivalent	Salary	Benefits/Fringe	Total Salary/Benefits
SAP Liaison II (AP)	0.70	36,379	9,717	32,267
SAP Liaison II (VB)	0.70	33,964	9,072	30,125
SAP Liaison I (JK)	0.70	35,349	9,442	31,354
SAP Liaison II (KZ)	0.70	40,575	10,837	35,988
			-	-
SAP Supervisor (JJ)	0.70	45,299	12,099	40,178
Total Year One				169,913
Year Two				
SAP Liaison II (AP)	0.70	37,470	10,008	33,235
SAP Liaison II (VB)	0.70	34,983	9,344	31,029
SAP Liaison I (JK)	0.70	36,410	9,725	32,294
SAP Liaison II (KZ)	0.70	41,792	11,163	37,068
-	-	-	-	-
SAP Supervisor (JJ)	0.70	46,657	12,462	41,384
Total Year Two				175,010
Year Three				
SAP Liaison II (AP)	0.70	38,594	10,308	34,232
SAP Liaison II (VB)	0.70	36,032	9,624	31,960
SAP Liaison I (JK)	0.70	37,502	10,017	33,263
SAP Liaison II (KZ)	0.70	43,046	11,497	38,180
-	-	-	-	-
SAP Supervisor (JJ)	0.70	48,057	12,836	42,625
Total Year Three				180,260

*These titles should reflect staff who are directly responsible for work with children, youth, foster families and families of origin (i.e., case workers, supervisors, case aides, foster parent recruiters, intake staff, etc.)

Proposed Indirect Administrative Staff Roster: Year One, Two and Three**

Staff Name	Position/Title	Full Time Equivalent	Salary	Benefits/Fringe	Total Salary
MO	Billing Manager	0.4%	52,674	14,069	267
PG	Lead Billing Specialist	0.4%	38,572	10,302	195
RM	Billing Specialist	0.4%	36,418	9,727	185
JG	Billing Specialist	0.4%	30,465	8,137	154
CC	Billing Specialist	0.4%	36,313	9,699	184
RJ	Billing Specialist	0.4%	31,921	8,526	162
LI	Billing Specialist	0.4%	31,197	8,333	158
LY	Customer Care Associate	2.5%	22,569	6,028	715
DS	Office Coordinator	5.0%	34,666	9,259	2,196
CI	Secretary	5.1%	29,979	8,007	1,922
CL	Practice Supervisor	0.5%	51,619	13,787	347
TB	Customer Care Associate	2.5%	30,676	8,193	972
CD	Asst. Practice Supervisor	0.5%	43,781	11,694	294
LS	Manager	5.1%	66,988	17,893	4,295
				-	-
					-
Total Year One					12,046
MO	Billing Manager	0.004	54,255	14,491	275
PG	Lead Billing Specialist	0.004	39,729	10,612	201
RM	Billing Specialist	0.004	37,511	10,019	190
JG	Billing Specialist	0.004	31,379	8,381	159
CC	Billing Specialist	0.004	37,402	9,990	190
RJ	Billing Specialist	0.004	32,879	8,782	167
LI	Billing Specialist	0.004	32,133	8,583	163
LY	Customer Care Associate	0.025	23,246	6,209	736
DS	Office Coordinator	0.05	35,706	9,537	2,262
CI	Secretary	0.0506	30,878	8,248	1,980
CL	Practice Supervisor	0.0053	53,167	14,201	357
TB	Customer Care Associate	0.025	31,596	8,439	1,001
CD	Asst. Practice Supervisor	0.0053	45,094	12,045	303
LS	Manager	0.0506	68,998	18,429	4,424
					-
					-
Total Year Two					12,407
MO	Billing Manager	0.004	55,882	14,926	283
PG	Lead Billing Specialist	0.004	40,921	10,930	207
RM	Billing Specialist	0.004	38,636	10,320	196
JG	Billing Specialist	0.004	32,320	8,633	164
CC	Billing Specialist	0.004	38,524	10,290	195
RJ	Billing Specialist	0.004	33,865	9,045	172
LI	Billing Specialist	0.004	33,097	8,840	168
LY	Customer Care Associate	0.025	23,943	6,395	758
DS	Office Coordinator	0.05	36,777	9,823	2,330
CI	Secretary	0.0506	31,805	8,495	2,039
CL	Practice Supervisor	0.0053	54,762	14,627	368
TB	Customer Care Associate	0.025	32,544	8,692	1,031
CD	Asst. Practice Supervisor	0.0053	46,447	12,406	312
LS	Manager	0.0506	71,068	18,982	4,557
					-
					-
Total Year Three					12,780

