

**APPLICANT INFORMATION**

Applicant Name: Turtle Creek Valley MH/MR, Inc

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

Address: 723 Braddock Ave. Braddock, PA 15104

Telephone: [REDACTED]

Email: [REDACTED]

Website: [www.tcv.net](http://www.tcv.net)

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

Date Incorporated: 1973

Partners and/or Subcontractors included in this Application: [Click here to enter text.](#)

How did you hear about this RFQ? *Please be specific.*

TCV has been a Student Assistant Provider for 30 years. The nonprofit organization looks forward to continuing its service.

Does your organization have a telecommunications device to accommodate individuals who are deaf or hard of hearing?  Yes  No

**REQUIRED CONTACTS**

	Name	Phone	Email
Chief Executive Officer	Fran Sheedy Bost	[REDACTED]	[REDACTED]
Contract Processing Contact	Patty Coyle	[REDACTED]	[REDACTED]
Chief Information Officer	Patty Coyle	[REDACTED]	[REDACTED]
Chief Financial Officer	Patty Coyle	[REDACTED]	[REDACTED]
MPER Contact*	Karen Pruey	[REDACTED]	[REDACTED]

\* [MPER](#) is DHS's provider and contract management system. Please list an administrative contact 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.

Board Chairperson Name & Title: James Aiello, Chair

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.*  
Dana Iera, School Psychologist and SAP Coordinator for Plum Borough School District

[REDACTED]  
Maureen Shaw, School Counselor for Clairton School District [REDACTED]  
Elena Runco, Director of Student Services, Pittsburgh Public Schools [REDACTED]  
[REDACTED]

**APPLICATION INFORMATION**

Date Submitted 1/21/2022

Amount Requested: \$631,245.00

**CERTIFICATION**

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

I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination, HIPAA and Pennsylvania’s Right-to-Know Law.

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

My Application contains information that is either a trade secret or confidential proprietary information and I have included a written statement signed by an authorized representative identifying those portions or parts of my Application and providing contact information.

OR

My Application does not contain information that is either a trade secret or confidential proprietary information.

## ATTACHMENTS

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

- Current mental health- and drug and alcohol-related licensures and certificates of compliance
- Allegheny County Vendor Creation Form
- Audited financial reports or other financial documentation for the last three years
- W-9

## CAPACITY AND PREFERENCE

List your top three preferences for school districts that you would like to serve.

Pittsburgh Public Schools

Gateway School District

Plum Borough School District

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?).

TCV currently serves in 46 schools within 10 school districts. The agency has 9 SAP Liaisons.

List your ideal SAP capacity (i.e., I currently serve 2 school districts, but I hope to serve 5).

TCV currently serves 10 school districts but hopes to serve 12.

## QUALIFICATIONS

Please respond to the following questions. The maximum score an Application can receive is 105 points. Your response to this section should not exceed 15 pages.

### **Organizational Experience (25 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.

Turtle Creek Valley MH/MR, Inc. (TCV) has been providing student assistance liaison services in Allegheny County for more than 30 years. The nonprofit's SAP/Prevention Manager, Jim Phillips, M.Ed., has 15 years of SAP experience, a master's in counseling and certification in school counseling. TCV's team of nine SAP certified liaisons has a strong network of professional relationships with local providers that is essential to connecting families with services. We have helped families work through barriers with managed care insurance, transportation and other issues that impact their access to mental health services. TCV SAP liaisons are highly involved in the SAP process and research new types of services and supports. Our monthly SAP liaison team meetings and weekly supervision facilitate the sharing of referral information to keep liaisons up to date with resources.

**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.**

Based on three decades of experience, TCV has identified three key factors in connecting children and their families to drug and alcohol supports. First, we recognize that a student often is not ready to disclose drug and alcohol use when meeting with a liaison for the first time. It's imperative for the SAP Liaison to establish a working relationship with children along with their families to gain trust. Afterwards, children and families are more willing to disclose sensitive information which may lead to future drug and alcohol treatment. Secondly, TCV recognizes that combating substance abuse includes linking children to additional supports, such as surrounding themselves with positive peer and adult influences in the school and community. Extracurricular activities, such as sports, also helps to promote healthy relationships and coping strategies. Thirdly, TCV SAP staff is mindful of confidentiality regulations; the agency provides on-going training on what liaisons can and cannot share with the parents and schools. Liaisons also educate on the use of Act 53 in Allegheny County. Act 53, is a legal option for the parent to court order their child into treatment. Educating the parents on this process is very important because it supports and empowers them during a very difficult time. TCV SAP liaisons are thorough in recommending the necessary components of intervention and treatment. When there are barriers, TCV is creative in finding alternative supports, such as virtual AA, NA or Ala-teen meetings.

