HOPE COMMUNITY SERVICES, INC.

MEETING OF THE BOARD OF DIRECTORS April 27, 2023 at 5:30 p.m. 6100 S. Walker Ave., OKC, OK 73139

ı.	WELCOME	Walter		
II.	EIDE BAILLY AUDIT PRESENTATION	Robert Curfman	1	Accept
III.	MINUTES			
	A. January 26, 2023 Minutes	Walter	2	Approve
IV.	A. Financial Reports are not available at this time. B. CFO Information C. Billing Issues D. FY23 Fixed Rate Contract Amendments — i. Outreach Services for the Elderly — MHBG — Federal, Recovery Support — Community Living — Supported Transitional Housing — MHBG — Federal, Criminal Justice — Drug Court Treatment — Adult — State - \$120,000.00 ii. Criminal Justice — Prison Based Trauma-Informed Therapeutic Services — (\$11,026.36) iii. Basic Services — State \$250,000.00 E. FY23 Sole Source Contract Amendments i. Criminal Justice — SQE — Prison Based Trauma Informed Service — (\$833.31) ii. Medications — State (\$250,000.00) iii. Flex Funds — State \$100,000.00 F. Second Amendment to Second Amended and Restated	Jeanette Jeanette Jeanette Jeanette Jeanette	3 4 5 6	Accept Accept Accept Approve
	Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza	Jeanette	9	Approve
V.	UNFINISHED BUSINESS A. 8125 S. Walker Update (Hope Hall) B. Department of Justice Interview on 4/24/2023	Heather Jeanette/Heather	9 10	Info Only Info Only
VI.	NEW BUSINESS A. 2023 Strategic Plan B. 2022 Annual Report C. 2023 Accessibility Plan D. 2023 Risk Assessment E. 2023 IT/Technology Plan F. Wellness Building Flooding and Repair G. Fundraising H. Section 5 Policy Revision – 5.03.12 Healthy Choices at Hope: Health Home Program I. Procurement Policy	Heather Jeanette Heather Heather Heather Jeanette Jeanette/Miguel Heather	11 12 13 14 15 16 17 18	Approve Info Only Approve Approve Approve Info Only Approve Approve

VII. EXECUTIVE SESSION

- A. Contract Consideration
- B. Personnel Issues

VIII. CITIZENS TO BE HEARD

Next Board Meeting: Thursday, June 22, 2023 at 5:30pm Please RSVP (405-510-3757) by noon Wednesday, June 23, 2023

HOPE COMMUNITY SERVICES, INC. **BOARD OF DIRECTORS MEETING MINUTES**

January 26, 2023 at 5:30 p.m. 6100 S. Walker Avenue Oklahoma City, OK 73139

MEMBERS PRESENT:

Walter Long

Steve Rice

Earlene Bieger

Cassandra Negron

Miguel Tronsoco

Jenna Howard

Sunny Wenger

Sherry Read

MEMBERS ABSENT:

Jory Daniel

Kimberley Walker

STAFF PRESENT:

Jeanette Moore

Heather Helberg

Eric Blakeney

Shelley Hawkins

Billy Ray

Shannon Barczak

Lisa Webb Brent Van Berg Kathi Poe Robert Scott Shane Martin

Ashley Brown

Michael Hanes

Hayley Caudle

Alma Rhone-Edwards

La'Trice Washington

Sarah Downey

GUESTS:

No guests

Walter Long welcomed everyone and called the meeting to order at 5:39 p.m.

Walter Long asked the Board to review the October 2022 minutes and allowed a few minutes to review. Sunny Wenger made a motion to accept the October 2022 minutes, Steve Rice seconded the motion. Motion passed by unanimous vote.

Eric Blakeney presented the Year-to-Date December 2022 financial report. Overall, the total revenue is \$1.5 million above where Hope was last year. We are still awaiting second quarter ETPS dollars. Salary expenses have gone up due to CCBHC expansion. Currently, Hope is at -\$2.8 million dollars but we have budgeted and planned on this as Hope moved into becoming a CCBHC. Mr. Blakeney presented the Second Quarter Fiscal Year 2023, October 2022, November 2022, and December 2022 financial reports. Mr. Blakeney stated these were covered in the Year-to-Date 2022 financial report but these give further perspective into the numbers. Sherry Read made a motion to accept the Year-to-Date December 2022, Second Quarter Fiscal Year 2023, October 2022, November 2022, and December 2022 financial reports. Earlene Bieger seconded the motion. Motion passed by unanimous vote.

Heather Helberg presented the FY'23 Fixed Rate Contract Amendments. Basic Services – State \$209, 000.00, which increased due to as we are spending more due to CCBHC expansion. SOC - Behavioral Intervention Services in Schools (BISS) SOC — State (\$9,000.00), the decrease is a reflection of moving these funds to the Sole Source accounts, and SOC — Behavioral Intervention Services In School (BISS) SOC — State \$3,000.00, the increase is due to our expanding into more schools. Mrs. Helberg also presented the FY'23 Sole Source Contract Amendments; SOC — Behavioral Intervention Services In School (BISS) — SOC — State \$9,000.00, reflecting the move from Fixed Rate. Recovery Support - Transition Youth Housing Subsidy — Oklahoma Healthy Transitions Initiative — 2 (OHTI-2) — Federal (CLOSEOUT) \$2,178.34, this is extra funds awarded to house more youth clients. Recovery Support — SQE — Projects for Assistance in Transition from Homelessness (PATH) — Federal \$3,487.00, this will provide more training opportunities for PATH and outreach into the community. Jenna Howard made a motion to approve the FY'23 Sole Source and FY'23 Fixed Rate Contract Amendments. Sunny Wenger seconded the motion. Motion passed by unanimous vote.

Heather Helberg presented the 2022 Strategic Plan and Action Plan. 45 of 51 goals were met, 2 were partially met, and 4 were not met. Mrs. Helberg reviewed the unmet objectives and gave reasoning for why they were unmet. Sherry Read made a motion to approve the 2022 Strategic Plan and Action Plan. Steve Rice seconded the motion. Motion passed by unanimous vote.

Eric Blakeney stated the Financial Audit is in draft, it was decided that due to our program growth they will now need to audit four of Hope's programs. The audit is now going into final draft.

Shelley Hawkins presented the Section 3.19.00 Re-Employment policy change. This change is in regards to longevity. If an employee has separated and returned in the span of less than a year, Hope will honor the original hire date and not the re-hire date. Sunny Wenger made a motion to accept the Section 3.19.00 policy change. Jenna Howard seconded the motion. Motion passed by unanimous vote.

Heather Helberg shared on behalf of Jeanette Moore that Miguel Troncoso has helped Hope setup a fishing tournament fundraiser and Hope will receive the proceeds. This will take place in April.

No citizens were heard or present.
Walter Long adjourned the meeting at 5:54 p.m.
SUBMITTED:
Jenna Howard, Secretary



Carrie Slatton-Hodges | Commissioner

Kevin Stitt | Governor

To: Jeanette Moore, Executive Director HOPE Community Services, Inc.

Re: FY23 Fixed Rate Contract Amendment

PO #4529064876

Date: February 3, 2023

The Oklahoma Department of Mental Health and Substance Abuse Services amends your FY23 contract by a total of \$120,000.00.

Contract Line	CFDA#	sow http://www.odmhs as.org/arc.htm	Amendment Amount	FY23 Total Contract Amount
Outreach Services for the Elderly - MHBG - Federal	42AA	Same	\$70,000.00	\$85,000.00
Recovery Support - Community Living - Supported Transitional Housing - MHBG - Federal	42AM	Same	\$40,000.00	\$570,000.00
Criminal Justice - Drug Court Treatment - Adult - State	90AA	Same	\$10,000.00	\$75,000.00

The changes to your contract are as follows:

Section IV (Compensation), subsection A for a total of \$120,000.00 with appropriate adjustments to the applicable sections.

This amendment should be made a part of your contract.

Please indicate your acceptance of these conditions by your approval at your earliest convenience.

Thank you,

Bryan Wiewel

Bryan Wiewel, CPO Contract Officer III



Carrie Slatton-Hodges | Commissioner

Kevin Stitt | Governor

To: Jeanette Moore, Executive Director HOPE Community Services, Inc.

Re: FY23 Fixed Rate Contract Amendment

PO #4529064876

Date: February 15, 2023

The Oklahoma Department of Mental Health and Substance Abuse Services amends your FY23 contract by a total of (\$11,026.36).

Contract Line	cs	CFDA#	SOW http://www.odmhsas. org/arc.htm	Amendment Amount	FY23 Total Contract Amount
Criminal Justice - Prison Based Trauma-Informed Therapeutic Services - State	51AA	n/a	same	(\$11,026.36)	\$3,973.64

The changes to your contract are as follows:

Section IV (Compensation), subsection A for a total of (\$11,026.36) with appropriate adjustments to the applicable sections.

This amendment should be made a part of your contract.

Please work all fixed rate denied claims after each pended run. Pended services run on the first Saturday of February, May, July, August, and November. If you have any questions related to the pended runs, please reach out to the PICIS HelpDesk: 405-248-9326 or email gethelp@odmhsas.org.

No further action is required on your part.

Thank you,

LaToya Mitchell
LaToya Mitchell, CPO
Contract Officer III



Carrie Slatton-Hodges | Commissioner

Kevin Stitt | Governor

To: Jeanette Moore, Executive Director

HOPE Community Services, Inc.

Re: FY23 Fixed Rate Contract Amendment

PO #4529064876

Date: April 5, 2023

The Oklahoma Department of Mental Health and Substance Abuse Services amends your FY23 contract by a total of \$250,000.00.

Contract Line	CS	CFDA#	SOW http://www.odmhsas. org/arc.htm	Amendment Amount	FY23 Total Contract Amount
Basic Services - State	01AA	n/a	same	\$250,000.00	\$749,300.00

The changes to your contract are as follows:

Section IV (Compensation), subsection A for a total of \$250,000.00 with appropriate adjustments to the applicable sections.

This amendment should be made a part of your contract.

Please work all fixed rate denied claims after each pended run. Pended services run on the first Saturday of February, May, July, August, and November. If you have any questions related to the pended runs, please reach out to the PICIS HelpDesk: 405-248-9326 or email gethelp@odmhsas.org.

Please indicate your acceptance of these conditions by your approval at your earliest convenience

Thank you,

Bryan Wiewel, CPO Contract Officer III

Bryan Wiewel

FY23 CONTRACT AMENDMENT ECRW # 18329 PAGE 1



Carrie Slatton-Hodges | Commissioner

Kevin Stitt | Governor

To: Jeanette Moore, Executive Director

HOPE Community Services, Inc.

Re: FY23 Sole Source Contract Amendment

PO #4529065317

Date: February 15, 2023

The Oklahoma Department of Mental Health and Substance Abuse Services amends your FY23 contract by a total of (\$833.31).

Contract Line	CFDA#	SOW http://www.odmhs as.org/arc.htm	Amendment Amount	FY23 Total Contract Amount
Criminal Justice - SQE - Prison Based Trauma Informed Service - State	n/a	Same	(\$833.31)	\$1,166.69

The changes to your contract are as follows:

Section IV (Compensation), subsection A for a total of (\$833.31) with appropriate adjustments to the applicable sections.

This amendment should be made a part of your contract.

Please indicate your acceptance of these conditions by your approval at your earliest convenience.

Thank you,

QaToya Mitchell
LaToya Mitchell, CPO
Contract Officer III



Carrie Slatton-Hodges | Commissioner

Kevin Stitt | Governor

To: Jeanette Moore, Executive Director

HOPE Community Services, Inc.

Re: FY23 Sole Source Contract Amendment

PO #4529065317

Date: April 5, 2023

The Okiahoma Department of Mental Health and Substance Abuse Services amends your FY23 contract by a total of (\$250,00.00).

Contract Line	CFDA #	SOW http://www.odmhsas .org/arc.htm	Amendment Amount	FY23 Total Contract Amount
Medications - State	n/a	same	(\$250,000.00)	\$266,200.00

The changes to your contract are as follows:

Section IV (Compensation), subsection A for a total of (\$250,000.00) with appropriate adjustments to the applicable sections.

This amendment should be made a part of your contract.

No further action is required on your part.

Thank you,

Bryan Wiewel, CPO Contract Officer III

Bryan Wiewel



Carrie Slatton-Hodges | Commissioner

Kevin Stitt | Governor

To: Jeanette Moore, Executive Director HOPE Community Services, Inc.

Re: FY23 Sole Source Contract Amendment

PO #4529065317

Date: April 27, 2023

The Oklahoma Department of Mental Health and Substance Abuse Services amends your FY23 contract by a total of **\$100,000.00**.

Contract Line	CFDA#	SOW http://www.odmhs as.org/arc.htm	Amendment Amount	FY23 Total Contract Amount
Flex Funds - State	n/a	Same	\$100,000.00	\$173,000.00

The changes to your contract are as follows:

Section IV (Compensation), subsection A for a total of \$100,000.00 with appropriate adjustments to the applicable sections.