**These titles should reflect staff who are responsible for the administration of the overall program (i.e., all or a portion of managers, IT, quality assurance or other functions)

Proposed Indirect Administrative Expenses

OBJECTS OF EXPENSE	Year 1	Year 2	Year 3
Personnel (Use detailed Indirect Admin Staff Roster as an input for this section)			
Administrative Staff/Benefits (see Indirect TAB)	12,046.09	12,407.47	12,779.69
Support Staff			
Employee Benefits			
Staff Training			
Total Personnel Expenses	12,046.09	12,407.47	12,779.69
Operational Expenses			
Office Space - (Mortgage/Rent)			
Maintenance			
Building Utilities			
Communication			
Office Supplies			
Transportation/Travel			
Vehicle Maintenance and Repair			
Postage and Shipping			
Printing and Publications			
Insurance			
Equipment and Furniture			
Association Dues/ Licensing Fees			
Recruitment/Advertising			
Auditing Expense			
Other: Professional Fees			
Depreciation			
Corp.Admin Allocation (Sr.Mgmt-Fiscal-IT-HR)	27,442.00	28,265.26	29,113.22
Total Indirect Administrative Expense:	27,442.00	28,265.26	29,113.22
Offsetting Revenues:			
Total Revenue :	0	0	0
Net Total	\$ 39,488.09	\$ 40,672.73	\$ 41,892.91

Proposed Direct Administrative Expenses

OBJECTS OF EXPENSE	Year 1	Year 2	Year 3
Personnel Expenses (Use detailed Direct Admin Staff Roster as an input for this section. Add additional rows as needed to account for all direct staff titles)			
Direct Staff Wages/Benefits (see Direct TAB)	169,912.52	175,009.90	180,260.20
Employee Benefits			
Staff Training	300.00	350.00	400.00
Total Personnel Expenses	170,212.52	175,359.90	180,660.20
Office and Operational Expenses			
Office Space - (Mortgage/Rent)	545.00	550.00	550.00
Maintenance / Cleaning	391.00	400.00	425.00
Building Utilities	625.00	700.00	725.00
Communication	1,800.00	1,850.00	1,900.00
Office Supplies	1,100.00	1,200.00	1,250.00
Transportation/Travel	5,000.00	5,250.00	5,500.00
Vehicle Maintenance and Repair	-	-	-
Postage and Shipping	50.00	50.00	50.00
Printing and Publications	100.00	150.00	200.00
Insurance	1,500.00	1,600.00	1,700.00
Equipment and Furniture	1,200.00	1,350.00	1,500.00
Association Dues/ Licensing Fees	-	-	-
Model Fidelity/Consultation	-	-	-
Recruitment/Advertising	50.00	100.00	100.00
Other: Audit/Payroll Processing	800.00	800.00	800.00
Total Office and Operational Expenses	13,161.00	14,000.00	14,700.00
Offsetting Revenue			
Total Offsetting Revenue	-	-	-
Net Total:	183,373.52	189,359.90	195,360.20
Total Indirect Administrative Expenses	39,488.09	40,672.73	41,892.91
Grand Total:	\$ 222,861.61	\$ 230,032.63	\$ 237,253.11