**3. 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.**

SAP liaisons work diligently to establish trusting, working relationships with school staff, especially principals and guidance counselors. Presently, TCV works in 10 school districts within Allegheny County, establishing rapport with children from kindergarten through grade 12. Jim Phillips, SAP/Prevention Manager, has established great trust within these school buildings by providing SAP professionals who are well trained in both mental health and D&A services. When a student is referred to the SAP team, liaisons are ready to provide the direct answers that schools and families need. This way the school administration and families know TCV is guiding them through the behavioral health system. TCV provides trainings such as SAP Refreshers to ensure the program's success.

From Aug. 1, 2021, to Jan. 7, 2022, TCV completed 697 screenings for school-aged children. These students will be linked to appropriate services early enough in the school year to promote their personal and academic success. During this period, TCV also helped 3 charter schools develop SAP core teams for the first time in their schools. Within the first half of the year, these SAP teams were already making successful referrals and linkages.

4. Please attach your current mental health- and drug and alcohol-related licensures and certificates of compliance. These attachments are not included in page count.

**Please see Attachments**

**Service Delivery (50 points)**

5. Describe your plan for providing screenings within 30 days of the SAP Team's recommendation for screening. What obstacles do you foresee in completing screenings in a timely manner and how will you overcome them?

SAP liaisons will complete every screening within one week of receiving the signed parent permission form. The benefit of having TCV as a SAP provider is that it has nine SAP certified liaisons, each capable of providing coverage as the need arises. TCV's plan will be to have one liaison assigned to each specific school building and SAP core team. In the event that a liaison would get multiple permission forms at one time, he or she will notify the supervisor that assistance is needed. The supervisor will assign another liaison to help with the screenings to meet the needs of students and families. When obstacles such as student absenteeism or scheduling conflicts arise, it is the liaison's responsibility to adjust his or her work schedule to accommodate the student. The SAP supervisor will be available to help screenings in the event of staff illness or medical leave.

TCV works through barriers with schools and families to ensure screenings are completed. When a student is suspended, TCV SAP liaisons work with principals to make special arrangements to complete those screenings. This type of collaboration is key to the success of the SAP process. For quality assurance, the SAP supervisor will review monthly screening data with each SAP liaison in supervision and provide coaching. The SAP supervisor also will visit each SAP liaison in the school and observe his or her work performance.

6. Describe your plan for involving diverse families in initial SAP activities, especially your approach to engaging with parents.

The first goal will be to contact the parent/family within one business day after the screening is conducted with the child. Parents will be engaged with personal phone calls with the liaisons' initial recommendations as well as ongoing follow-ups. The liaison will offer his or her assistance by making referrals and providing whatever support is necessary for that family. Parents are invited to attend face-to-face meetings at the school at their convenience. SAP liaisons will make at least four phone call attempts along with sending a parent letter with hard copies of pamphlets and resources. TCV recommends that schools schedule parent SAP meetings monthly. This type of

collaborative approach gives the liaison another opportunity to connect with families.

TCV liaisons are trained to use the word "support" when talking to a parent about services. Sometimes the words mental health or drug and alcohol treatment turns people off. "Support" and "connect" are more inviting to families. Another way in which TCV SAP liaisons engage families is to be involved in school open houses, parent/teacher conferences, and other school activities that you know draw parents and families to the school. When parents see SAP liaisons involved in the school, they're more likely to trust professional recommendation for their child.

SAP liaisons provide post-intervention services after traumatic events may adversely affect the school community. It is another means by which TCV utilizes its team approach and deploy as many SAP liaisons as necessary to support students, school staff and families. Additional SAP activities include SAP groups which are offered throughout the school year and do not require an individual screening. SAP liaisons offer educational programs for teachers, students and families regarding mental health awareness and the SAP process. TCV will offer schools a list of available trainings and educational programs at the beginning of the school year so the administration may plan events accordingly.

**7.** As stated in the RFP, DHS expects that Qualified Applicants will collaborate with the existing network of human service providers in Allegheny County to find service(s) and assistance that best fit the needs of the student and family even if the Qualified Applicant offers the needed service(s) and assistance themselves. Qualified Applicant's only priority in making referrals should be the best interest of the student and family. Describe your plan for ensuring that students and families are connected to the kinds of services and supports that best meet their needs.

