

November 11, 2016

Dear Commander Ramsay,

On behalf of Thrive Counseling Center, I want to extend our gratitude to the Oak Park Police Department for its dedication and commitment to the safety and well-being of Oak Park residents who suffer in crisis. We deeply value our long-standing partnership with the Department as our collaboration has provided life-saving services to many in our community. We are pleased to have the opportunity to extend our crisis services to the Department and the community for another three years.

The Crisis, Access and Referral program and services offered by Thrive Counseling Center make a real difference in the lives of those with urgent needs in our community. Our Crisis Response Team is comprised of highly skilled clinicians who are specially trained to respond to emergency situations. Our team takes pride in our quick response times as well as our ability to make professional and thorough assessments of each crisis situation. While we pay particular attention to the needs of the individual in crisis, we are trained to look at the whole picture...keeping in mind the needs of the family and significant others that may be present.

Being mindful of the fiscal challenges facing all public support agencies in Illinois, we are submitting a proposal with no increase from the final year of our last contract throughout the entire term of the new contract. This equates to a total contract of \$423,000. The request is \$141,000 for each year of the contract.

We are pleased to submit this proposal for your thoughtful consideration to continue our partnership in this important work. We are mindful of our long standing, and solid partnership that together, has worked hard to serve the community well. We share the same goal...to best serve those in our community in crisis. We strongly believe that our local presence in the Oak Park community as well as our proven ability to provide quality and timely crisis service make Thrive the right partner for the Oak Park Police Department.

Thank you for the opportunity to continue to partner with your team... and thank you for your thoughtful consideration of this proposal. As you review our proposal, please do not hesitate to call me if you have any questions or concerns.

John Meister
Interim President / Executive Director
Thrive Counseling Center
120 South Marion Street, Oak Park, IL 60302
jmeister@thrivecc.org
708-383-7500 x302 (direct)
708-383-7780 (fax)

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Respondent Background

Thrive Counseling Center
120 South Marion Street
Oak Park, Illinois 60302

Incorporated: Illinois, January 3, 1918

Relationship Manager: Kristen Keleher, LCPC 708.383.7500 x 204

Alternate: John Meister, Executive Director, 708.383.7500 x 302

Name	Credentials	Position	Length of Service
Keleher, Kristen	LCPC	Manager of Crisis and Access Center Services	8 yrs, 6 months
Strening, Patricia	LPC	Crisis/Access Worker/Counselor	1 year, 6 months
Cooper, Chloe	LPC	Crisis/Access Worker/Counselor	7 months
Mitchell, Barbara	LPC	Crisis/Access Worker/Counselor	2 months
Green, Jodie	MSW	WIN Therapist / Client Advocate/Off hours Crisis	5 yrs, 3 months
Schloer, Justin	LPC	Off Hours Crisis Worker	8 years
Gallagher, Lauren	LPC	Off Hours Crisis Worker	2 years
Gawlik, Jennifer	LCPC	Off Hours Crisis Worker	4 years
Paul, Joe	Psy. D. (in process)	Off Hours Crisis Worker	4 months

Proposed Scope of Services

- 1. The agency must provide crisis workers who have at least a bachelor's degree in a human services field and who have been trained in providing crisis intervention;*

Response: All primary crisis workers are either licensed therapists with a master's degree or have a bachelor's degree in social work, psychology or a related field and are working towards their master's degree. Extensive crisis intervention training is provided on an on-going basis through individual supervision, staff development and peer consultation. At all times the primary crisis staff person has access to an advanced licensed master's degree clinician for consultation.

- 2. The agency must have crisis workers who are available twenty-four hours per day, seven days per week.*

Response: Thrive Counseling Center crisis workers are available to provide 24-hours per day, 7 days per week crisis/emergency intervention and to respond to critical incidents and special police social service issues.

- 3. The agency must provide crisis workers who have the ability to serve a diverse client population.*

Response: The Thrive crisis workers are culturally competent and have the ability to serve a diverse client population. Crisis workers are trained on an ongoing basis in cultural diversity issues, including issues specific to race, ethnicity, age, gender, religion, socio-economic status, sexual minority status, psychiatric diagnosis and various disabilities. Monthly in-service trainings are provided on a variety of topics with learning objectives focused on the development of sensitivity to such issues as diversity. Cultural diversity is one of our top priorities in professional development. As such, funds are also allocated to staff for workshop attendance external to the agency. Thrive embraces diversity as an organizational value.

