

## RFQ Response Form

### Providers of Drug & Alcohol, Tobacco and Gambling Prevention Services

#### PROPOSER INFORMATION

Proposer Name: Turtle Creek Valley MH/MR, INC

Authorized Representative Name & Title: **Fran Sheedy Bost, Executive Director**

Address: 723 Braddock Ave, Braddock, PA 15104

Telephone: 412-351-0222

Email: fsheedy@tcv.net

Website: www.tcv.net

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

Date Incorporated: 1973

Partners and/or Subcontractors included in this Proposal: None

How did you hear about this RFP? DHS email

#### REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Fran Sheedy Bost	724-316-4450	fsheedy@tcv.net
Contract Processing Contact	Fran Sheedy Bost	724-316-4450	fsheedy@tcv.net
Chief Information Officer	Rachael Greenwalt	412-351-0222	rgreenwalt@tcv.net
Chief Financial Officer	Amy Macdonald	412-351-0222	amacdonald@tcv.net
MPER Contact*	Karen Pruey	412-351-0222	kpruey@tcv.net

\* **MPER** is DHS's provider and contract management system. Please list an administrative contract to update and manage this system for your agency.

#### BOARD INFORMATION

Provide a list of your board members as an attachment or in the space below.

Martin Saunders – Chair

James Aiello – Vice Chair

James Baumgartner – Treasurer

Kathleen McDonough – Secretary

Holly Hagle

Kristina Hahn

Mary Carol Kennedy

Errol Miller

Sean O'Connor

Deborah Robinson

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### Providers of Drug & Alcohol, Tobacco and Gambling Prevention Services

Judith Stevenson  
Paul Wittman

Board Chairperson Name & Title: Martin Saunders

Board Chairperson Address: [REDACTED]

Board Chairperson Telephone: [REDACTED]

Board Chairperson Email: [REDACTED]

#### REFERENCES

Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.  
*Please do not use employees of the Allegheny County Department of Human Services as references.*

Dawn Golden (Woodland Hills – Pupil Personnel Services) [REDACTED]

Debbie Genter (Social Worker at Taylor Allerdice) [REDACTED]

Lana Shaftic (Counselor at Schiller Middle School) [REDACTED]

#### PROPOSAL INFORMATION

Date Submitted 2/22/2019

Amount Requested: \$182,000

Proposal Abstract:

*Please limit your response to 750 characters*

*Turtle Creek Valley MH/MR, INC., also known as "TCV Community Services" or "TCV", proposes to continue it's 30-year history of providing quality prevention services in Allegheny county utilizing evidence-based curriculums and services. Our plan for fiscal year 2019-2020, is to engage more individuals in drug and alcohol, tobacco and gambling education with the use of more interactive activities and non-SAP brief screenings to a larger audience in the community.*

#### CERTIFICATION

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

I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination and HIPAA.

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By submitting this proposal, 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 RFP.

#### ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- MWDBE documents
- Allegheny County Vendor Creation Form
- 3 years of audited financial reports
- W-9

#### REQUIREMENTS

Please respond to the following. The maximum score a Proposal can receive is 100 points. Your response to this section should not exceed 10 pages.

1. Organizational Experience (15 points)

Describe your organization's experience in providing drug and alcohol, tobacco and/or gambling Prevention services to a variety of audiences, and your knowledge of related issues.

Turtle Creek Valley MH/MR, INC., also known as TCV Community Services, has over 30 years' experience providing drug and alcohol prevention services in Allegheny County. Our Prevention Manager, Jim Phillips, M.Ed. has 12 years' prevention experience, a master's degree in counseling and certification in school counseling. TCV Community Services values and utilizes evidenced based curriculums, including "Too Good for Drugs", "Life Skills", "Safe Dates", "Be Cool", and "Stacked Deck" (gambling prevention).

Our team of nine trained prevention specialists have found that the combination of evidenced based curriculum, strong professional relationships with schools and communities, as well as a consistent presence at school and community events, creates a well-balanced system of prevention education and outreach. All current staff are trained in both Prevention and SAP services in order to provide a knowledgeable team that meets the high demands of the seasonal spikes of work in the schools. TCV ensures that staff members are assigned to different schools, therefore, the same staff member does not provide both SAP and Prevention services at the same school. Our team reaches the universal needs of the community at health fairs and community days which normalizes the need to educate the public about drug and alcohol, tobacco and gambling prevention.