To begin, TCV will fully understand the child and family's unique needs first, then make pertinent referrals and provide ongoing follow-up. TCV SAP liaisons will conduct CANS screenings and gather relevant information such as the child's behavior at home and school, academic record, and social success. A liaison will collaborate with other providers by obtaining signed releases of information to open the lines of communication. The SAP liaison will find out what services, if any, that student has tried in the past and how he or she responded. The liaison will work with other human service providers to share recommendations, provide progress updates, and identify safety concerns. When there is a need for a mental health treatment referral, the liaison will refer a student to the least restrictive treatment service first and then follow the continuum of care. An example may be a referral to Family-Based Mental Health Services for a child with serious mental health needs who did not respond well to previous trials of Behavioral Health Rehabilitation Services (BHRS). The SAP liaison will be available to both the family and the other providers to assist in ongoing support of the child's wellbeing. Ongoing support will include phone check-ins to make sure families are

satisfied with services and to determine if they need help with different types of referrals. The SAP liaison will offer to hold meetings at the school as necessary to facilitate communication between the family, school and other providers. In some cases, the SAP liaison may refer a child for Service Coordination Services when there are complex mental health needs requiring multiple human service providers.

**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).

Every family will be given a list of agencies that provide a recommended service or treatment so that consumer choice is respected. The SAP liaison will make referrals to the provider of the family's choice and then follow up to assure that services have started. The SAP liaison will be responsible to educate the family on the levels of care and rationale for a specific recommendation. The SAP liaison respects that some parents prefer to do their own research whereas other families want a more hands-on approach to navigate the system. A liaison listens and understands families' specific concerns regarding accessing services and/or personal preferences that may influence a family's choice of providers. If a family is looking for a particular type of service, such as a specialty clinic or faith-based therapy provider, the liaison will assist in locating those services. The liaison provides culturally competent services which support families in making informed decisions. When there are differences in treatment recommendations, the SAP liaison may help families seek a second opinion or evaluation for their child to clarify their options.

**9.** Describe your plan for supporting families after a referral has been made. How will you facilitate their connection to and support them while they receive treatment or other services?

The strategy for engaging families through the referral process and while receiving services entails ongoing professional communication. TCV provides SAP liaisons with agency cell phones and laptops. As fully equipped mobile staff, TCV SAP liaisons will be available to communicate with families and other providers without delays. They will verify that a provider has received their referral and release of information for ongoing communication. They will confirm the date and time of the initial appointment, then call the family with an appointment reminder. The SAP liaison will call the family within two weeks to confirm that the child has started services. The SAP liaison will remain available for additional support and resources throughout the school year. With the signed releases of information, the SAP liaison may reach out to the treatment provider to obtain updates on the child's progress. If there is a serious safety or behavioral concern, the SAP liaison may also reach out to the treatment provider to provide updates on the child's well-being.

## **10. Scenario 1:**

Mia is a 9-year-old female Latina student attending elementary school in a suburban school district in Allegheny County. Mia was referred to the SAP program by the school social worker for poor school attendance, homelessness, rapidly declining grades and withdrawn behavior in the classroom setting. Prior to the COVID-19 pandemic, Mia had never been referred to SAP.

School staff have had several meetings with Mia's mom regarding her grades, behaviors and attendance. At the most recent Student Attendance Improvement Plan meeting, the family disclosed that they were homeless and living with a family friend in a neighboring school district.

Mia displays poor social skills and anxiety in the classroom. She has trouble focusing and recently disclosed to the school counselor that she "doesn't know why she was born." In addition, during a warm-up activity in English Language Arts, Mia described feeling extremely sad, scared for her family and not being able to understand the activity.

Please describe in detail, referencing all four phases of the SAP process, how you would proceed with this referral from the SAP team. Please include possible referral recommendations based on concerns described.

To begin, it is important to reference the SAP phases which are Referral, Team Planning, Intervention and Recommendation and Support and Follow-Up. The following steps are what TCV would take to:

Referral: Mia's school social worker has already made the referral to SAP and the school's SAP team makes sure that Mia's parent or guardian signs a permission to screen. Once the SAP Liaison has that in hand, then Mia's screening with can take place.