This amendment should be made a part of your contract.

Please indicate your acceptance of these conditions by your approval at your earliest convenience.

Thank you,

QaToya MitchellLaToya Mitchell, CPO
Contract Officer III

<u>Via Email</u> Hope Community Services Eric Blakeney erblakeney Thopecsi org

> Re. Second Amendment to Second Amended and Restated Declaration of Conditions. Covenants and Restrictions for Crystal Park Plaza

Dear Eric

Over the past several months, ownership of a number of lots has continued to turn over into the hands of new property owners within the Crystal Park Plaza development. With that turnover we have received a growing request of owners within the development that desire to manage their own landscaping and property security. Some of them have already undertaken such efforts at their own expense. Given this trend, the Crystal Park Plaza Owners Association tithe 'Association') desires to allow all property owners to handle landscaping and property security with their own preferred contractors and vendors. To allow such autonomy to the respective property owners, the Association proposes to amend the current declaration of covenants, conditions, and testrictions that govern the development. In tandem, the Association will also no longer include fees for landscaping of individual lots (but will continue to include fees for the landscaping of the common areas) or security services for the development within the Association's annual costs, which means the dues assessed to each property within development will decrease. This trend is a sign of growth and prosperity for the development with invested owners and committed neighbors. Please execute the attached amendment at your first convenience, and let me know when you have the original signature available as we il need the original signature to file the amendment in the property records

Also, we have included at the end of the amendment certain authorizing consents for the holders of mortgages on the lots that have granted mortgages. If your lot is one of the lots with a mortgage on it, please also obtain the original signature of those mortgage holders as those are also required for the amendment.

In years past we have used off duty Okiahoma City Police officers for security. Their contact is Dan Evans (405) 802-4901

Cur-N-Edge has notified us that March 31, 2023 will be his last day. We have contracted to use Nick Brown with Sweet Grass, LLC, (405) 694-0530 going forward.

SECOND AMENDMENT TO SECOND AMENDED AND RESTATED DECLARATION OF CONDITIONS, COVENANTS AND RESTRICTIONS FOR CRYSTAL PARK PLAZA

THIS SECOND AMENDMENT TO SECOND AMENDED AND RESTATED DECLARATION OF CONDITIONS, COVENANTS AND RESTRICTIONS FOR CRYSTAL PARK PLAZA (this "Amendment") is made this _____ day of _______, 2023, by Cruse-Six, L.L.C., an Oklahoma limited liability company ("Declarant") and the undersigned (collectively, the "Owners"). Capitalized terms shall have the definitions provided for in the Current Declaration (defined herein), unless otherwise defined herein.

RECITALS

- A. Reference is made to that certain Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza, recorded on May 2, 2002 in Book 8427, Pages 1173-1194 in the real property records for Oklahoma County, Oklahoma (the "Original Declaration"), that certain Amended and Restated Declaration of Covenants and Restrictions for Crystal Park Plaza, recorded on May 5, 2003 in Book 8839, Pages 876-898 of the real property records for Oklahoma County, Oklahoma (the "Amended Declaration"), and that certain Second Amended and Restated Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza, recorded on May 3, 2006 in Book 10200, Pages 255-285 of the real property records for Oklahoma County, Oklahoma, as amended by the First Amendment to Second Amended and Restated Declaration of Conditions Covenants and Restrictions for Crystal Park Plaza, recorded on July 14, 2008 in Book 10858, Pages 1368-1374 of the real property records for Oklahoma County, Oklahoma. (the "Current Declaration").
- B. Section 10 of the Current Declaration provides that the Association is responsible for irrigation, standard landscape maintenance, and, as needed, security patrols for all Lots and Parcels.
- C. The various Owners have expressed a desire for different levels and standards of irrigation, landscape maintenance, and security, and the autonomy to manage such services for their own respective property within Crystal Park Plaza, including the desire use different contractors or vendors for irrigation, landscape maintenance, and security.
- **NOW, THEREFORE**, in consideration of the foregoing Recitals, the truth and accuracy of which are hereby acknowledged, with Recitals are incorporated in this Amendment by this reference, and for other good and valuable consideration, the undersigned Owners agree as follows:

AMENDMENT

1. Effective as of April 1, 2023, section 9 to the Current Declaration shall be amended and restated in its entirety as follows:

"9. Owner's Maintenance, Operation, Repair and Security Responsibility of Lot or Parcel. For purposes of maintenance, repair, alteration, remodeling, and security, an Owner shall be responsible for all portions of its Lot, or Parcel, and Building except the Common elements. Each Owner shall maintain, operate, and repair an independent system of irrigation for its Lot or Parcel and shall install and maintain a system of landscaping consistent with a quality of first class medical properties in the Oklahoma City market for its Lots and Parcels. Replacement of dead landscaping shall be the responsibility of each Owner. In furtherance thereof, the Owner of any Lot or Parcel shall have the duty of and responsibility for keeping the premises, Building (both interior and exterior), improvements, and appurtenances, in a well maintained, safe, clean, and attractive condition at all times, including without limitation, landscaping. If, in the opinion of the Managers of the Association, any Owner fails to fulfill its duty and responsibility, the Association may elect to give notice of such fact to the Owner, who shall within seven (7) days of such notice, undertake the care and maintenance required to restore said Owner's Building, landscaping, Lot or Parcel to a safe, clean, and attractive condition. Should any such Owner fail to fulfill its duty and responsibility after such notice, the Association shall have the right and power to perform such care and maintenance, and the Owner shall be liable for the costs thereof plus a twenty percent (20%) administrative fee. If such Owner fails to reimburse the Association for the cost of such care and maintenance upon receipt of an invoice therefor, the amount of such charge shall constitute a lien upon the Lot or Parcel enforceable as any other mechanic's or materialmen's lien. Each Owner may contract for a security service for their Lot or Parcel, provided that the decision to provide for a security service be at the sole option and discretion of such Owner and such Owner shall have no obligation to provide such a service. The Association and the Declarant shall have no responsibility for the ultimate safety and security of any occupant of the Lot or Parcel."

Section 9 of the Current Declaration, unamended or modified by this Amendment, shall remain in effect until April 1, 2023.

- 2. Effective as of April 1, 2023, section 10 to the Current Declaration shall be amended and restated in its entirety as follows:
 - "10. Association's Maintenance, Operation, Repair and Security Responsibility. The Association shall be responsible for maintenance, operation, and repair of the Common Elements and Common Element signage. The Common Elements shall be maintained by the Association in compliance with all ordinances of the City of Oklahoma City. All expenses incurred by the Association in performing these responsibilities shall be Common Expenses. The Association and the Declarant shall have no responsibility for providing any security patrol or security for the Lots and Owners."

Section 10 of the Current Declaration, unamended or modified by this Amendment, shall remain in effect until April 1, 2023.

- 3. This Amendment shall be binding upon the Lots and Parcels, which shall be held, sold, and conveyed subject to the covenants, conditions, restrictions, and easements contained in the Current Declaration, as amended and modified by this Amendment, which shall run with the title to the real property subjected to the Current Declaration, as amended and modified by this Amendment, and which shall be binding upon all parties having any right, title, or interest in the Lots or Parcels or any part thereof, their heirs, successors, successors-in-title, and assigns, and shall inure to the benefit of each owner thereof.
- 4. The Owners hereby ratify and confirm that the Original Declaration and the Amended Declaration are revoked and no longer have any force or effect, and are replaced in their entirety by the Current Declaration, as amended by this Amendment, and that all other terms and provisions of the Current Declaration shall remain in full force and effect.
- 5. This Amendment may be signed in any number of counterparts, each of which shall be an original for all purposes, but all of which taken together shall constitute only one agreement.

[Signature Page Follows]

EXECUTED the date and year first set forth above.

DECLARANT:	Cruse-Six, L.L.C., an Oklahoma limited liability company
	By: Name: Title:
OWNERS:	Building D LLC, an Oklahoma limited liability company
	By:
	By: Name: Title: GMR Oklahoma City A, LLC, an Oklahoma limited liability company
	By: Name: Title: Oklahoma Coaches Association, an Oklahoma not- for-profit corporation
	By: Name: Title:

Oklahoma Center for Orthopaedic & Multi-Specialty Surgery, LLC, an Oklahoma limited liability company

Бу:
Name:
Title:
Hope Community Services, Inc., an Oklahoma no for-profit corporation
By:
Name:
Title:
Sanctuary LTC, LLC, a Texas limited liability company
By:
Name:
Title:
Crystal Place Retirement Inc., a Delaware corporation
By: Name: Title:
Comprehensive Pain Center Real Estate Holdings LLC, an Oklahoma limited liability company
By:
Name:
Title:

ACKNOWLEDGMENT

STATE OF OKLAHOMA)) ss:
COUNTY OF OKLAHOMA) 33.
day of, 2023, peridentical person who executed the L.L.C., an Oklahoma limited liab	d, a Notary Public in and for said County and State, on this, to me known to be the eforegoing instrument as the of Cruse-Six, bility company, and acknowledged to me that he executed the et on behalf of the same, for the uses and purposes therein set
Witness my hand and office	cial seal the day and year above written.
	Notary Public My Commission No. My Commission Expires:
day of, 2023, poidentical person who executed the LLC, an Oklahoma limited liabilities as his free and voluntary act on be	d, a Notary Public in and for said County and State, on this ersonally appeared, to me known to be the eforegoing instrument as the of Building D ty company, and acknowledged to me that he executed the same chalf of the same, for the uses and purposes therein set forth.
Witness my hand and office	cial seal the day and year above written.
	Notary Public My Commission No. My Commission Expires:

STATE OF OKLAHOMA)
) ss: COUNTY OF OKLAHOMA)
Before me, the undersigned, a Notary Public in and for said County and State, on this
Witness my hand and official seal the day and year above written.
Notary Public My Commission No. My Commission Expires:
STATE OF OKLAHOMA)) ss: COUNTY OF OKLAHOMA)
Before me, the undersigned, a Notary Public in and for said County and State, on this
Witness my hand and official seal the day and year above written.
Notary Public
My Commission No. My Commission Expires:

STATE OF OKLAHOMA)) ss:
COUNTY OF OKLAHOMA) 55.
day of, 2023, poidentical person who executed the Coaches Association, an Oklahor	d, a Notary Public in and for said County and State, on this
Witness my hand and office	cial seal the day and year above written.
	Notary Public My Commission No. My Commission Expires:
STATE OF OKLAHOMA COUNTY OF OKLAHOMA) ss:)
day of, 2023, p identical person who executed the Center for Orthopaedic & Multi-St	ed, a Notary Public in and for said County and State, on this ersonally appeared, to me known to be the he foregoing instrument as the of Oklahoma Specialty Surgery, LLC, an Oklahoma limited liability company, executed the same as his free and voluntary act on behalf of the herein set forth.
Witness my hand and offi	icial seal the day and year above written.
	Notary Public My Commission No. My Commission Expires:

STATE OF OKLAHOMA)
COUNTY OF OKLAHOMA) ss:)
day of, 2023, poidentical person who executed Community Services, Inc., an Ok	d, a Notary Public in and for said County and State, on this ersonally appeared, to me known to be the the foregoing instrument as the of Hope lahoma not-for-profit corporation, and acknowledged to me that nd voluntary act on behalf of the same, for the uses and purposes
Witness my hand and office	cial seal the day and year above written.
	Notary Public My Commission No. My Commission Expires:
STATE OF OKLAHOMA COUNTY OF OKLAHOMA)) ss:)
day of, 2023, p identical person who executed t LTC, LLC, a Texas limited liabil	ed, a Notary Public in and for said County and State, on this, to me known to be the he foregoing instrument as the of Sanctuary ity company, and acknowledged to me that he executed the same whalf of the same, for the uses and purposes therein set forth.
Witness my hand and offi	icial seal the day and year above written.
	Notary Public
	My Commission No.
	My Commission Expires:

STATE OF OKLAHOMA)
COUNTY OF OKLAHOMA) ss:)
day of, 2023, pe identical person who executed the Retirement Inc., a Delaware corporate of the corp	d, a Notary Public in and for said County and State, on this, to me known to be the foregoing instrument as the of Crystal Place oration, and acknowledged to me that he executed the same as lf of the same, for the uses and purposes therein set forth.
Witness my hand and office	cial seal the day and year above written.
	Notary Public My Commission No. My Commission Expires:
STATE OF OKLAHOMA COUNTY OF OKLAHOMA) ss:)
day of, 2023, peridentical person who execute Comprehensive Pain Center Real	d, a Notary Public in and for said County and State, on this ersonally appeared, to me known to be the d the foregoing instrument as the of Estate Holdings, LLC, an Oklahoma limited liability company, executed the same as his free and voluntary act on behalf of the nerein set forth.
Witness my hand and office	cial seal the day and year above written.
	Notary Public My Commission No. My Commission Expires:

Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza on this da, 2023.	
IN WITNESS WHEREOF, the undersigned has executed this Consent on this da, 2023.	y of
WATERMARK BANK	
By: Name: Title:	
STATE OF OKLAHOMA)) ss: COUNTY OF OKLAHOMA)	
The foregoing instrument was acknowledged before me on, 2023 as the of Watermark Bank.	, by
Witness my hand and official seal the day and year above written.	
Notary Public My Commission No. My Commission Expires	

The undersigned, as holder of a mortgage, or mortgages, granted by Hope Community Services, Inc., on a portion of the real property affected by the foregoing Second Amendment to Second Amended and Restated Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza, hereby approves such Second Amendment to Second Amended and Restated Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza on this day of, 2023. IN WITNESS WHEREOF, the undersigned has executed this Consent on this day of	to al ed of
, 2023.	
SIMMONS BANK	
By: Name: Title:	
STATE OF OKLAHOMA)) ss: COUNTY OF OKLAHOMA)	
The foregoing instrument was acknowledged before me on, 2023, b	ЭУ
Witness my hand and official seal the day and year above written.	
(Seal) Notary Public	
My Commission No. My Commission Expires	

The undersigned, as holder of a mortgage, or mortgages, granted by Crystal Place Retirement Inc., on a portion of the real property affected by the foregoing Second Amendment to Second Amended and Restated Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza, hereby approves such Second Amendment to Second Amended and Restated Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza on this day of, 2023.
IN WITNESS WHEREOF, the undersigned has executed this Consent on this day of, 2023.
BANK 34
By: Name: Title:
STATE OF OKLAHOMA)) ss: COUNTY OF OKLAHOMA)
The foregoing instrument was acknowledged before me on, 2023, by as the of Bank 34.
Witness my hand and official seal the day and year above written.
Notary Public My Commission No. My Commission Expires

on a portion of the real property affected by the and Restated Declaration of Conditions, Covered to the conditions of Conditions, Covered to the conditions of Conditions of Conditions of Covered to the conditions of Conditions of Covered to the conditions of Conditions of Covered to the conditions of Conditions of Conditions of Covered to the conditions of Covered to the conditions of Conditions of Covered to the conditions of Covered to the covered t	gage, or mortgages, granted by Sanctuary LTC, LLC, ne foregoing Second Amendment to Second Amended enants and Restrictions for Crystal Park Plaza, hereby and Amended and Restated Declaration of Conditions, Plaza on this day of, 2023.
IN WITNESS WHEREOF, the under, 2023.	rsigned has executed this Consent on this day of
	UMB BANK, NATIONAL ASSOCIATION
	By: Name: Title:
STATE OF OKLAHOMA) , ss: COUNTY OF OKLAHOMA)	
The foregoing instrument was ack	nowledged before me on, 2023, by of UMB Bank, National Association.
Witness my hand and official seal the	e day and year above written.
(Seal)	Notary Public My Commission No. My Commission Expires

The undersigned, as holder of a mortgage, or mortgages, granted by Comprehensive Pain Center Real Estate Holdings, LLC, on a portion of the real property affected by the foregoing Second Amendment to Second Amended and Restated Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza, hereby approves such Second Amendment to Second Amended and Restated Declaration of Conditions, Covenants and Restrictions for Crystal Park Plaza on this day of, 2023.
IN WITNESS WHEREOF, the undersigned has executed this Consent on this day of, 2023.
MIDFIRST BANK
By:
STATE OF OKLAHOMA)) ss: COUNTY OF OKLAHOMA)
The foregoing instrument was acknowledged before me on
Witness my hand and official seal the day and year above written.
(Seal) Notary Public My Commission No. My Commission Expires

Orthopaedic and Multi-Specialty Surgery, foregoing Second Amendment to Second Covenants and Restrictions for Crystal Par Second Amended and Restated Declaration Park Plaza on this day of, 2	rtgage, or mortgages, granted by Oklahoma Center for LLC, on a portion of the real property affected by the Amended and Restated Declaration of Conditions, ek Plaza, hereby approves such Second Amendment to a of Conditions, Covenants and Restrictions for Crystal 2023. Hersigned has executed this Consent on this day of
	BANK OF AMERICA, N.A.
	By: Name: Title:
STATE OF OKLAHOMA)) ss: COUNTY OF OKLAHOMA)	
The foregoing instrument was ac	knowledged before me on, 2023, by of Bank of America, N.A.
Witness my hand and official seal t	
(Seal)	Notary Public My Commission No. My Commission Expires

a portion of the real property affected by the and Restated Declaration of Conditions, Cov approves such Second Amendment to Secon Covenants and Restrictions for Crystal Park	
IN WITNESS WHEREOF, the under, 2023.	ersigned has executed this Consent on this day of
	LIBERTY NATIONAL BANK
	By: Name: Title:
STATE OF OKLAHOMA) ss: COUNTY OF OKLAHOMA)	
The foregoing instrument was ack as the	nowledged before me on, 2023, by of Liberty National Bank.
Witness my hand and official seal th	ne day and year above written.
(Seal)	Notary Public My Commission No. My Commission Expires

Strategic Plan Update Date FY 23



nes			ainings			Capital improvement plan/budget, Accessibility plan, Risk Assessment, and	a, and board appropria	t times	Strategic Plan and Program Monitors reviewed quarterly in Leadership team			s High Mandatory Priority	Moderate Mandatory Priority	Moderate Optional Priority		nartners Moderate Mandatory Priority	S	t High Mandatory Priority
Ongoing Strategic Yearly Deadlines	Task	Send out Stakeholder Surveys	Provide 4 Cultural Competency trainings		Develop Operating Budget	Capital improvement plan/budget, Accessibility plan, Ris	ecimology riail will be developed	3 Safety Committee will meet eight times		Conduct Employee Survey		IT will create a check out process	Access log for services	Employment papers	y in its mission	Create a budget and research grants/partners	completed to clinical standard	Using Echo to bill and document
Ongo	great access	nity. 12-2023	13-2023	12.202	g our 2-2023	4-2023		12-2023	This could cause Ongoing		rvices	CCBHC Clinical Director	Director of Access/Engagement	Director of Specialty Programs	acture to support the agen	Chief Operating Officer	nentation requirements are	EHR Program Manager
	Mission for 2023: To empower an engaged workforce to provide a	to holistic behavioral healthcare in our community.		Vision for 2023;	Transforming lives by opening doors and uniting our	community.		Risks:Workforce issues continue to be an issue, specifically hiring therapists.	Managed care is still set to go into effect in the upcoming year. a change in our funding.	CCBHC implementation has used a lot of our savings, this could the future.	Strategic Goal #1 Accessibility - Ensure quick access to services	A. Distribute 150 IPADs to clients in need of a telehealth solution by 6-30-2023.	B. Increase Community outreach to clients that have presented for services and not completed an intake with weekly calls to rengagement by 12-31-2023.	C. Hire 1 new Spanish speaking therapist for our bi-lingual	Strategic Goal #2 Capital Improvement - Provide infrastructure to support the agency in its mission	A. Write a Children's URC Proposal and explore funding options	OV 5-51-2023. Strategic Goal #3 Clinical Documentation – Ensure documentation requirements are completed to clinical standards	A. Implement Echo as our new EHR for clinical documentation

latory Priority

High Mandatory Priority

Plan

Quality Assurance Director

B. Develop a staff productivity plan for CCBHC that can be tracked in Echo by 12-31-2023.

Strategic Plan Update Date FY 23



Strategic Goal #4 Financial Stability - Efficiently manage our	e our resources to service maximum capacity	naximum capacity	
A. Achieve 80% service billing overall for ODMHSAS Fee for Service Contracts by end of the Fiscal Year.	Chief Financial Officer	Monthly billing reports	High Optional Priority
B. Submit our first CCBHC Cost Report to ODMHSAS by 6-30-	Chief Financial Officer	Cost Report template and supporting documentation	High Mandatory Priority
tegic Goal #5 Service Enhancement -	Enhance service offerings at HOPE		
A. Complete a MOU or DCO with Rightway Clinic to provide methadone to our clients by 3-31-2023.	Clinical Director	MoU/DCO	High Optional Priority
B. Provide MAT induction services in the URC by 6-30-2023.	Associate Clinical Director	Policy and protocols	Moderate Optional Priority
C. Apply for SAMSHA CCBHC Improvement and Advancement Grant by 5-31-2023.	CCBHC Clinical Director	Grant submission	High Mandatory Priority
Strategic Goal #6 Staff Recruitment and Retention – Recruit	cruit and retain quality em	and retain quality employees through change initiatives	
A. Streamline and automate benefits administration by adding benefit carrier connections by 11-30-2023	Human Resources Director	Paycom links	Moderate Optional Priority
B. Reduce annual turnover to 45% by 12-31-2023.	Human Resources Director	Paycom Reports	Moderate Optional Priority
C. Create and Implement improved performance management process with measurable goals by 6-30-2023.	Human Resources Director	Bamboo charts	Moderate Optional Priority
D. Implement web-based document storage for licenses, certifications, and completing trainings by 9-30-2023	Director of Training and Credentialing	Bamboo charts	High Optional Priority
Strategic Goal #7 Staff Development - Enhance training opportunities and learning initiatives	g opportunities and learning	initiatives	
A. Will provide 4-6 Masters level student internships yearly that are not current employees and retain 40% after graduation.	Director of Therapeutic Services	Intern applicants	Moderate Optional Priority
B. HOPE will provide at least 6 hours of CEU opportunities in house for clinical staff by 12-31-2023.	Director of Training and Credentialing	Sign in sheets	Moderate Optional Priority
C. Develop and Implement a plan for interdepartmental collaboration and communication by 9-30-2023.	Director of Housing Services	Written plan	Moderate Optional Priority

Strategic Plan Update Date FY 23



Strategic Goal #8 Agency Health & Wellness - Enhance the	the health and safety of pe	health and safety of persons served, staff, and community.	
A. Increase behavioral health-primary care integration by 20 % by actively engaging primary care providers, creating three new community partners per quarter through weekly telephone contact by Hope Nursing staff by 12-31-2023.	Director of Nursing	Clinical documentation	Moderate Optional Priority
B. Expand health education programs and opportunities for HOPE consumers by 25% by adding four weekly nursing education groups to the group roster by 9-30-2023.	Director of Nursing	Policy and protocols	Moderate Optional Priority
C. The agency will conduct quarterly Wellness events for our staff in order to help staff improve their overall health and wellness.	Director of Consumer Services	Sign in sheets	Moderate Optional Priority
D. Focus and address at least 1 health disparity identified in the community needs assessment and discuss it in at least 50% of all treatment teams.	CCBHC Clinical Director	Treatment team documentation	Moderate Optional Priority



ANNUALREPORT 2022



HOPE is a Private Non-Profit 501(c)3 and is funded in part by the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS)

A Message From Our CEO Jeanette Moore, LCSW



Hello and welcome to Hope's 2022 annual review. I have noticed that each year I speak of the growth we have achieved. This year brought about the most change I have witnessed in my almost 18 years at Hope and of course I am excited to share some of the specifics with you.

"Change is the law of life. And those who look only to the past or present are certain to miss the future." What a great quote from John F. Kennedy.

Our Hope team has most definitely dealt with change in 2022 that will help us serve many in 2023. Our dedication has kept us striving to promote and implement ongoing changes which help us meet the needs of our consumers, employees, community, and other stakeholders this past year. We have opened up access, increased staffing and decreased caseloads. We have expanded our work site to include an additional site for our specialty programs, "The Rhone-Edwards Center". We are also under construction for another site where our Children and Youth Program, Intensive Services, Urgent Recovery Center (URC), Housing Program, Finance, and HR Department will be.

We provide 24/7 care now through our Urgent Recovery Center (URC) and our Mobile Crisis team that was developed for our Hope clients to utilize. We are also a community partner for 988 and have a Mobile Team that responds for that crisis line. We have received our Certified Community Behavioral Health Center (CCBHC) certification.

I truly believe this amount of success would not be possible without our dedicated and fearless team members and Board of Directors. We now employ over 280 team members. They have sailed through the storm of changes with only a few choice words. We celebrate our successes through a party in June and a holiday party in December. We now have an established Employee Council with a budget to be able to share fun things with all staff throughout the year and recognize staff accomplishments. We have also developed a Volunteer Program where staff are able to volunteer up to 8 hours per year at one of our local community partners. We believe in our staff and we continue to incorporate ways in which to show our appreciation.

We are looking forward to 2023 and we are excited about more change. We have began a change in our electronic medical records and we are switching over to another company that has experience with agencies who are CCBHC and they can handle our growth. I am sure I will be telling you all about this experience next year.

Thank you for taking the opportunity to learn more about us.



Jeanette Moore

Hope is the future for the many individuals we serve in our treatment programs, for our team members, and for our employment opportunities we offer to our community.