We understand the evolving needs in the schools and communities due to increased requests for prevention education for vaping (tobacco) use, opioid use and problem gambling. TCV has taken the

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initiative in these areas by expanding training for prevention staff on these topics. This past year, we had one prevention specialist complete a train-the-trainer course for Narcan (naloxone) to prevent opioid overdose. This staff member then trained all the other prevention specialists so that they are better able to educate individuals on both the dangers of opioid use and how to prevent or respond to overdoses with Narcan. This example of team work and cross-training is a reflection on our prevention team's dedication to excellence in drug and alcohol prevention.

The following districts and schools have Prevention Services with TCV as their provider of choice for several years: South Allegheny (South Allegheny Elementary School, South Allegheny Middle/High School), Pittsburgh Public Schools (Taylor Allderdice High School, Sterrett Middle School, and Schiller Middle School), and Woodland Hills (Wilkins Elementary School) TCV consistently receives high praise on their satisfaction surveys for all schools. TCV is currently working on updating the satisfaction survey to be measured on a Likert scale to analyze data more effectively.

- Describe your organization's experience working with school-aged children and/or adults. TCV has identified three key factors in working with children and adults in schools and the community. First, we recognize that an individual is often not ready to disclose drug and alcohol, or tobacco use or risk factors when meeting with a prevention specialist for the first time. It's imperative for the prevention specialist to establish a working relationship with children and adults, community groups and school staff to gain trust. Afterwards, children and families are more willing to disclose sensitive information which may lead to future drug and alcohol risk identification, education, and/or referrals. Second, we recognize that combating substance abuse includes linking children and adults to additional supports and resources. We encourage individuals to surround themselves with positive peer and adult influences in the school and community. Involving a child in athletics, camps or other extracurricular activities or an adult in community service helps promote healthy relationships and coping strategies. Third, we are mindful of confidentiality regulations and we provide ongoing training on what a prevention specialist can and cannot share with others. Staff provide education to families including awareness of how to use Act 53 in Allegheny County. This is a legal option for the parent to court order their child into drug and alcohol treatment, if necessary. Educating the parents on this process is very important because it supports and empowers them during a very difficult time. Our staff are thorough in recommending the necessary components of education and referrals when indicated. When there are barriers, we are creative in finding alternative supports such as virtual AA, NA or Ala-teen meetings. Our comprehensive approach is crucial to the success of prevention services.
- Describe relationships that you have established with schools and/or community-based organizations in Allegheny County. Our team of nine prevention specialists and manager have established a strong network of professional relationships within our targeted community of Woodland Hills and the Mon Valley communities, including Clairton, Glassport, Port Vue, McKeesport, West Mifflin and Homestead. The prevention manager leads and facilitates well known annual events including the Braddock Community Day in August and the Clairton Health Fair in May. The manager also participates and holds leadership roles in the following committees: Braddock Partnership for a Caring Community (facilitator), Clairton SHIP, Mon Valley Provider's Council (steering committee member and youth working group facilitator), and member of the Allegheny County CAP team. The prevention manager is a trusted and visible member of the community who develops increasing opportunities for our prevention team to provide meaningful prevention services in school and surrounding communities. TCV has well established relationships with eight school districts and forty-one school buildings across Allegheny

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County. The prevention manager serves as a single point of contact for school administrators to call directly with any concerns, special requests or questions. The ease of contacting the prevention manager ensures a trusting relationship which focuses on problem-solving and team work.

#### 2. Service Delivery (45 points)

- Outline your plan to provide Prevention Services.

The plan must do the following:

- include a strategy to work with school districts, community-based organizations and/or DHS to identify and provide appropriate Prevention Services
- target communities where high need exists – please explain how you selected the identified community(ies)
- address one or more of the priority issues
- address one or more of the three target population categories
- address one or more of the acceptable Prevention strategies.

TCV Community Services proposes to continue its long-standing work in the Woodland Hills target area and the surrounding Mon Valley schools and communities in which we have strong long-term professional relationships. Our strategy is to build on our existing relationships and enhance some of our current prevention services such as information dissemination. Instead of giving just paper-based information, we would like to utilize more interactive activities, such as using laptops and cell phones to show individuals apps and educational videos to learn more about alcohol, drugs, tobacco and gambling risks.

According to the Allegheny County Health Department, the Woodland Hills target area and the surrounding Mon Valley schools have been identified as County Council Districts having higher-than average rates of smoking and marijuana, opiates or non-prescribed painkiller use, and binge drinking or chronic alcohol use. The one exception is heroin use which is average in most areas we currently serve, except the Pittsburgh Public schools in which heroin use is higher than average.