Team Planning: The SAP liaison would review the Teacher Checklist and attend the core team meeting to discuss academic and behavior concerns. The liaison would gather all necessary information from the school and complete the CANS SAP Screening with Mia. During the screening the liaison would explore and validate Mia's feelings. It's important to understand what is going on for Mia. Normalizing with her can be helpful because it's often difficult to discuss being homeless and behaviors in school. The liaison would ask her what has changed since the Covid-19 pandemic hit besides being homeless. After all necessary information is gathered from the school and the screening, the liaison would reach out to Mia's parents over the phone and offer to meet them in person. Establishing a good rapport with the parents and offering support assists the family in accepting services for Mia and themselves. Through information gathered from Mia's parents, the SAP liaison would expect to have information on at least the following concerns:

- Behavior – Withdrawn Behavior
- Academic- Refuses to complete schoolwork, declining grades, attendance
- Homeless
- Mental Health: Anxiety and poor social skills

The SAP team would meet and develop a plan including interventions and recommendations to address all identified concerns.



Interventions and Recommendations: The SAP team would work together with Mia and her parents to implement their plan. Interventions and recommendations would be implemented in a way that is not overwhelming to the family and the following interventions would be implemented based on what the family identifies as their greatest concerns. The SAP team and the liaison would support the family with the following:

1) The SAP liaison would meet with Mia and complete the screening. Parents would be called on the same day and the CANS screening would be completed. 2) The liaison would offer affordable housing options and refer the family for service coordination. 3) Liaisons urge a full psychological evaluation of Mia to determine what level of mental health care would be necessary. One important referral for the family could be through the Allegheny Intermediate Unit and its Latino Family Center. The Center could help the family connect to services throughout the community as well as find affordable housing. 3) It also would be important to make Mia and her family aware of Resolve Crisis Network so they have a number to call in case Mia feels suicidal. 4) Another intervention is seeing if Mia's parents need employment and helping them connect with job services.

Support and Follow-up: A parent letter would be sent home and a recommendation letter would be provided to the core team explaining what recommendations were offered. Other appropriate resources and contact numbers would be mailed home. These include Home/Apartment options, a Resolve Crisis Network card, employment opportunities for the parents if needed, the Consumer Choice Form, mental health resources, and the liaison's business card. The liaison would check in with the family within 2 weeks after any referrals are made to make sure they were connected to services. If needed, the liaison would offer to meet with Mia and her parents monthly

## **11. Scenario 2:**

Michael is a 15-year-old student attending Brown High School. Michael's preferred pronouns are he, his and him. Michael was born female and his parents have not been accepting of his transition. They continue to use his given name, Michelle, and female pronouns, and routinely state that Michael is simply "going through a phase." Michael was referred to SAP by his school counselor due to missing several days of school and being caught on school grounds with a vape, resulting in a suspension.

Michael reports he has only used the vape once experimentally, did not like the experience and would not do it again. Michael's grades have suffered this year and his teachers report his behavior has been more withdrawn than in the past. His school counselor reports that Michael lost a few friends who were not accepting of his transition and has struggled to make new friendships. Michael has mentioned spending time with older individuals outside of school who he reports are more accepting. He becomes closed off when talking about these older friends or where he met them. Michael's parents have been in communication with the school regarding his declining grades and recent suspension. The school was able to obtain signed SAP permission from parents following the suspension.

Please describe in detail, referencing all four phases of the SAP process, how you would proceed with this referral from the SAP team. Please include possible referral recommendations based on concerns described.

To begin, it is important to reference the SAP phases which are Referral, Team Planning, Intervention and Recommendation, and Support and Follow-Up. The following would be the steps that TCV SAP liaison would take to get Michael the help that he needs:

Referral: Michael was referred to SAP by his school counselor. Parents have signed the SAP screening permission form allowing the SAP liaison to continue with the screening.

Team Planning: The SAP liaison would review the Teacher Checklist and attend the core team meeting to discuss academic and behavior concerns. The liaison would gather all necessary information from the school and complete the CANS SAP Screening with Michael. During the screening the liaison would explore and validate Michael's feelings. It's important to understand Michael and how he is feeling. Normalizing with him can be helpful because it is often difficult to discuss what he's going through with this transition, especially if his parents presently are not accepting of it. After all necessary information is gathered from the school and the screening, the liaison would call Michael's parents and ask to meet them in person. Establishing a good rapport with the parents and offering support goes a long way to gathering information and accepting services for Michael and their family. The SAP liaison would expect to have information on at least the following concerns:

- Behavior – Withdrawn Behavior
- Academic- Refuses to complete schoolwork, declining grades, poor attendance
- Suspension due to vaping
- Mental Health: Parents are not accepting Michael's transition from female to male. His loss of old friends and now hanging out with older adults is concerning.