Our Philosophy

HOPE Community Services, Inc. is dedicated to a program that promotes the quality of life and emotional well-being of behavioral health consumers and individuals with drug and/or alcohol addiction. HOPE believes in an active partnership among consumers, family members, providers, and community leaders to deliver a community based, consumer driven system of care. Consumer's rights and respect for consumer's personal dignity and sense of worth are of major importance. HOPE believes in cost effective services delivered by qualified staff that are responsive to consumers.

Our Mission

To be a progressive leader in the community providing innovative and supportive mental health and addiction programs that are responsive, efficient, and effective in delivering trauma and recovery focused services to improve the quality of life for children, families, and adults in our community.

Our Services

- Outpatient Behavioral Health & Addiction Services
- Medication Assisted Treatment Program
- Opioid Treatment Services
- TANF/Child Welfare Programs
- Children & Youth Programs
- Housing Assistance
- Individual & Group Therapy
- Case Management / Care Coordination
- · Psychiatric Rehabilitation Program
- · Psychiatrist, APRN, & Medication Clinic
- Drug & Mental Health Court
- Urgent Recovery Center
- Mobile Crisis Team
- · Bilingual Services

- Peer Recovery Support
- Health & Wellness Programs
- Crisis Intervention
- IPS Supported Employment
- · Prison Re-entry Program
- Community Sentencing Program
- · On-Site Pharmacy
- Transitional Living
- PATH (Projects for Assistance in Transition from Homelessness
- Veterans Services
- Systems of Care
- Opt Up-Jail Diversion
- · Aging Services

Board of Directors

President Walter Long	Vice President Miguel Troncoso	Secretary & Treasurer Jenna Howard
Board Member	Board Member	Board Member
Earlene Bieger	Sunny Wenger	Jory Daniel
Board Member	Board Member	Board Member
Kimberley Walker	Cassandra Negron	Steve Rice

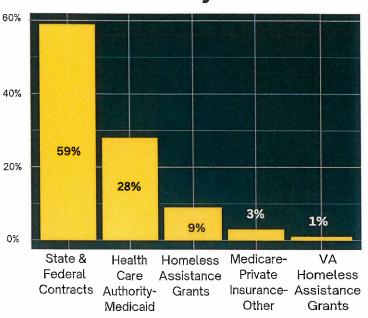
Board Member Sherry Read

2022 Agency Overview

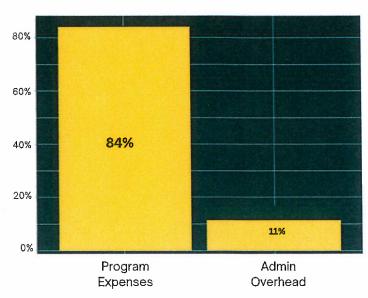
Total Individuals and Consumers
Helped:
6,112 Agency-Wide

Total Medications Donated: \$240,838.65

Revenue By Source

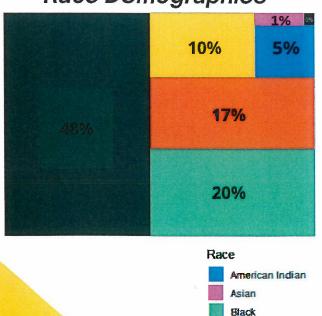


Administration Overhead



Consumer Demographics

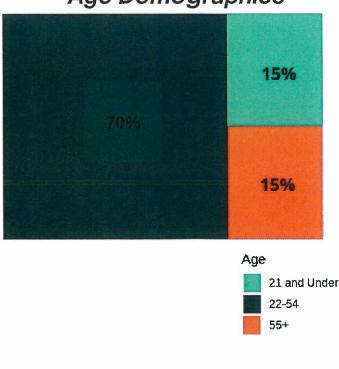
Race Demographics



Hispanic Mixed

Pacific Islander

Age Demographics



Justice Services

22 graduates Mental Health Court 19 graduates from Drug Court Total Justice Program Individuals
Helped: 500



HOPE and the Arnall Family Foundation teamed together to bring Oklahoma City assertive, court-based, and jail-based treatment through a new program called Opt Up. Every day, hundreds of individuals with treatable behavioral health needs cycle through local courts and jails, known as high-utilizers. The Opt Up Project gives individuals immediate access to stabilizing treatment engagement services. These services ultimately reduce the individuals' interaction with the criminal legal system.

"HOPE's Justice Services Program is proud to have served nearly 500 Oklahomans in 2022, resulting in reunified families, secured long-term housing, retained employment, reduced legal system involvement, and improved health and wellness of Oklahoma's Justice-involved population. We truly enjoy the work we do and are honored to be part of ongoing efforts toward social justice reform."

-Robert Scott, Director of Justice Services

Community Support Program (CSP)

HOPE's Community Support Program assists in helping adults with Behavioral Health Diagnoses learn to live healthy, independent, and productive lives. The population that CSP serves is very diverse. CSP has clients that are homeless, have possible substance use, are low income, newly released from prison, and/or are a part of the LGBTQIA+ community. CSP helps the client by educating them on triggers for their mental health symptoms as well as healthy coping skills to manage them. CSP team members assist the clients with independent living skills such as teaching them how to budget and pay their own bills., as well as, providing the client with resources to be able to advocate for themselves. Our CSP team provides all of these services with compassion, understanding and zero judgment. CSP has a talented team of therapists, case



Total CSP Individuals Helped: 2,106

managers, and peer recovery support specialists.

Community Living Program (CLP)



"Our goal is to help our consumers avoid homelessness quickly and ensure they retain housing that is affordable and safe. We follow housing processes, communicate with partnering agencies, navigate new resources, and locate new landlords willing to work with the homeless population. We also support and educate clients with mental as well as physical health, to be self-sufficient, motivate them, learn to navigate resources, and maintain stability to graduate the housing program. It takes a group of people who are dedicated and passionate, willing to work together to help our vulnerable population. It can be challenging, but also rewarding."

Permanent Supported Housing and Transitional Living Grants

- BOS-Permanent Supportive Housing clients housed in Oklahoma County but reside outside Oklahoma City: Assisted 47
- CH32- Permanent Supportive Housing Clients housed in Oklahoma City: Assisted 50
- Norman- Permanent Supportive Housing Clients housed in Norman: Assisted 27
- HHP- Permanent Supportive Housing Clients housed in Oklahoma City: Assisted 39
- HPH- Permanent Supportive Housing Clients housed in Oklahoma City: Assisted 55
- SC39- Permanent Supportive Housing Clients housed in Oklahoma City: Assisted 70
- Veteran's Affairs-GPD Program provides safe physical and emotional environment to homeless veterans: Assisted 25
- Compass-Transitional Living Program assists low income individuals with mental/cooccurring mental illness and substance abuse discharged from Psychiatric Inpatient Care, Department of Corrections, or aging out of foster care system: Assisted 14
- Bridge-Transitional Living Program assists low income individuals with mental/cooccurring mental illness and substance abuse discharged from Psychiatric Inpatient Care, Department of Corrections, or aging out of foster care system: Assisted 40

Total CLP Individuals Helped: 367

988 SUICIDE & CRISIS LIFELINE In 2022, access to behavioral health crisis services expanded nation-wide with the adoption of 988, a 24/7 crisis line that directs texts or calls to an in-state

de-escalation call center. 988 launched in July of 2022 and has been a life-saving resource for those undergoing a crisis. By providing an easily remembered, 3 digit number with professionals ready on the other side of the line, the ease of access to these sometimes overwhelming resources is made easy to the public. When calling 988, the operator is trained to handle thoughts of suicide, substance use issues or other mental health problems, like depression or anxiety.

Mobile Crisis Unit *405-510-3775*

Hope Community Services, Inc. also provides a Mobile Crisis Team onsite to assist any of our clients or community. Our mobile team is staffed with Behavioral Health and Substance Use providers. This includes licensed mental health professionals and certified peer recovery support specialists and/or case managers. We provide this service 24/7, 365.

Urgent Recovery Center

Hope's Urgent Recovery Center is a place of stabilization providing an emergency assessment and intensive support for individuals experiencing a mental health or substance use crisis. The URC setting allows individuals 18 and over to de-escalate from a crisis state in a safe therapeutic environment. With a goal of resolving the immediate crisis and stabilizing at the lowest level possible, services may also include meals/showers, detox screening, case management/peer services, and emergency medication. The URC is located at the back of our Recovery Center, East side, at 6100 S. Walker and is staffed 24/7/365 with a multidisciplinary team of a prescriber, nurse, licensed behavioral health practitioner, case managers and peers with lived experience similar to the population served.



"Hope has offered not only our client's but also our community, a safe and trauma informed place for those experiencing a mental health crisis to get immediate help in a setting more conducive to recovery than emergency departments. We've extended our ability to provide crisis based interventions beyond previous means of telephonic interventions to now having trained mental health providers able to meet the person where they are physically and in their recovery process. We've helped our clients stabilize from a crisis and we've also helped connect them with services and other community resources to hopefully prevent a future crisis from reoccurring. We have been able to help facilitate intakes and access to continued outpatient services to bridge gaps. We are safe, compassionate, trained professionals, separate from law enforcement to help with a range of interventions and needs."

-Walker Hawkins, Director of Intensive Services

Our Team

We began 2022 with 196 employees, and at the end of 2022 we finished off with 278 employees!

With a 41.8% increase in staff, our Hope family has grown significantly as our agency continues to flourish and start new programs, welcome in new consumers and open more locations! It is an incredibly exciting time to be a part of Hope Community Services Inc. as we stride through to the new year with so much in store!

Solely based on the feedback of our staff members, we were awarded as a Top Workplace of Oklahoma 2022!





With so much in store, it is an exciting time to join our team! Email us at careers@hopecsi.org or scan the QR code for more information!

"The culture emphasizes teamwork and employees are given great opportunities to be involved in the processes that help the people we serve. Hope is involved in many areas of assisting clients with their mental health and substance use needs, and has services for people throughout the lifespan and with many specialty areas that folks struggle with. It's a great group of people to be involved with."

Herbert Brand LPC, LADC; Military Support Services Therapist



Children & Youth Program

Total Children & Youth Helped: 552

Hope's Children & Youth Program has had an amazing year filled with new partnerships, our first ever Back to School Fair, and collaborations. First, HOPE's Children & Youth program has been working within the OKC Public School System through the BISS contract by providing hands on behavioral health interventions over the last few years. In 2022, we saw our services expand within the Capitol Hill feeder pattern to Shidler, Cesar Chavez, Webster, Lee, Wheeler, and Herronville Public Schools. HOPE was awarded a new housing grant in 2022 called Youth Homelessness Demonstration Program (YHDP). YHDP is a youth diversion housing program with the aim of diverting homelessness in youth and young adults as well as assisting them in learning the skills to continue maintaining stable housing and living situations. HOPE began partnering with OCCC under the eSMI grant to assist with counseling services for students in need and providing outreach for early adult interventions. Also, two of the Children & Youth staff members joined the Youth Action Board, a self-governed sub-committee of the OKC CoC comprised of youth and young adults with lived experience in homelessness or housing instability. The YAB works with community partners, providers and stakeholders to create effective change in how youth homelessness is addressed in OKC and beyond. Lastly, Children & Youth's therapists began participating in a training collaboration to be certified in Child Parent Psychotherapy which is a model designed to help with children and families affected by trauma.

In 2022, the Children and Youth Program conducted a Back to School fair which was a huge success with over 88 backpacks, filled with school supplies and 95 coats given to our community completely free. The fair was made possible by gracious donors and community partners who wanted to make an impact on the lives of our community and clients. Along with backpacks, supplies and coats, we had an on-site vaccination van, The Caring Van, administering required vaccinations to children. This fair was ultimately a huge success, and showed the reach of our Children & Youth Department as a whole.



"The Children & Youth department saw many changes in year 2022. Although those changes brought on challenges that were new to many of us, our team persevered through them all in order to continue growth within our staff as well as the number of clients we served. We were able to continue helping families, children, and youth navigate life and restore hope and aim to continue that goal through year 2023 as well as enhancing the quality and expertise of our team members and interventions we provide each day to our consumers."

Daniel Edwards, Director of Children & Youth Services



Consumer Testimony

Individual Placement Support Services (IPS) & Domestic Violence Program

"Hope has grounded me in a way that allows me to keep fighting. There is always somebody there to talk to and encourage me."

Kelly Sicard, Client of Hope Community Services



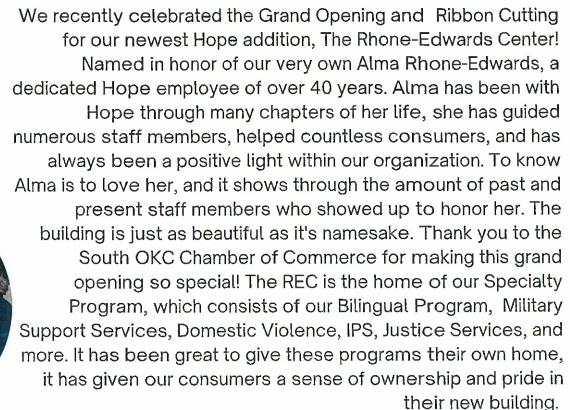
Kelly Sicaird (left) and Dakota Reynolds: Domestic Violence Case Manager (right)

Kelly Sicard grew up in a tumultuous household, her mom and dad were struggling with seperate mental health diagnoses while trying to raise her. They were both adult children of alcoholics. Her mother was experiencing a domestic violence situation in the home, which caused Kelly and her mother to flee from there to live with her grandmother. Two years later, her mother was tragically killed by a drunk driver.