We propose to continue to address the priority issues of Alcohol Consumption/Binge Drinking, Marijuana Use, Tobacco/Vaping/E-Cigarette Use and Gambling, specifically Poker/Other Card Games and Sporting Events based on the needs of the community. We plan to use 5 out of the 6 federal prevention strategies including Information Dissemination, Education, Alternative Activities such as prevention camp, Problem Identification and Referral and Community Process. TCV will continue to provide information dissemination at school and community events such as health fairs, open houses, and community days. Our strategy is to add interactive activities and the availability of individual screenings at these events. We plan to normalize screenings for drug or alcohol use, tobacco and/or gambling, so that it's just as typical as getting a blood pressure screening at a health fair. Our prevention specialists will be trained to use standardized screening tools such as the DDAP approved "South Oaks Gambling Screen" for adolescents and adults. The prevention specialist will step aside and discuss the screening tool results and provide referral information if indicated. Checklists will also be provided for individuals who may be worried about drug & alcohol, tobacco or problem gambling issues regarding a family member. One example would be the "Are you living with a compulsive gambler?" checklist provided by the Gam-Anon fellowship. If the checklist is positive, the individual would be given information on support services available from Gam-Anon and other local support groups. Similarly, there will be screening tools and checklists for problem drinking, drug and tobacco use to be discussed with individuals so that the prevention specialist can give relevant educational and referral information on the spot. We understand that denial plays a large part in the disease of addiction, therefore the brief

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screening tools may be helpful to individuals and families who are struggling with acceptance that they may have a problem. TCV will continue educational activities utilizing best practice curriculums which offer both classroom and community-based prevention lessons.

We recognize the high demand for classroom prevention education and groups. We propose expansion of these groups using evidenced curriculum such as "Too Good for Drugs" which has age-appropriate lesson plans for elementary, middle and high school age children. We also utilize the "Too Good for Drugs and Violence" curriculum. As described in the manual, "The program explores practical guidance for understanding dating and relationships, violence and conflict, underage drinking, substance abuse, and healthy friendships. Lessons further enhance skills for responsible decision-making, effective communication, media literacy, and conflict resolution." The pre and post tests we collected over the past year have shown that children and adolescents gained significant knowledge from these lessons.

One of TCV's Alternative Activities includes the annual prevention summer camp in Turtle Creek which serves our targeted community of Woodland Hills. In this camp, we provide the opportunity for up-to-35 children ages 7 to 12 to engage in meaningful summer activities to deter the use of drugs, alcohol and tobacco. The day camp runs 6 hours a day, 3 days a week for six consecutive weeks in July and August. This extended time allows children to learn pro-social ways to deal with peer pressure, conflict and stress. Campers participate in age appropriate lessons using the "Too Good for Drugs" elementary version as well as the "Be Cool" lessons to learn conflict resolution skills. TCV collaborates with community partners such as St. Coleman's church in Turtle Creek to utilize space for the camp. Also, TCV rewards campers for participating in prevention skill building by taking them on a weekly field trip. TCV utilizes the "Tickets for Kids" program to obtain tickets for all the community field trips. Parents are involved in the camp by attending the camp orientation and learning about prevention strategies. Prevention staff are available to parents who may want to discuss concerns about drug, alcohol, tobacco or gambling for themselves or other household members. Prevention staff may offer a brief non-SAP screening to determine risk and make appropriate recommendations for parents and other household members.

TCV proposes to add one or more community centers to its prevention plan, such as the Human Services Center in Turtle Creek. This community center serves individuals of all ages with programs including the preschool, after-school, WIC, Senior Center, food bank and many others. TCV proposes to offer selected populations with age-appropriate prevention education, brief non-SAP screenings and information dissemination based on risk factors. For example, older adults who participate in casino trips may be at higher risk for problem gambling and alcohol use. Our prevention team would offer to provide specialized information dissemination, brief screening and educational activities for older adults to support their social activities while focusing on responsible drinking and gambling habits. The "Gambling away the Golden Years" Senior Problem Gambling Educational Kit could also be used with adults in these settings.

- Describe how you will include 25% evidence-based or evidence-informed Prevention services. TCV will continue to utilize the following evidenced-based curriculum including "Too Good for Drugs", "Life Skills", "Safe Dates", "Be Cool", "PATHS" and "Stacked Deck" (gambling prevention). The Program Manager assigns staff to individual schools and community locations with direction on using the appropriate evidenced-based prevention services for that

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assignment. Each fiscal year, the Program Manager will review the curriculum(s) and evaluate the need for changes or updates. The Program Manager will train staff on using evidenced-based screening tools such as the such as the CAGE Alcoholism questionnaire and the South Oaks Gambling Screen to conduct brief Non-SAP screenings. All work assignments will include at least 25% or more of evidenced based prevention services.