The SAP team would meet and develop a plan including interventions and recommendations to address all identified concerns.

Interventions and Recommendations: Working with Michael and his parents, the SAP team would support the family with the following: The SAP liaison would meet with Michael and complete the screening. Parents would be called on the same day and the CANS screening would be completed. Assure Michael that the SAP team supports him and connect him to possible school groups that are going through similar feelings and/or transitions.

The SAP liaison would encourage Michael to talk with a therapist whether it is in school or outside of school. A good referral in Allegheny County is Persad because the organization specializes in the behaviors that Michael is exhibiting. The liaison would ask Persad to conduct a family session with Michael to help his parents learn about the importance of supporting him.

The liaison also meets with Michael's parents to discuss their support. Finding Michael a support group either inside or outside of school with students his age is vital in helping him realize that others hold similar experiences.

It's important to talk with Michael and his parents about hanging out with older individuals. This behavior alone could put Michael at risk for abuse and harm if he is not careful. The vaping suspension would also be discussed in the screening and mentioned to the therapist from Persad. Michael would have to think about some healthy coping strategies instead of vaping and/or other drugs and alcohol. Although he said he only vaped once, it could prompt more use if supports are not in place for Michael.

Support and Follow-up: A parent letter would be sent home and a recommendation letter would be provided to the core team explaining what recommendations were offered. Other appropriate resources and contact numbers would be mailed home. These include Persad contact information and brochures, a Resolve Crisis Network card, the Consumer Choice Form, mental health resources and the liaison's business card. The liaison would check in with the family within two weeks after any referrals are made to make sure they were connected to services. The liaison would also offer to meet with Michael and/or his parents for follow-up if needed.

**12.** Describe why the SAP program is important and your vision for an SAP liaison's relationship and work with school staff, students and families.

TCV's vision for the SAP program in any school district is to be a valuable and dynamic resource to the entire school community. TCV will make sure that every staff member in the school understands the SAP process and all of services that the program provides. This will assist in generating referrals, planning interventions and helping the SAP team function at a high level. Our vision is for a SAP liaison to serve as a concierge for school staff, students and families to provide mental health and substance abuse education, referrals, recommendations and support. The SAP liaison's relationship with the school community will reflect professionalism, accountability, customer service and leadership. The SAP program in every school is very important. Unfortunately, students tend to fall through the cracks and the Student Assistance Program allows those students to be reached. They not only are found and referred to SAP, but they end up getting the services that they so desperately needed. TCV works to assure that its SAP liaisons are the number one link from the school to the community.

**13.** Describe your plan for providing postvention services. How would you respond if a school district requested a postvention in the summer months?

TCV's goal is to adhere to the Postvention Plans that are developed at the beginning of the school year by the Allegheny County Office of Behavioral Health as well as TCV's SAP letter of

agreement with each district. The schools are given copies of the Crisis Postvention Plans that list the chain of phone calls to be made in the event of a crisis. When a postvention is needed in a building, the SAP manager will work with the principals to understand their school's particular crisis and deploy staff accordingly. The SAP manager will contact the county so they can also put Resolve Crisis Network or the Center for Victims on standby in case they are needed in the schools.

During the summer months, TCV's SAP follows the same protocol. From experience, the program has learned the importance of consistency with interventions. The biggest variable in the summer is having school staff present in the school building to allow us to utilize appropriate space for the postvention. If the school space is not available, the SAP liaison(s) will work with the school and the county to determine another nearby location for postvention services. TCV has successfully run postvention services in local churches and community centers when schools are closed. Our SAP liaisons are trained and prepared to provide postvention services at any time of the year. The SAP manager's cell phone is on 24/7 in case a postvention need arises. School superintendents, principals and other administrators know to reach the SAP manager when it postvention support is needed.

**14. How will you maintain a strong relationship with the school you serve and be dynamic, flexible and responsive to their needs?**

TCV will maintain a strong relationship with the schools it serves with a consistent and punctual presence at all school meetings and events. SAP liaisons will return phone calls and emails within one business day. The SAP manager will visit each school regularly and become familiar with school administration through face-to-face meetings. TCV will provide school administration with emergency contact information and offer support all year. Constant availability, consistent services, accountability and leadership have been cornerstones to obtaining and maintaining positive relationships in the 46 schools TCV serves. The agency aspires to continue these relations and build new ones in the years ahead.