At a time when she was undergoing her own domestic violence experience, mourning the loss of her mother, struggling with substance use, and facing a difficult road ahead, Kelly sought out mental health help at Hope Community Services. Kelly says that with hard work, time and consistency, she was able to overcome the obstacles she was facing.

When the time came for her to start finding a stable job, she says that Hope was there for her throughout the entire process. "I was trying to figure out what job would give me meaning and what would be something I like to do," says Kelly. "Through the IPS program at Hope, they made me realize that working as a Peer Recovery Support Specialist might be a good fit for me." Hope's IPS team helped her to navigate trainings and certifications in order for her to make this happen. Kelly has now been a certified Peer Recovery Support Specialist since November of 2022, and she spends her days helping others in similar situations as she once was. "It can be really scary to seek help, and it's hard because you don't know who you can trust. When you give it a chance, you're gonna find that it really does help you be able to think for yourself to find solutions for your problem," says Kelly.

The Rhone-Edwards Center



8125 S. Walker Ave: Opening Soon!

Our agency is excited to open our newest location, at 8125 S. Walker. This building is just a quick 5 minute drive South of our headquarters at 6100 S. Walker. This location will house a number of programs, including: Children & Youth, the Urgent Recovery Center, Intensive Services, Community Living Program, Accounting, and Human Resources. This building has been in the works for some time, and we are excited for our staff and consumers to make way into the facility. The building is completely renovated to best fit our programs and consumers, and we hope that they feel the love that went into making this building perfect for Hope.



Follow us to stay up to date on all things Hope!







HOPE Community Services, Inc. 6100 S. Walker Ave.	
Oklahoma City, OK 73139	
The Don Hall Consumer Educations Fund, provides financial assistance to consumers to	a promote adjugation training and anyiohment to further their recovery from
mental illness or addiction.	s promote education, training, and entremment to for their recovery from
The Stand LaBoon Consumer Assistance Program, Stand was a compassionate Executi	ve Director of HOPE and a strong advocate for our clients. This fund honors
Stand by helping our clients with	
money for food, clothing, medical care,	
medications or any items that they might be in need of but do not have the resources to 100% of your donation goes toward helping the client.	o pay for it.
<u>Cash Donations</u> , may be designated by the donor for the specific use by one of the ac	rtivates above or for general agency use.
Yes I would like to contribute to HOPE CSI in the amount of \$	
Method of Payment: ☐ Check/Money Order	
☐ Visa ☐ Discover ☐ MasterCard	
Name on Card:	
Phone Number:	
CC Number:	
Exp. Date: Today's Date:	
Card Holder Signature:	
I would like my contribution to go to:	

☐ The Don Hall Client Education Fund

☐ In Memory of ______

Address: ______State: _____Zip: ___

☐ I would like to stay anonymous

Other____

Name: ___

☐ Stand LaBoon Consumer Assistance Program

Please send my tax deductible receipt to:



HOPE Accessibility Plan FY-2022

communication, and transportation. HOPE will continue to develop, implement and review this written accessibility plan which includes input from HOPE maintains a commitment to advocate for accessibility and removal of barriers that may impede individuals from receiving services or the quality of the services provided. Barriers may include but are not limited to: attitudinal, architectural, environmental, financial, employment, employees, stakeholders, and consumers through satisfaction surveys, site visits, walk-throughs, and on-going comments.

Short-Term Goals

Goal	200		Ctotor
	Dalled	Kesponsible Party	status
	Code		
Develop a system for security enhancement at each location by the end of		Chief Financial Officer	Completed
3 rd auarter to be authorized by Chief Executive Director or Chief Operating	14.	Safety Officer	
officer		Chief Executive Officer	
the first section of the first		Chief Executive Officer	Technology not
Enhance options for telehealth and telephone services by the end of 4"	F, C	Chief Operating Officer	In place to
quarter	-	Clinical Director	complete
Implement 24-hour crisis services through Mobile Crisis team and URC by	1 0 CE	Clinical Director	Completed
	EIVIP, C, E	Chief Operating Officer	
Enhance service hours for each program to ensure consumers have		Clinical Director	Completed
pointments during lunches, evenings, and Saturdays by end	d C, F, F	Chief Operating Officer	
of the 2 nd quarter			
		Chief Executive Officer	Half Complete-
ions tor seeing consumers and program expansion by	F, A	Chief Operating Officer	1 site opened
the end of 3 rd quarter		Chief Financial Officer	on time; the
			other is still
			pending
			construction.
		Clinical Director	Completed
Review and Assess CCBHC Intake process implemented and update as	(F v	Chief Operating Officer	
	AI, C, EIVIF	Director of QA	
-		Director of Access Services	2

Long-Term & (Long-Term & On-going Goals		
Goal	Barrier Code	Responsible Party	Status
Develop and Utilize best practice methods for recruiting staff to meet the needs of populations served and to meet workforce needs	EMP, AT, F, C	Management Team HR Director	Ongoing
Monitor and enhance transportation needs to meet client needs with the agency	TR, F, C	Chief Operating Officer Transportation Program Mgr Chief Financial Officer	Ongoing
Develop and Utilize a preventative maintenance plan for addressing all facility needs	F, E, A	Chief Operating Officer Maintenance Coordinator	Not complete due to change in staffing
Maintain and follow best practices with regard to staff training in treatment needs and providing fidelity to treatment models for CCBHC	AT, EMP, C	Clinical Director Director of Training & Credentialing Chief Operating Officer Director of QA	Ongoing
Provide advocacy with regard to reduction of stigma associated with mental illness and addiction through outreach, associations, marketing, and outreach.	AT, C	Chief Executive Officer Chief Operating Officer	Ongoing
Continue to review the needs of clients in providing services at hours that meet the needs of the clients	AT, EMP	Chief Executive Officer Chief Operating Officer Clinical Director	Ongoing
Advocate for increased funding for all services and opportunities in which HOPE is involved	O.,	Chief Executive Officer Management Team	Ongoing
Maintain active focus on access to services needed for medication clinic	EMP, C, AT	Chief Executive Officer Chief Operating Officer Clinical Director Medical Director	Ongoing
Maintain good standing and working relationship with other agencies and organizations with a reputation of being a good community partner to enhance client care and participate with stakeholders	AT, C	Chief Executive Officer Chief Operating Officer	Ongoing
Continue to offer programs that meet the needs of clients which are recovery focused, age-appropriate, culturally competent, and co-occurring capable in an engaging manner	AT, EMP, C	Chief Executive Officer Management Team	Ongoing

Code	AT	A	w	ட	EMP	S	TR	0
Barrier Category	Attitudinal	Architectural	Environmental	Financial	Employment	Communication	Transportation	Other

2023 Risk Management Assessment

Hope's risk assessment is designed to address known or potential risks to the agency. We recognize there may be unknown risks that may come up and we do try and be preventive. This document addresses risks that range from high risk to low risk. Specific risks are identified in addition to our assessment of the relative magnitude of the risk. Risk control measures are included for the reader to assess the appropriateness of the control measures.

Risk of Inadequate Staffing Levels to Fulfill Contractual Requirements

High

Workforce issues are common throughout the agencies contracted with ODMHSAS. Every agency struggles to recruit and retain qualified credentialed individuals, but we are now going into our second year of great struggle after "The great resignation" of last year. Hope has increased all our salaries, especially our Therapists in being competitive with wages and we continue to monitor for market value of all positions within the agency. We continue to look for creative ways to advertise.

Risk control measures are:

- Maintain two recruiters in HR to assist Directors with applications.
- Recruiting ads are placed in both traditional and non-traditional advertising mediums.
- Executive staff monitor starting salaries to ensure competitive wages.
- Existing staff salaries are monitored to ensure competitive wages.
- · Fringe benefits are reviewed annually.
- If there are not sufficient applicants to fill a needed vacancy from outside the agency administrative transfers shall be made internally to fill crucial vacancies
- Hold job fairs on-site and on-line.
- Maintain a sign in bonus and employee referral bonus program as needed.
- Increase amount of groups for those waiting for a therapist
- Allow more remote work for Therapist.
- Add 36-hour work week for Therapists

Data Sources:

- Payroll Records
- · Advertising Records
- List of vacancies

Risk of not completing CCBHC cost reporting

High

Hope received permanent CCBHC certification in July 2022. The CCBHC model requires that Hope do a yearly cost report in order to receive adequate payment for services and costs to maintain the CCBHC model. Our cost reporting window closes on June 30, 2023. We do not currently have staff that are trained to do the cost reporting for our agency. Our cost report is not due until December 2023, but by that time it will be out of the window we can address spending for the current fiscal year.

Risk control measures are:

- Reach out to contractors to make recommendations in the last 3 months of our cost report.
- Schedule TA through the department at the end of May for our new CFO starting May 22nd.

Data Sources:

- CCBHC Certification
- ODMHSAS

Hope started billing CCBHC codes in July 2022 through the ThinkHealth platform. After a month or two, we noticed that the promised CCBHC income was not equaling what was projected. After several months of investigation, it was discovered that several of the CCBHC codes fell out of the billing system through ODMHSAS. As soon as we knew the issue, our course of action involved having Billing temp. employees manually push through CCBHC codes to DMH. This has resulted in about 60% of the missing codes immediately getting paid. The other 40% will now have to be pushed through billing and worked as denials.

Risk control measures are:

- CCBHC codes that fell through should be caught up by end of April.
- Once complete, Billing temps will start to work the other 40% of denied claims to recoup the money not paid yet.
- Hired a CFO with extensive billing knowledge and a per member per month rate.

Data Sources:

- ThinkHealth
- PICIS

Implementation of a New Electronic Health Record (EHR):

Moderate

Hope has used ThinkHealth as our Electronic Health Record Platform since 2008. As we have grown as an agency and become a CCBHC, ThinkHealth has not grown with us. We are unable to use it as a productivity tool or run CCBHC reports that are required by ODMHSAS. This fiscal year we started the lengthy process of identifying a New Electronic Health Record that meets our current needs. We will be implementing Echo Vantage as our new EHR on July 12th, 2023. Because the process is so cumbersome to move data from ThinkHealth to Echo Vantage, this process will take several days. We will have eight billing days that we will be without an EHR. We will also have to have all documentation for services complete in ThinkHealth on June 30, 2023. Staff members usually are given several weeks to make sure documentation is caught up for the fiscal year.

Risk control measures are:

- Work with Echo implementation team to create paper documents to use in during 8-day transition.
- Make plans now to make sure all clinicians are caught up on documentation.
- Have admin support to push notes through once the new system is launched.

Data Sources:

- Cancellation of a contract
- Contract for EHR implementation

Medicaid Unwinding:

Moderate

Covid rules for Medicaid are expiring over the next several months and as a result about 430 of our clients are set to lose their Medicaid (Sonner care). OHCA would not provide a list of these clients to us, but we were able to identify 230 of the clients through our internal reports. If all these clients lose their Medicaid, about 7% of our clients would revert to ODMHSAS as their payor source. This contract is usually in spent by the middle of the year and would not cover the cost of these clients.

Risk control measures:

- 230 of these clients were sent to their clinicians to help the clients renew their Medicaid.
- A team of three staff members will start working to help these clients keep their Medicaid.

• The instructions to help these clients continues to be sent out weekly in Hope Notes to all staff members. Data Sources are:

- PICIS
 - OHCA
 - ThinkHealth

Space Limitations Affecting Growth:

Moderate

Hope has grown our staff and programs in preparation for CBHC. There are significant space limitations that could affect our continued growth. While two new buildings have been purchased, one of them remains unfinished and while we have waited for its completion, we have grown beyond its capacity.

Risk control measures are as follows:

- Look at 6100 S Walker property for remodel/growth potential.
- Assess space at Shields once staff has moved for possible renovation.

Data Sources:

- Capital Improvement Budget
- Board of Directors Meeting Minutes
- Management Team Notes
- Accessibility Plan
- New Building openings

Sooner care Managed Care:

High

Managed care is slated to start in Spring 2024. This could restrict services to our clients and hinder payment to Hope for services rendered. Managed care is usually outcome driven and could change the model we deliver services to clients.

Risk control measures:

- Implement measures in new EHR that help track outcomes in real time.
- Continue to provide excellent care with great outcomes through our ETPS program.
- Hire Utilization Review staff, if needed, for managed care implementation.

Data Sources are:

- Advocacy Materials
- RFP for Managed Care Providers

Risk of Not Protecting Confidential Information or being HIPPA Compliant.