- Describe how you will ensure fidelity in the delivery of evidence-based or evidence-informed Prevention services. The Program Manager and program coordinator will ensure fidelity in the delivery of evidenced-based prevention services by conducting live observations of each staff member in the field at least twice a year. The staff member's annual performance evaluation will include a section on their delivery of evidence-based prevention services. Also, the Program Manager will collect, and review completed screenings, as well as completed pre and posttests to ensure that staff are using the evidenced based screening tools, lesson plans and activities as per their training.
- Please describe how you would address the following scenarios:
  - a. The Executive Director of a community program contacted your organization after hearing about your services from a colleague. They are interested in Prevention Services for their community center. They expressed that their staff have reported that they interact with a lot of adults who have drug and alcohol "problems." They have already asked several program attendees if they would be willing to participate in a group and have received mixed feedback.  
Please describe how you would respond to this request, including what programs/curriculum you would suggest for these concerns and this population, and how often and for what duration you would propose that your organization have contact with this group.

The Program Manager would set up a meeting with the Executive Director immediately. Our experience has shown us that prompt face-to-face meetings provide higher customer satisfaction with prevention services. The goal would be to listen closely and figure out the specific needs of this community center based on the population served. We would explain that participation would be voluntary, however, if the service could be explained in depth beforehand, they may be more willing to participate. By having a few staff and/or program attendees onboard, they can help persuade the others to attend and give the program a chance to be successful. First, I would have two or three ATOD training sessions with the employees of the community center stressing current drug trends and signs and symptoms of use/overdose. Then you could make information dissemination a priority, encouraging informational displays. Examples would be explaining the different drugs of abuse, signs and symptoms of overdose, and various places for treatment and/or intervention. We would also offer to facilitate a community ATOD night with educational activities for any/all interested parties. Gambling prevention could be introduced, as well, if it's an area of need in this community center. Pamphlets and resources could be obtained from the SAMHSA website as well as the Pennsylvania Liquor Control Board website. These resources are free and can always be kept within the community center. The manager would also provide names and contact information of other providers that could be available to network and provide additional resources. This way the community center is always kept up to date on what's going on in the community around drug and alcohol events.

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The Program Manager would send a satisfaction survey to the Executive Director to follow-up and make suggestions for future programming.

- b. A principal from a local high school approaches you at a resource fair. She reports concerns about increased suspensions for illegal drug, alcohol and tobacco use at her school, as well as ongoing problems with truancy and bullying. There is a school board meeting scheduled later in the week and she wants to approach the board with the possibility of adding prevention services to the high school, as well as give them an idea of how much money this will cost the district. She expects prevention services to take about two hours each semester, in the form of afternoon assemblies, attended by all students in grades 9-12.

Please describe how you would respond to this request and the principal's expectations of prevention services, including what programs/curriculum you would suggest for these concerns with this age group.

First, we would be mindful of what this school is already doing now to address the problems and what has been tried in the past. We would educate the principal and/or the school board about prevention services offered by the SCA. Secondly, we would set up a meeting with the principal and all school counselors/social workers/SAP Team. This will help the provider get to know the specific needs of this building and school district. I would encourage more than two hours per semester for ATOD Prevention Education. This is not nearly enough time to adequately address the population of the high school with information that is of the utmost importance. Additionally, assemblies are not the optimal setting to disseminate ATOD information to high school students. I would encourage a series of classroom ATOD prevention presentations as an alternative. The principal and the provider could tailor the number of presentations and topics of current interest to that school. This would allow for more student/presenter interaction, and the classroom teacher could carry on the dialogue after the series completion. Finally, I would inform the principal of the county's fee-for-service initiative for ATOD prevention. This would end up potentially being a free service through those dollars for prevention from the county for the school district. Too Good for Drugs and the Life Skills evidence based curriculums would be recommended to this school based on their needs. It would also be a great idea to let the principal know about other resources in the county for truancy like Focus on Attendance or the YAP program. We would want to surround the school with as many available resources as possible to help with their needs. The Olweus Bullying Prevention program would also be another example of an evidence curriculum that you could introduce to the principal as an option.