### **Staffing (10 points)**

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

The procedure for recruitment includes an agency-wide internal posting for all new SAP positions. Current employees and interns have the first opportunity to apply for new positions. TCV's Employee Referral Program encourages staff to refer colleagues to apply for newly posted jobs. The organization's current SAP staff includes nine SAP certified employees from diverse backgrounds.

TCV has a long-standing history of retaining SAP certified staff with more than five years of employment. TCV retains staff by offering full-time jobs with full benefits. TCV employs at least 80% of its SAP staff as full-time with additional duties in prevention. Casual staff is added when additional hours are needed either on a temporary or intermittent basis to fill vacancies. The SAP manager and the long-term SAP staff work together to train new staff and provide job shadowing experiences to help new liaisons learn the program.

**16. Describe your expectations for SAP staff.**

TCV is committed to hiring staff with at least one year of experience as a SAP liaison or one year in the behavioral health field. SAP liaisons have a minimum of a bachelor's degree in counseling, education or a field related to mental health or addiction. TCV recruits staff members that reflect the diversity of the community in which they serve. TCV's core values and expectations for conduct include providing excellent customer service. In the school setting, TCV serves everyone as our customer including all students, parents/caregivers and school personnel. Providing excellent customer service includes prompt responses to emails and phone calls, punctuality, respectful communication, and accountability.

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

TCV has invested heavily into business intelligence software in order to provide comprehensive and data reporting. The agency's most recent county audit reflects such standards. SAP staff captures their daily SAP activities at each school (screenings, meetings, group, consultations, etc.) by entering their data into our Electronic Medical Record system (Qualifacts). Once staff complete their daily entries into Qualifacts the program coordinator oversees putting that data into the WITS county system. Both Qualifacts and WITS have the capability of printing reports to collect the necessary data. These systems capture data on a daily, weekly, monthly, quarterly, and yearly basis. The SAP Quarterly Report is due every January, April, July, and October of every year for the state of Pennsylvania. The quarterly report tracks numbers of screenings, the number of SAP core team meetings attended, recommendations, follow through with recommendations, and type of treatment. Liaisons have paper files for their data even though our data is continuously captured electronically. This way TCV has back-up data in case of a power failure or emergency computer outage. The SAP manager and Program Coordinator at TCV implement all data into the WITS system to minimize mistakes and ensure that data is entered in a timely and accurate fashion. TCV monitors these processes to make necessary changes when needed.

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

TCV has invested heavily into business intelligence software in order to provide comprehensive and data reporting. The agency's most recent county audit reflects such standards. SAP staff captures their daily SAP activities at each school (screenings, meetings, group, consultations, etc.) by entering their data into our Electronic Medical Record system (Qualifacts). Once staff complete their daily entries into Qualifacts the program coordinator oversees putting that data into the WITS county system. Both Qualifacts and WITS have the capability of printing reports to collect the necessary data. These systems capture data on a daily, weekly, monthly, quarterly, and yearly basis. The SAP Quarterly Report is due every January, April, July, and October of every year for the state of Pennsylvania. The quarterly report tracks numbers of screenings, the number of SAP core team meetings attended, recommendations, follow through with recommendations, and type of treatment. Liaisons have paper files for their data even though our data is continuously captured electronically. This way TCV has back-up data in case of a power failure or emergency computer outage. The SAP manager and Program Coordinator at TCV implement all data into the WITS system to minimize mistakes and ensure that data is entered in a timely and accurate fashion. TCV monitors these processes to make necessary changes when needed.

**19.** Describe your plan for quality assurance, including which data elements you will look at to monitor quality.

Satisfaction surveys are sent out to schools once a year to evaluate their liaison's work performance. These surveys are sent out in January, halfway through the school year. The timing is to make sure that any issues are captured early in the school year. For TCV, the process has worked well. Schools are encouraged to contact the SAP manager with any questions or concerns. The SAP manager is a member of TCV's Quality Improvement Team which meets bi-monthly. Each department has an individualized Quality Improvement Plan that is continuously updated to meet the needs of consumers and customers.