Moderate

Hope strives to be compliant with the Health Insurance Portability and Accountability Act (HIPAA). The security rules accompanying the act require periodic security risk assessments. There is a risk that confidential information is not protected in accordance with federal and state laws. Due to increasing reliance on technology for upkeep of medical records, Hope may be vulnerable to technology-based attacks and security breaches.

Risk control measures are:

Annual in-service training on protecting confidential information is provided to all employees.

- New employees receive training during orientation on protecting consumer information and its importance. Issues of written paperwork, phone calls, data records, and legal requests for information are covered during training.
- Maintain IT contract with a reputable firm.
- Data systems use security software and password systems to prevent unauthorized access.
- A Technological Assessment Plan is developed annually and reviewed for updates.
- Participation in the Health Information Exchange is closely monitored with appropriate controls established to protect confidential information.
- In addition to protecting computer hard drives, portable storage devices such as thumb drives, files transmitted via emails shall be protected from unauthorized use and HIPAA compliant.
- File encryption software shall be utilized as needed.

Data sources:

- Policies and Procedures Manual
- Technological Assessment Plan
- HIPAA Security Risk Assessment
- Insurance Policy Coverage
- Security Measures

Risk of Recoupment of Funding:

Moderate

The quality of clinical records is crucial to our various funding sources. Each funding source has the ability to review our clinical records for appropriateness, completeness, and accuracy. If our documentation is deemed to not conform to standards, the funding source has the right to recoup the funding in question.

Risk control measures are:

- Build out control measures in Echo Vantage to help manage clinical record content.
- Areas that cannot be checked by the automated clinical records system include, but are not limited to, the
 quality of the documentation required to meet the standards of practice, improper designation of
 payment source by the service provider, and note content that does not match the service provided or
 that is inadequate for the time duration billed. Quality Assurance staff perform periodic reviews to
 determine compliance with record-keeping requirements that are not built into the automated clinical
 records system.
- Directors have oversight of documentation reviews for all new employees until such a time their work is of a higher level.
- Errors that are detected are corrected, when possible, and billing adjustments are made when corrections are not possible.
- Information is used to identify on-going training needs for clinical and billing staff.
- Instead of having a QA/Medical Records Director, we split them and hired a new Medical Records Director to provide greater attention to our records.

Data Sources:

- Quality Assurance reports
- Audit results
- Clinical Team notes
- Management Team notes
- Board Meeting Minutes
- Medical Record Review reports

Risk of Personal Injury on Agency Property or During Transportation:

Moderate

Hope strives to maintain a safe workplace and minimize the severity and number of personal injuries in all facilities including transportation. We are increasing the number of buildings in which we provide services. We will go from three to four. We will be increasing our transportation needs by providing a shuttle between the buildings.

Risk control measures are:

- Employee Safety Committee
- Employees are to keep work areas clear of potential hazards and equipment in good working condition.
- Problems with the facilities, grounds, or vehicles that are potentially hazardous are to be reported to the Safety Officer, maintenance, or a supervisor and appropriate actions taken to mitigate or eliminate the hazard.
- When appropriate, warning signs may be utilized.
- Facilities are regularly inspected by maintenance.
- Vehicles are regularly inspected and maintained by Transportation.
- Facilities are inspected annually by fire marshal.

Data Sources:

- Internal/External inspections
- Incident reports and work comp ins
- Safety Drill reports
- · Annual staff training
- On site Risk Manager (Safety Officer)
- Property and vehicle insurance.







HOPE Technology Road Map 2023

HOPE Roadmap Series

Planning a brighter future.







Address

Phone

Online

HunterCare Health 10120 Broadway Ext, Oklahoma City, OK 73114 ione; + 405 605 0546

Email:

bscott@huntercarehealth.com

Website;

www.hopecsi.org

01. Overview

Summary

This is a brief overview of the upcoming technology implementations and recommendations. The current mission and goal of the technology team are Security and service. Everything is centered around creating a full-circle offering to keep HOPE's data and infrastructure Safe, Operational, and Recoverable.

Current HOT items in progress

- · Configuration of Encrypted email for PHI transmission
- · Format of email archive for HIPPA SOP Protocol
- · WIFI upgrades for Walker, SW 70th, 8125
- · Password Policy for All staff using Gear on the HOPE infrastructure
- DUO Multi Factor integration

02. Project Roadmap

2023

April Encrypted Email

It is setting up Barracuda to handle transmission using a tool that follows the guidelines on best practices and is considered a HIPPA-approved tool. This will help facilitate the immediate need to transmit client information per partner needs. This is in process and should be completed the week of April 7th, 2023

April Email Archive

With the introduction of PHI transmission, all emails must be archived for 6yrs for audit purposes. The software should also provide the ability for governance and health check. This will allow HOPE to comply with any HIPPA or CARF audits. This should be completed the week of April 14th. 2023.

June Password Policy

With the current climate of attacks and cyber threats, a new policy regarding passwords is the foundation of the security footprint. Starting from a minimal framework, the goal is to bring it up to a proper automated standard and not a burden to the end user. This will begin with a meeting for a proposal with Leadership. Once the adoption is agreed on, the rollout timeframe will be decided. Est Rollout would be June 2023. This is also very important for WFH (work from home).

September WiFi Upgrades

Currently, the Walker location Cisco gear is at the end of its life and needs to be transitioned out. Also, creating a secure, robust, and unified WIFI platform is required. This will support the expansion of HOPE and the security-facing footprint it needs. As the need for mobile devices grows, it will provide a secure data lane protecting the users, the organization, and the client. Due to the manufacturing issues, the wait on Aruba has been 14-18 months. The expected completion of this project at all sites is Sept of 2023.

TBA **DUO Multi-Factor Integration**

To wrap a tighter Multiwall around the security of sensitive data and support a more dynamic work structure, DUO is a gap bridge. This will prevent man-in-the-middle attacks while keeping the end user secure at the office, home, or field. This was initially discussed and approved in the 3rd quarter of 2022 but was backlogged due to other technology needs in an urgent state. The plan was to roll this out around the time 8125 opens.

The current staff license rate is 3\$ per user with 315 users. Cost \$945 Per Month, so \$11,340 per year.

03. Backlog Items

Workstation Replacements

Pre-Pandemic, we were doing 5 per month to keep a slow influx of new units to replace older ones about to fail. Also, we had the flood incident, and some units will have a shorter life than usual due to that event. We have more options with the changes in electronic acquisitions becoming more reliable regarding workstations. Going to a bulk quarterly purchase expense will provide HOPE with the most significant discount.

Also, the change from traditional workstations to laptops with docks and accessories would be the new platform. This would facilitate a WFH need should it arise, and history says it can.

30 workstations quarterly: \$39,000 Est based on Market price as of this month

04. On the Horizon

Servers & Firewall at Walker HQ

We will come upon a replacement time frame for that gear in one year. The current market Price is between 100-140k for unit replacement, which will be in flux due to the market and how many things we have moved to SharePoint and Echo Vantage.

Estimated Replacement price: 100-140k (Will start pricing end of the year)

Digital Process and Archive Solution

There has been some cursory investigation into how this should be approached. This project would encapsulate the digitalization of medical records and other company needs. One potential use is the scanning with plug-ins direct to Bamboo HR. This would create a digital archive, strengthen disaster recovery, and land important information in an index online. Currently, we are waiting on pricing and a Proof of Concept, and pricing is TBD.

Estimates are at 20k per year with a setup fee of around 5k.

Upgrade Alarm Controllers to Total Connect (or equivalent)

To create broad visibility to the state of things and a way to easily on or off-board staff. This would allow all sites to be viewed from a single app and tie each staff member to a unique password. This would also log the opening and closing of buildings for liability purposes. In the case of an event, mgmt. Would be notified with clear information on the location of the incident after hours. I would suggest this as contracts run out or reach a buy point that justifies it—\$ 1200 per building conversion with \$35 per month monitoring.

05. Recommendations

· HIPPA ISO Certified

This would be the foundation for policy and Procedure with governance on handling all data. This would then be audited by a third party for Validity.

Drata for the Framework 15k EST 3rd Party Partner for Audit 5-15k EST

· Verkada or Avigilon Conversion

This would create a single place to manage everything for Security, Access control, and Cameras.

Over the next five years, as things come up for replacement, choose a single platform-agnostic to the service provider. This would bring in tools that leadership could be a part of instead of only specialized contractors and high-level tech. This would also break down the siloed system into a single management platform for insights, management, and review

Revamp of the Training Room

The current projector is running toward the end of its life. Also, it's difficult to see them if the lights are on. The whole operation is complex. I suggest going to Large Screen Monitors on the walls or revamping the training room. This would create a single remote to power everything on and off—also a smoother integration for streaming video for training to the intelligent boards and Permanent Monitors. There would need to be a discussion on the direction of new projectors or Monitors and the best use case of room setup.

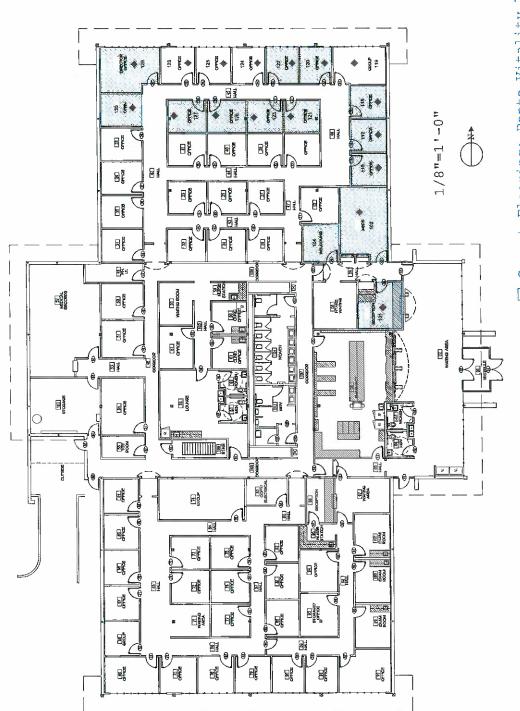
Est Cost: 25k

HunterCare Health





HunterCare Health www.huntercarehealth.com



Carpet Flooring: Pentz Vitality 7093T, Core 3114 Rubber Base: 4" Roppe, Burnt Umber

Painting: Entire Room/Walls One Color,
Match Existing



February 6, 2023

Heather Helberg Hope Community Services 6100 S. Walker Ave. Oklahoma City, OK 73139

RE: Hope 6100 - Water Damage Repairs

Mrs. Helberg,

We appreciate the opportunity to provide our services to Hope Community Services. Anderson & House, Inc. has a long-standing proud history serving the construction industry and contributing to the growth of Oklahoma City.

We propose to furnish/install labor and materials to complete per the following scope of work:

- Removal of existing/water damaged flooring and cove base
- Install Vitality 7093T Carpet Tile, Color Core 3114
- Furnish rooms with Roppe 4" Cove Base, Color Burnt Umber
- Repaint rooms to match existing color, unless directed otherwise
- Replace water damaged ceiling tile as needed, all extra ceiling to remain on site for owner use. Estimated one box for every two rooms

Grand Total:

\$ 26,111.00

Jarod Thompson | Project Manager

Anderson & House, Inc.

CARPET ONE COMMERCIAL 300 S. PORTLAND OKLAHOMA CITY OK 73108

OKLAHOMA CITY, OK 73108 Telephone: 405-946-2341 Fax: 405-946-2412 ES229535

Page 1

ESTIMATE

Sold To

ANDERSON & HOUSE, INC
1627 WEST MAIN STREET
OKC, OK 73106

Ship To HOPE 6100

 Quote Date
 Cell
 PO Number
 Quote Number

 01/27/23
 405-232-1188
 ES229535

Inventory	Style/Item	Color/Description	Quantity Units	Price	Extension
7093T	VITALITY MODULAR	CORE	210,00 SY	26.20	5,502.00
2098	TAYLOR DYNAMIC PRESSURE SENSITIVE ADHESIVE - 4 GALLON	DYNAMIC PRESSURE SENSITIVE ADHESIVE - 4 GALLON	3.00 EA	126,50	379.50
DCXX	DURA COVE BASE 4" JOHNSONITE 4' PIECE	BURNT UMBER	600.00 EA	3.80	2,280.00
	CARPET TILE INSTALL / EMPTY		210.00 SF	6.50	1,365.00
	COVE BASE INSTALL		600.00 LF	1.50	900.00
	CARPET TU/GLUE DOWN/ACTION BACK		1,630.00 SF	0.57	935.00
	TAKE UP VCT		270.00 SF	1.00	270.00
	FLOOR PREP		1,890.00 SF	0.30	567.00

DOES NOT INCLUDE REMOVAL OF OLD FLOORING, BASE, REMOVAL OF OLD ADHESIVE, OR FLOOR PREP

- 02/02/23		- 5:50PM -
Sales Representative(s):	Material:	8,161.50
JAY HOEY	Service:	4,037.00
	Misc. Charges:	0.00
Ouete Velid for 7 Doug	Sales Tax:	703.93
Quote Valid for 7 Days	Misc, Tax:	0.00
	ESTIMATE TOTAL:	\$12,902.43



LaDonna@ldouglassfloors.com

405-210-8783 P.O. Box 21725 Oklahoma City, OK 73156

Date: Wednesday, January 25, 2023

From: LaDonna Douglass
To: Anderson & House
Attn: Jarod Thompson

Subject: Hope West Recovery Water Damage

Pages: One (1)

Base Bid:

Base bid includes labor & materials for the installation of the following in 15 Rooms:

- Pentz Vitality 7093T Carpet Tile, Color Core 3114 (same as Hope Walker)
- Roppe 4" Cove Base, Color Burnt Umber (same as Hope Walker)
- Demo of Existing Carpet, Laminate Flooring and Rubber Base
- Includes Moving Furniture Within Offices
- EXCLUDES packing, unplugging of computers, phones, etc. Furniture moving only.