### 3. Staffing (10 points)

- Outline your plan for recruiting and retaining qualified, committed and knowledgeable staff. Our current staffing includes 9 fully-trained and qualified Prevention staff from diverse backgrounds. TCV has a long-standing history of retaining Prevention staff, including several staff who have worked in the same schools for more than 5 years. TCV retains staff by offering opportunities for full-time jobs with full benefits, as well as, flexible casual positions. TCV retains qualified, committed and knowledgeable staff by offering a work-life balance with generous PTO packages for full-time staff and flexible work hours for casual and part-time staff. If additional staff are



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needed, the procedure for recruitment will include an agency-wide internal posting for any new Prevention position. TCV will utilize its employee referral program to encourage employees to refer their colleagues to apply for newly posted jobs. We have found that some of the best applicants are recommended by current staff who love working for our agency. TCV is committed to hiring prevention specialists with a minimum of one year as a Drug and Alcohol Prevention Specialist Trainee; or one year of experience in drug and alcohol prevention work and a bachelor's degree in health education, education, the social or behavioral sciences or related fields; or an equivalent combination of experience and training. The Human Resources department utilizes websites like Indeed to post new positions and attends job fairs at local universities. The Human Resources department also reaches out to individuals who have recently completed internships to let them know about new opportunities

- Outline your training plan that, at a minimum, meets regulations. All newly hired staff will complete an orientation prior to providing Prevention Services, which includes the TCV agency new hire trainings, as well as, mandatory prevention trainings: Prevention 101, Parts 1 & 2, Ethics in Prevention, Making the Connection: Prevention Program Services, Fidelity Adaptations and Minimum Data Set (MDS) Service Codes, and Addictions 101. The Program Manager will schedule and confirm completion of mandatory trainings before giving new staff an assignment to provide preventions services. New staff will shadow experienced staff and complete 12 hours of approved supplemental training each year. The staff member's 6-month orientation evaluation and annual performance evaluation will include completion of staff trainings as well as a plan for ongoing supplemental trainings each year. The program manager will help the staff identify training needs based on their performance and current trends in prevention services.

#### 4. Data Collection and Delivery (15 points)

- Describe your plan for tracking, entering and reporting data in a timely way. The Prevention Manager and coordinator will be responsible for daily data entry into WITS. Prevention staff are required to complete daily entries into our electronic records system called Qualifacts in order to track their work. Trainings will be conducted with staff at least twice a year to make sure they understand the data systems and how to enter their work. This will enable the staff to ask questions to ensure that data is always being entered appropriately. Entries will be put in WITS within the two-week time frame. Reports will be run out of WITS weekly and monthly as well as out of Qualifacts to compare and make sure that everything matches. This will be completed by the Prevention Manager and the fiscal department. Fiscal and the manager will work closely to make sure that line of communication is always open. This will help make sure the invoices are accurate each month. TCV is an experienced SAP provider and successfully transitioned to a fee-for-service program within the past year. With this experience TCV's prevention manager and program coordinator have shown to be proficient in tracking, entering and reporting data in the WITS system in a timely manner. TCV has consistently had a low percentage or near zero score for any late service entries.
- Include a sample pre-/post-test and outline your plan for incorporating feedback in programming. Pre/Post tests will be used throughout the year with a section for individuals to give feedback about the program. The Pre/Post tests will be submitted to the program manager. The data will be tracked through a PowerPoint that will be created at the finish of each group or classroom lesson. The PowerPoint will show the knowledge gained through the student experience in our groups. This data will then be shared with the SCA so they know the effectiveness of the groups that TCV is facilitating. Pre/Post tests will always be kept onsite at

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TCV in preparation for yearly audits and to refer to when needed if the community or school would request that information. The individual feedback/comments will be tracked by the program manager so that he can analyze the information to determine if there needs to be any program changes such as staff training, more staff observation and/or changes in evidenced based curriculums.

- Describe your quality assurance plan. TCV has a Quality Assurance/Compliance Officer. This person leads a Quality Improvement team and the Prevention Manager is on this team. Each department including Prevention is responsible for their own Quality Plans. These plans are updated several times throughout the year. Satisfaction surveys in the schools and in the communities will be administered at least annually and the results reported to the Quality Improvement team. If there are any concerns, the Program Manager will follow up with phone calls and personal visits to the sites and schools to help maintain positive working relationships and make any necessary quality improvements. TCV will also follow any policies and procedures that are deemed necessary by the SCA in Allegheny County to ensure that the quality of service remains high.

#### 5. Financial Management and Budget (15 points)

- Provide a budget, based on the proposed billing rates, that reflects a realistic estimate of the costs associated with implementing Prevention services and a reasonable balance between direct and indirect costs; include a budget narrative that clearly justifies costs in the budget. TCV's Prevention budget reflects a long-standing program with low overhead and long-term staff. The annual costs of training are minimal due to the retention of trained staff and program management. Office space and rental costs are minimal by providing staff with mobile devices to work independently in schools and the community. TCV could serve an equal amount of schools and communities next school year without having to invest in recruiting and/or training additional staff. Additionally, TCV could serve more schools and communities with the flexibility of our existing casual staff.