Some of the data elements that the team captures include the number of screenings and SAP referrals completed in any given school building. Are SAP meetings attended? Is the SAP Liaison providing input in meetings and discussing the various resource options that are out there? Is TCV's SAP adhering to the SAP Best Practice Guidelines and Letters of Agreement? These are some examples of data that we capture as a provider. The SAP manager will also attend school meetings throughout the school year in each building for quality assurance. High quality means being visible in the schools and being dependable.

**Budget (10 points possible) is not included in page count. You may submit the budget as an attachment [e.g., Excel file] or in the space below.**

**20.** Provide a detailed line-item budget that reflects a realistic estimate of the costs associated with implementing and sustaining your organization's SAP at the ideal capacity you listed in the beginning of the Application.

**Please see Attachments**

**21.** Provide a budget narrative that clearly explains and justifies all line items in the proposed line-item budget.

The SAP budget for Turtle Creek Valley MH/MR (TCV) reveals a comprehensive program groomed over 30 years of experience. The current nine SAP staff under the supervision of Jim Phillips are well-trained, long-term employees with an honorable record of serving children, families and school personnel. The agency's cost effectiveness is owed to staff retention, strong teamwork, positive relationships with the schools and implementation of mobile technology.

In 2016, TCV was approached by two school districts who requested us to be their SAP provider. The county granted an increase in the number of school districts for TCV. The increase went from 8 to 10 which was accommodated without adding additional staff. The organization now has a new "capacity" – 12 school districts. The increase requires one additional, full-time, certified SAP employee to cover five new schools. The budget reflects the cost of the new employee (salary, benefits, transportation), cost-of-living wage increases for its current staff of 9 (retention) and additional mileage funds to cover the



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

# CERTIFICATE OF COMPLIANCE

This certificate is hereby granted to TURTLE CREEK VALLEY MENTAL HEALTH MENTAL RETARDATION, INC.  
LEGAL ENTITY

To operate TURTLE CREEK VALLEY MH/MR  
NAME OF FACILITY OR AGENCY

Located at 1800 WEST STREET, HOMESTEAD, PA 15120  
(COMPLETE ADDRESS OF FACILITY OR AGENCY)

1. 1800 WEST STREET, HOMESTEAD, PA 15120  
ADDRESS OF SATELLITE SITE/SERVICE LOCATION

2. 207 FIFTH AVENUE, RANKIN, PA 15104  
ADDRESS OF SATELLITE SITE/SERVICE LOCATION

ADDRESS OF SATELLITE SITE/SERVICE LOCATION

To provide Comm. Res. Rehab. Svcs.-Adults  
TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed 22 (P-0) (1. 14, 2. 8)  
(MAXIMUM CAPACITY)  
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.

Restrictions: Type of Care: (22-Full : 0-Partial)

This certificate is granted in accordance with the Human Services Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 5310: Community Residential Rehabilitation Services  
(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from December 14, 2021 until December 14, 2022  
unless sooner revoked for non-compliance with applicable laws and regulations.

No: **424910**

*Jeanette Piderspad*  
ISSUING OFFICER

*Kusman Houser*  
DEPUTY SECRETARY

NOTE: This certificate is issued for the above site(s) only and is not transferable and should be posted in a conspicuous place in the facility.

HS 628 - 01/21





**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

# CERTIFICATE OF COMPLIANCE

This certificate is hereby granted to TURTLE CREEK VALLEY MENTAL HEALTH MENTAL RETARDATION, INC.  
LEGAL ENTITY

To operate TURTLE CREEK VALLEY MH/MR  
NAME OF FACILITY OR AGENCY

Located at 1800 WEST STREET, HOMESTEAD, PA 15120  
(COMPLETE ADDRESS OF FACILITY OR AGENCY)

ADDRESS OF SATELLITE SITE/SERVICE LOCATION

ADDRESS OF SATELLITE SITE/SERVICE LOCATION

ADDRESS OF SATELLITE SITE/SERVICE LOCATION

To provide Partial Hospitalization  
TYPE OF SERVICE(S) TO BE PROVIDED

The total number of persons which may be cared for at one time may not exceed 15  
(MAXIMUM CAPACITY)  
or the maximum capacity permitted by the Certificate of Occupancy, whichever is smaller.

Restrictions: \_\_\_\_\_

This certificate is granted in accordance with the Human Services Code of 1967, P.L. 31, as amended, and Regulations

55 Pa.Code Chapter 5210: Mental Health Partial Hospitalization Program  
(MANUAL NUMBER AND TITLE OF REGULATIONS)

and shall remain in effect from September 1, 2021 until September 1, 2022  
unless sooner revoked for non-compliance with applicable laws and regulations.