Base Bid\$12,000.00(Tax EXcluded)

Isocore Tech Wood Laminate is currently only sold in Russia, China and Netherlands. It is no longer allowed in the USA/Canada. Recommend chair mats at carpet tile.

WARRANTY: 1 YEAR FOR WORKMANSHIP ONLY

*NOTES: THIS PROPOSAL INCLUDES STANDARD FLOOR PREP. (1 BAG / 1,000 S/F) STANDARD FEATHER FINISH FLOOR PREP IS DEFINED AS SLAB BLEMISHES, MINOR CRACKS, and NAIL HOLES. ANY ADDITIONAL BAGS WILL RESULT IN A CHANGE ORDER TO REFLECT \$67.00/BAG FOR FEATHER FINISH and \$115.00 FOR SL-1 LEVELING CEMENT PLUS TRAVEL EXPENSES. A MOISTURE TEST WILL BE PERFORMED ON EVERY JOB PRIOR TO INSTALLATION TO DETERMINE MOISTURE and PH LEVEL OF SLAB.

DISCLAIMER: L Douglass Contract Floors cannot assume responsibility of any pre-existing JOBSITE conditions such as soil or slab stability, ground water, hydrostatic pressure, vapor and/or moisture vapor pressure or the presence and condition of vapor barriers, and any unreported substrate contamination. The presence or influence of the above conditions may negatively affect the performance of any flooring system or material installed. The proposal pricing is subject to withdrawal by L Douglass Contract Floors if not accepted within (30) days.



Pro-safe remodeling



IF IT IS ON YOU MIND... IT IS IN OUR HAND TO MAKE IT POSSIBLE!

QUOTE#002 02/06/2023

FROM:	To: Anderson & House Inc.
Francisco Renk	Hope Community service 6100s walker
Pro-safe remodeling 317 S.E 22 ND ST	
OKC OK ,73129	
(405) 204-6839	
prosaferemodeling@gmail.com	
Paint	\$8,700.00
*reception 101	
*Meds 102	
*offices	
116	
117	
118	
120	
121	
122	
123	*
124	
125	
126	
127	
128	
129	
130	
*group 119	
All material include	
	Total: \$8,700.00

Last Review: August 17, 2022 Last Revision: August 17, 2022

5.03.12 HEALTHY CHOICES AT HOPE: HEALTH HOME PROGRAM

PROGRAM DESCRIPTION

The Healthy Choices at HOPE Program (HCH) is a multidisciplinary team focused on providing consumers with an array of services utilizing wraparound supports to improve overall health including physical and mental health. HOPE is dedicated to providing quality driven, cost effective, and culturally competent services that are person and family centered, HCH utilizes evidence base practices and individual service planning that addresses the whole person and includes natural supports when available. HCH focuses on the provision of physical health, prevention, and health promotion as well as coordination of the consumer's mental health and substance abuse service needs. HCH provides comprehensive care management, care coordination, and transitional care across settings. Transitional care includes appropriate follow-up from inpatient to other settings, such as participation in discharge planning and facilitating transfer from a pediatric to an adult system of health care. HCH promotes chronic disease management, including self-management support to individuals and their families. HCH coordinates individual and family support services, including referral to community, social support, recovery services, and long term care supports and services. Within the HCH program, each client will participate in creating a person-centered care plan that coordinates and integrates all clinical and non-clinical health care related needs and services. HCH expects proper and continuous use of health information technology to link services, facilitate communication among team members and between the health team and individual and family caregiver, and provide feedback to practices, as feasible and appropriate. In addition, HCH is monitored as part of a quality improvement program, which collects and reports on data that permits an evaluation of increased coordination of care and chronic disease management on individual-level clinical outcomes, experience of care outcomes, and quality of care outcomes at the population level. With regard to youth clients, HCH provides services with a single point of accountability to ensure that medically necessary services and supports are accessed, coordinated, and delivered in strength-based, individualized, family driven, youth guided and ethnically, culturally and linguistically relevant manner developed through a wraparound care planning process consistent with Systems of Care values.

GOALS AND OBJECTIVES

Coordinate high quality primary and behavioral health care services informed by evidence-based clinical practice guidelines

Coordinate primary and behavioral health care on-site as well as in the community

Model healthy living and assist consumers in developing skills for recovery

Utilize curriculum to improve physical and mental wellness utilizing a team model and concept

Provide directed and individualized treatment to empower consumers to move towards healthy lifestyles

Identify support systems that are stable and interchangeable throughout the health plan

Assist consumers in developing their balanced health plan for the lifespan

TARGET POPULATION

Must have a diagnosis of Severe Mental Illness (SMI) or Serious Emotional Disturbance (SED) Consumers diagnosed with a chronic disease to include behavioral health and primary health care

EXCLUSIONS

Consumer receives Health Home services through another provider

Consumers in need of medical services beyond our scope will receive a referral as outlined in policy 5.02.02.

Participating in waiver program

SPECIAL POPULATIONS

1. Accommodations have been made for deaf and hearing impaired to access services at HOPE and obtain interpreter if needed

Last Review: August 17, 2022

Last Revision: August 17, 2022

HOPE pharmacy is located on site to provide medication for physical as well as mental health conditions. HOPE pharmacy is a closed pharmacy and is only accessible to HOPE consumers and staff.

PROCEDURES

Outreach and engagement: Outreach is the process of educating potential referral sources and/or consumers on program and available services. Engagement is the process by which identified participates are assisted in initiating services.

- a. Outreach will be conducted with community partners to identify consumers that would benefit from HH services. Outreach will be conducted in a variety of ways, via brochures, presentations, meetings with potential referral sources and potential consumers. Communication with area hospitals and medical providers is key to facilitate smooth transitions of referral and quick access of supportive services. Program Director is responsible for identifying clients to be outreached. Program Director will delegate specific outreach and engagement tasks to program staff. All Clinical staff are trained to provide Behavioral Health Home outreach services.
- b. Engagement services will be person centered and vary based on the needs of the consumer. But may include transportation, reminder calls, home visits, etc.

Screening: an integrated screening is conducted on all new consumers to evaluate and assess needs and level of services requested. (See policy 5.02.01) This includes but is not limited to: medical, behavioral, mental health, trauma, substance use, and gambling.

Admission: HCH is a voluntary program and eligible consumers are informed about the program by HCH staff. Consumers are offered a variety of services under this program and are able to decline any service they do not want, however, if a consumer is not participating in the HCH services, they may be unenrolled from the program.

Children entering foster care: When notified of a youth participant entering foster care, HCH will coordinate services to ensure the client has access to an appropriate health care professional for health screening within 72 hours. In addition, HCH will ensure access to a comprehensive medical and behavioral health assessment within 30 days of placement in foster care.

Records Requests: In the event a client transfers to another Health Home, any records requested will be provided to the other agency within 15 days in accordance with applicable privacy laws. In the event that a client chooses to discontinue Health Home services, records will be provided to the client's Primary Care Provider within 15 days of client's request in accordance with applicable privacy laws. All other record requests will be handled according to Policy 5.07.00.

SCOPE OF SERVICES

- 1. Initial and comprehensive Assessments/ Person centered treatment planning
 - a. See policy 5.09.01 for basic requirements and deadlines.
 - b. HCH recovery plans will include the coordination and integration of all their clinical and non-clinical health care related needs and services.
- 2.—Preventative and health promotion services:
 - a. Health Promotion activities will be coordinated within the agency as well as in the community for active consumer and community involvement. Health activities will be inclusive of Town Hall Meetings, Health Fairs, Health Screening, Employment and Education Fairs, and other community involved health promoted activities.
 - b. Development of educational health materials to share with consumers and the community in creating a whole person and community supported health lifestyle for improved living throughout the lifespan.

Last Review: August 17, 2022 Last Revision: August 17, 2022

a. Individual and family support services include but are not limited to:

- i. Teaching individuals and families self-advocacy skills.
- ii. Peer support groups
- iii. Modeling and teaching how to access community resources.
- iv. Identifying resources to support the client in attaining their highest level of health and functioning

YOUTH SPECIFIC INFORMATION

Youth HCH will incorporate all of the above services as well as some additional components listed below:

- 1. The youth program is facilitated using the systems of care wraparound model including the use of the Ohio Scales, Strength Needs Culture Diversity assessment (SNCD). The youth program includes youth under the age of 21 unless transitional youth (18-20) are better served under the adult model. This will be determined on a case by case basis.
- Care Coordination will be delivered with a single point of accountability to ensure that medically necessary
 services and supports are accessed, coordinated, and delivered in strength based, individualized, family
 driven, youth guided, and ethnically, culturally and linguistically relevant manner.
- 3. Additionally, utilization of a family support provider and corresponding services when applicable to integrate family & social supports in the recovery process.

In addition to Agency Quality improvement activities HOPE will conduct ongoing performance improvement monitoring designed to objectively and systematically evaluate and improve the quality of consumer care related to HCH. HOPE monitors each program for service effectiveness, efficiency, access, and client satisfaction. HCH will also obtain data on client perceived control over care and perceived control over recovery for entire agency in first year to establish agency baseline. HCH enrolled clients will be surveyed again after 6, 9, and 12 months of services to identify changes.

For the initial year of HCH we will be tracking services and health care data including but not limited to: lab results, diagnosis of health conditions (see Health Risk Appraisal), body mass index (BMI) and blood pressure to identify high risk, high volume, or problem prone areas. Future goals and measures will be determined based on these findings as well as incidence, prevalence, and severity of problems. Priority will be given to improvements that affect behavioral outcomes, client safety, and person-centered quality of care.

Furthermore, HOPE will track and analyze adverse client events such as multiple ER visits or hospital stays; significant deterioration of lab results, or diagnosis of chronic or fatal health conditions. Findings in all areas will result in a corresponding action focused on improvement of client care and preventive actions.

Outcomes management processes which include measures required by CMS and the State and may also include measures from the SAMHSA National Outcomes Measures, NCQA, and HEDIS as required to document improvement in population health. HOPE will conduct quarterly peer review and/or record review to assess: quality of services delivered; appropriateness of services; patterns of service utilization; treatment goals and objectives based on assessment findings and consumer input; services provided which were related to the goals and objectives; patterns of access to and utilization of specialty care; and the care plan is reviewed and updated as prescribed by policy.

All critical incident reports and consumer grievances or complaints are reviewed on a monthly, quarterly and annual basis in order to identify any prevalent trends or actions needed. See policy on Critical Incident reporting.

Last Review: April 26, 2023 Last Revision: April 26, 2023

1. Introduction and Purpose

In keeping with its commitment to maintain the highest standards of conduct and ethics, HOPE Community Services, Inc. ("HOPE") has adopted this Procurement Policy ("Policy") to ensure that goods and services purchased by HOPE are obtained in a cost-effective manner and in compliance with applicable federal and state laws.

The acquisition processes described in this Policy apply to all purchases made by (1) HOPE's Accounting & Finance Office ("Purchasing Department"), and (2) HOPE programs independent of the Purchasing Department by employees, directors, officers, or agents (together, "HOPE Purchasers"). HOPE Purchasers are required to have prior approval from CEO. Purchases may also be subject to prior funding source approval and additional requirements imposed by grants or contracts. Program Directors are responsible for reviewing any such additional requirements, bringing them to the attention of the Purchasing Department, and ensuring that contractors and vendors perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders.

2. Code of Conduct

- A. HOPE Purchasers shall not participate in the selection, award, or administration of a contract if they have a real or apparent conflict of interest. Such a conflict arises when:
 - i. The HOPE Purchaser; any immediate family member (spouse, child, parent, parent- in-law, sibling, or sibling-in-law); partner; or an organization that employs, or is about to employ, any of the above has a direct or indirect financial or other interest in or will receive a tangible personal benefit from a firm or individual considered for the contract award.
- B. HOPE Purchasers shall not solicit or accept gifts, money, gratuities, favors, or anything of monetary value, except unsolicited items or services of nominal value from vendors, prospective vendors, parties to subcontracts, or any other person or entity that receives, or may receive, compensation for providing goods or performing services for HOPE.