No: **400180**

*Janette Piderpad*  
ISSUING OFFICER

*Kusman Houser*  
DEPUTY SECRETARY

NOTE: This certificate is issued for the above site(s) only and is not transferable and should be posted in a conspicuous place in the facility.

HS 628 – 01/21



# Certificate of Licensure

**Issued to:** TURTLE CREEK VALLEY MH/MR, INC.

**Facility No.:** 707082

**Type:** FULL

**THIS CERTIFICATE AUTHORIZES** TURTLE CREEK VALLEY MH/MR ALTERNATIVES  
70 SOUTH 22ND STREET  
PITTSBURGH, PA 15203

**To Provide The Following Drug and Alcohol Activities Up To The Identified Maximum Number Of Persons**  
Outpatient (180)

**Approval Date:** August 27, 2021

**Expiration Date:** August 31, 2022



*Jennifer S. Smith*  
Jennifer S. Smith  
Secretary of Drug and Alcohol Programs

NOTE: THIS CERTIFICATE OF LICENSURE IS ISSUED TO THE ORGANIZATION NAMED ABOVE AND IS FOR THE PREMISES AND FACILITY NAMED AND IS NOT TRANSFERRABLE.

**Request for Taxpayer  
Identification Number and Certification**

Give Form to the  
requester. Do not  
send to the IRS.

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return) <b>TCV MH/MR, INC.</b>	
	Business name/disregarded entity name, if different from above <b>TCV COMMUNITY SERVICES</b>	
	Check appropriate box for federal tax classification: <input type="checkbox"/> Individual/sole proprietor <input checked="" type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____ <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶ _____	
	Address (number, street, and apt. or suite no.) <b>723 BRADDOCK AVENUE</b>	Requester's name and address (optional) <b>Turtle Creek Valley MH/MR, Inc.</b>
City, state, and ZIP code <b>BRADDOCK, PA 15104</b>	<b>723 Braddock Avenue</b> <b>Braddock, PA 15104</b>	
List account number(s) here (optional)		

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number	
[ ] [ ] [ ] - [ ] [ ] - [ ] [ ] [ ] [ ]	

**Note.** If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Employer identification number	
[ ] [ ]	

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below).

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 4.

<b>Sign Here</b>	Signature of U.S. person ▶ 	Date ▶ <b>4/20/2021</b>
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Purpose of Form**

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).

**Note.** If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person.

**Allegheny County  
Vendor Creation Form**

Controller's use only:  
Supplier No. \_\_\_\_\_  
1099 Eligibility:  Yes  No

Add  Change Supplier No. \_\_\_\_\_

**Company Information**

**Federal Tax ID (TIN)**

Turtle Creek Valley Mental Health Mental Rehabilitation, Inc. [Redacted]  
Company Name (Please type or print) W-9 must be submitted

**(Required Information)**

**Type of Service Provided**

**Type of Commodity Provided**

(Please Describe)

- |  |                                     |       |
|--|-------------------------------------|-------|
| <input type="checkbox"/> Independent Contractor        | <input type="checkbox"/> Rent       | _____ |
| <input type="checkbox"/> Maintenance/Service Agreement | <input type="checkbox"/> Care Giver | _____ |
| <input type="checkbox"/> Insurance                     | <input type="checkbox"/> Legal      | _____ |
| <input type="checkbox"/> Personal Reimbursement        | <input type="checkbox"/> Medical    | _____ |
| <input type="checkbox"/> Other (Please list)           |                                     | _____ |

**(Required Information)**

**Minority Owned**

- Yes  No
- If Yes  MBE  DBE  WBE  Veteran-Owned

Certified By: \_\_\_\_\_ (Attach copy of Certification)

**Industry Classification by NAICS Code**

Primary Industry 6214200 - Non profit

Secondary Industry (if applicable) 62149800

\*If code is not known go to <http://www.census.gov/eppd/naics/naics3dx.htm#N54> and select the correct code.

**Supplier Information (Search Type "P")** - (Where PO should be sent to place order.)

(Please type or print)

Company Name \_\_\_\_\_ Telephone Number 412 351 0222

Address Line 1 723 Brodbeck Avenue Fax Number 412-351-4034

Address Line 2 \_\_\_\_\_

Address Line 3 \_\_\_\_\_