3. Procurement Requirements and Consideration

- A. <u>Competition</u>. All procurements shall be conducted in a manner that provides, to the maximum extent practical, full and open competition. Procurements shall:
 - Avoid noncompetitive practices that may restrict or eliminate competition, including but not limited to:
 - a. Unreasonable qualification requirements.
 - b. Unnecessary experience and excessive bonding requirements.
 - c. Noncompetitive pricing practices between firms or affiliated companies.
 - d. Noncompetitive contracts to consultants on retainer contracts.

- e. Organizational conflicts of interest.
- f. Specifying "brand name" only instead of allowing "an equal to" product.
- g. Arbitrary actions.
- ii. Not intentionally split a single purchase into two or more separate purchases to avoid dollar thresholds that require more formal procurement methods. Exclude contractors that develop or draft specifications, requirements, statements of work, or invitations for bids or requests for a proposal from competing for such procurement.
- iii. Include in any prequalified list an adequate number of current, qualified vendors, firms, or products.
- iv. Not preclude potential bidders from qualifying during the solicitation period.
- Not use any geographic preferences (state, local or tribal) in the evaluation of bids or proposals, except where expressly mandated or encouraged by applicable Federal statutes.
- B. <u>Profit</u>. For sole source procurements or when cost analysis is used, profit must be negotiated as a separate element of the procurement price.
 - To establish a fair and reasonable profit, consider: complexity of work performed, risk borne by contractor, contractor's investment, amount of subcontracting, quality of contractor's record and past performance, and industry profit rates in surrounding geographical area for similar work.
 - ii. HOPE may not use either the cost plus a percentage of cost, or percentage of construction cost methods of contracting.
- C. Minority Owned, Women Owned, and Small Business Vendors. HOPE is committed to taking all necessary affirmative steps to assure that minority business, women's business enterprises and labor surplus area firms ("MWSB Vendors") are used whenever possible. Such steps include:
 - i. Placing qualified MWSB Vendors on solicitation lists
 - ii. Soliciting MWSB Vendors whenever they are potential sources;
- D. <u>Minimum Bonding Requirements</u>. For construction or facility improvement contracts or subcontracts exceeding \$250,000 (or the Simplified Acquisition Threshold), the requirements for bonding shall, at a minimum, be as follows:
 - i. A bid guarantee from each bidder is equivalent to five percent of the bid price.
 - ii. A performance bond on the part of the contractor is for 100% of the contract price.
 - iii. A payment bond on the part of the contractor is for 100% of the contract price.
 - iv. All bonds required in this section are obtained from companies holding certificates of

- authority as acceptable sureties pursuant to the surety requirements for companies doing business with the United States (31 CFR Part 223).
- E. <u>Solicitations</u>. All solicitations shall incorporate a clear and accurate description of the technical requirements for products or services to be procured. Descriptions:
 - i. Must not contain features which unduly restrict competition.
 - ii. May include a statement of the qualitative nature of the material, product or service to be procured.
 - iii. When necessary, must set forth minimum essential characteristics and standards necessary to satisfy its intended use.
 - iv. Must avoid detailed product specifications if at all possible.
 - v. May use a "brand name or equivalent" description to define performance or other salient requirements when impractical or uneconomical to make a clear and accurate description of technical requirements. Specific named brand features required to be met must be clearly stated.
 - vi. Must identify all requirements which offerors must fulfill and all other factors to be used in evaluating bids and proposals.
- F. <u>Considerations</u>. HOPE Purchasers should consider taking the following actions when procuring goods and services:
 - i. Conduct a lease vs. purchase analysis, when appropriate, including for property and large equipment.
 - Consolidate or break out procurements to obtain a more economical purchase, if possible.
 - iii. Use state and local intergovernmental or inter-entity agreements, or common or shared goods and services, where appropriate.
 - iv. Use federal excess and surplus property in lieu of purchasing new equipment and property, if feasible and reduces project costs.
 - v. Use value engineering clauses to offer reasonable opportunities for cost reductions in construction contracts for projects of sufficient size.
 - vi. Use time and materials contracts only if no other contract is suitable and the contract includes a ceiling price that the contractor exceeds at their own risk. If such contract is negotiated and awarded, HOPE must assert a high degree of oversight to obtain reasonable assurance that contractor using efficient methods and effective cost controls.

4. Procurement Methods

- A. All procurements. All procurements made under this policy shall:
 - i. Be necessary, at a reasonable cost, documented, not prohibited by law or the applicable funding source, and made in accordance with this Policy.
 - ii. Avoid acquiring unnecessary or duplicative items.
 - iii. Engage responsible vendors who possess the ability to perform successfully under the terms and conditions of a proposed procurement. HOPE Purchasers shall consider: vendor integrity, public policy compliance, past performance record and financial and technical resources.
- B. <u>Standard Methods</u>. For transactions meeting the specifications set forth in Appendix 1, HOPE Purchasers shall follow the applicable procurement method set forth therein.
- C. Exceptions to Standard Methods.
 - i. Sole Source. Procurement by solicitation of a proposal from a single source may only be used if one of the following apply and are documented:
 - a. Item is only available from a single source;
 - b. Public exigency or emergency will not permit any delay;
 - c. Federal awarding agency or pass-through expressly authorizes in response to a HOPE request; or
 - d. After soliciting a number of sources, competition is determined inadequate.
- 5. Procurement Procedures See Appendix 2 for HOPE Procurement Procedures.
- 6. Contract Provisions All HOPE procurement contracts shall contain the applicable contract provisions contained in Appendix II to 2 CFR Part 200 Contract Provisions for Non-Federal Entity Contracts Under Federal Awards.

7. Documentation

- A. Debarment. HOPE shall either:
 - i. Confirm and document that the vendor is not excluded from doing business with the federal government (see www.sam.gov/SAM/) before entering into a contract; or
 - ii. Obtain a signed Debarment Certificate substantially in the form of Appendix 3.
- B. <u>Lobbying Certificate</u>. HOPE shall obtain signed Lobbying Certificates substantially in the form of Appendix 4 for procurements > \$100,000.
- C. <u>Records</u>. HOPE shall maintain records sufficient to detail history of each procurement transaction. These records must include, but are not limited to:
 - i. A description and supporting documentation showing rationale for procurement method (e.g., cost estimates);

- ii. Selection of contract type;
- iii. Written price or rate quotations (such as catalog price, online price, email or written quote), if applicable;
- iv. Copies of advertisements, requests for proposals, bid sheets or bid proposal packets;
- v. Reasons for vendor selection or rejection, including Finance Committee and Board minutes, rejection letters and award letter; and
- vi. The basis for the contract price.

8. Compliance with this Policy

Program Directors and, where applicable, the Purchasing Department, shall maintain oversight to ensure that contractors and vendors perform in accordance with the terms, conditions, and specifications of contracts or purchase orders. Violations of this policy may result in disciplinary action, up to and including termination.

Reviewed by CEO:		
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Reviewed and Adopte	d by HOPE Board of Directors:	Pata

Appendix 1 Standard Methods of Procurement

Туре	Threshold	Method
Micro-purchase	≤ \$10,000	- Price must be reasonable
		 Periodically distribute purchases equitably among qualified vendors
Small Purchase	\$10,000.01 \le \$250,000	 Obtain written price or rate quotations from at least two qualified vendors
		 Example documentation: catalog price, online price, email or written quote
Sealed Bids	> \$250,000	Pre-Solicitation - Conduct cost or price analysis
		Solicitation - Publicly advertise invitation for bids
		 Include specifications or information sufficient for bidders to respond
		- Provide adequate time to respond
		- Solicit a sufficient number of bids
		Bid Review/Selection - Open bids at time and place set forth in invite
		- Award to lowest responsive and responsible bidder
		- May reject bids for sound, documented reason
		- Award written, fixed price contract
Competitive >	\$250,000	Pre-Solicitation - Conduct cost or price analysis
		Solicitation - Publicly advertise request for proposals
		 Identifies all evaluation factors and their relative importance
		- Solicit bids from at least two vendors
		Proposal Review/Selection - Consider all proposals to maximum extent practical
		 Use written method to conduct technical evaluations of the proposals
		 Award contract to bidder with most advantageous proposal, considering price and other factors
		- Award fixed price or cost-reimbursement contract

Appendix 2 HOPE Procurement Procedures

A. Frequency of Procurement

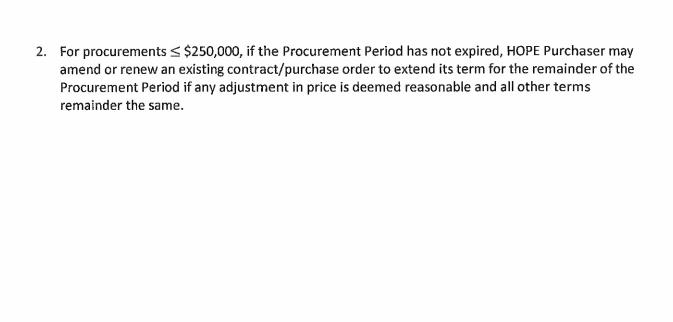
- 1. A Procurement Period is the period of time after the initial procurement procedure, i.e., a quote or request for proposals, and before HOPE must conduct a new procurement process.
- 2. Unless otherwise stated, Procurement Periods can vary in length.
 - Factors to consider when setting a Procurement Period: length of funding source contract, complexity of funding source requirements, type of service to be provided, customization needed.
- 3. Generally, HOPE should conduct a procurement for most goods and services every three to five years. However, the frequency at which HOPE conducts procurement processes should be reasonable and should take into account funding source requirements as well as the nature of the goods and services procured. Unless otherwise specified, the default is for HOPE to conduct a procurement every five years.

B. New Contract/Purchase Order

- 1. HOPE Purchaser determines the applicable and appropriate procurement method.
 - a. If micro-purchase or small purchase methods are appropriate, conduct procurement as outlined in this Policy and retain appropriate documentation of quotes and vendor selection, etc. If prior approval is required for the purchase, refer to step 2.
 - b. If sealed or competitive bid methods are required, complete steps 2 through 5.
- 2. If funding source approval is required, work with [Designated Staff] to obtain. Depending on the procurement method used, HOPE Purchaser completes Bid Form and submits to [Designated Staff] as part of the approval process.
- 3. [Designated Staff, e.g., HOPE Purchaser, in consultation with Purchasing Department] formalizes the bid packet and submits it to [specify method of public distribution, i.e., local newspaper, websites, etc.]
- Depending on thresholds set for Board of Director's approval, [Designated Staff] either makes
 the procurement decision or presents all bid responses to the Finance Committee of the Board
 of Directors.
- 5. If the Finance Committee is involved, it makes a recommendation on awarding the bid to the Board of Directors. Bid award is reviewed and voted on by the Board of Directors and noted in Board minutes.

C. Extension/Renewal of Existing Contract/Purchase Order

- For procurements > \$250,000, if the Procurement Period has not expired, HOPE Purchaser may amend or renew an existing contract/purchase order to extend its term for the remainder of the Procurement Period if any adjustment in price is deemed reasonable pursuant to a cost analysis, and all other terms remain the same.
 - a. Example, if the competitive procurement covered a 5 year period and the initial contract/purchase order was for two years, HOPE Purchaser may extend the term of the initial contract/purchase order for up to three years so long as the price is deemed reasonable pursuant to a cost analysis and all other terms remain the same.



Appendix 3

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion Lower Tier Covered Transactions

Instructions for Certification

- 1. By signing and submitting this contract or proposal, the prospective lower tier participant is providing the certification set out below.
- 2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
- 3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or had become erroneous by reason of changed circumstances.
- 4. The terms covered transaction, debarred, suspended, ineligible, lower tier covered transaction, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meaning set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. The term "principals" includes, but is not limited to, officers, directors, owners, partners, and principal investigators. You may contact the person to which this proposal or contract is submitted for assistance in obtaining a copy of those regulations.
- 5. The prospective lower tier participant agrees by signing and submitting this contract or proposal that should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
- 6. The prospective lower tier participant further agrees by submitting this proposal that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion-Lower Tier Covered Transaction," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
- 7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not proposed for debarment under 48 CFR part 9, subpart 9.4, debarred, suspended, ineligible, or voluntarily excluded from covered transactions, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the List of Parties Excluded from Federal Procurement and Nonprocurement Programs.
- 8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the

ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is proposed for debarment under 48 CFR part 9, subpart 9.4, suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment, Suspension, Ineligibility an Voluntary Exclusion Lower Tier Covered Transactions

- (1) The prospective lower tier participant certifies, by signing and/or submission of this proposal or contract, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name of Vendor, Contractor, or Subgrantee:	
Signature:	
Name of Authorized Signatory:	
Title:	
Date:	

Appendix 4 Certification Regarding Lobbying

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

Signature		
Title		
Organization		 -