- 4. The agency must provide crisis workers and social workers who have the education, training and experience to be capable of differentiating among mental illness, substance abuse, and other mental illness related problems, and must have access to licensed therapists for consultation.*

Response: Thrives crisis workers either have masters or bachelor's degrees in social work, psychology or a related field. An intensive introductory training period consists of: 1) development of risk assessment skills based on empirically supported research and literature; 2) accompanying senior crisis workers on actual calls; 3) first aid and CPR training. In addition, workers receive weekly individual and / or group supervision, attend monthly in-services and can attend relevant seminars. This clinical

training and prior experience in the mental health and social service field enable crisis workers to differentiate between various types of mental illnesses, substance abuse and other mental health concerns. The agency's crisis program coordinator and supervisor of the police social service program is a Licensed Clinical Professional Counselor (LCPC) with extensive mental health assessment and crisis intervention training and experience. This staff person or another senior level crisis staff carries a pager 24/7 for crisis staff consultation.

Thrive crisis workers will provide assessment services which will differentiate among mental illnesses, substance abuse, and other mental illness related problems, and will have access to licensed therapist for consultation.

Services

5. *Crisis workers will respond to pages by telephone within 15 minutes, and will, when deemed appropriate by police personnel, arrive at the scene of a crisis within one hour without transportation assistance from the Village.*

Response: Over the past year the crisis team has had an average phone response time of 5 minutes and an in-person response time of 30 minutes. On a rotating schedule, Thrive Counseling Center crisis workers carry a pager 24 hours per day. This enables them to respond by telephone to OPPD within the 15 minutes expected response time. Agency crisis workers on average arrive on the scene within one half hour during business hours and within an hour after business hours, and will continue to hold both response times as top priorities.

Thrive crisis workers will respond to pages by telephone within 15 minutes, and will, when deemed appropriate by police personnel; arrive at the scene of a crisis within one hour without transportation assistance from the Village of Oak Park except when a subject is needing transportation to a medical facility.

6. *Crisis workers must provide preliminary assessment for clients referred by the police, regardless of a client's ability to pay for services.*

Response: Clinical assessments are completed on all police-referred clients regardless of the client's ability to pay for the service. Emergency crisis and post-crisis services, up to three consultation meetings, are offered without cost to people referred by the OPPD. For ongoing counseling and psychiatric services following the post-crisis consultation, client fees are determined based on their funding (including all forms of insurance) and the family or individual's ability to pay. The agency honors a sliding fee schedule sensitive to household size and income for residents of Oak Park and River Forest to ensure access to service if the resident does not have insurance or is unable to afford the deductibles or co-pays of their insurance.

Crisis Intervention and Other Police Social Work Services Proposal
Village of Oak Park – Oak Park Police Department
Submitted by: Thrive Counseling Center

7. *When appropriate, crisis workers will arrange for the hospitalization of clients. When safety considerations permit and at the discretion of the Police Department, crisis workers who are at a scene with a client will assume control of a situation and allow officers to leave.*

Response: The crisis workers have been trained to facilitate admission of both voluntary and involuntary clients to the local state-operated hospital and to other local private hospitals. Crisis staff are trained in the admission process of the state-operated facility and are regarded as the primary gatekeeper for such referrals coming out of our community by the Illinois Department of Mental Health. Thrive has ongoing contractual working relationships with the state-operated facilities and is able to address problems arising around admissions expeditiously. Additionally, Thrive's crisis workers have extensive knowledge of local hospitals and their psychiatric units and are able to ensure the most clinically appropriate and expeditious referral is made.

Thrive crisis staff, when clinically indicated, will arrange for the hospitalization of clients. Crisis workers who are at a scene with a client will, when safety considerations permit, assume control of a situation and allow officers to leave.

8. *The agency will contact persons mentioned in police reports, (i.e., crime victims, mentally ill persons, substance abusers) in a timely manner and offer non-emergency follow-up services when appropriate, or link them to agencies, preferably sited within the Village, which can provide appropriate services.*

Response: A Thrive crisis worker will collect non-emergency police reports from the Oak Park Police station Records Department on a weekly basis, or more often as needed. (It is Thrive's current understanding that domestic violence reports are referred to Sarah's Inn through another referral process.) These reports are placed in the agency mailbox by the police station personnel. Thrive's police social service staff then sorts through the non-emergency police reports. All persons listed on police reports forwarded to Thrive are contacted by agency staff via telephone within 24 hours of receiving the report. Referrals in need of more urgent outreach are faxed to Thrive Counseling Center, and Thrive's police social service staff will outreach within 24 hours. The person(s) are informed of various types of counseling services offered at Thrive and are encouraged to engage in services.

Thrive's crisis staff will contact individuals mentioned in police reports, i.e., crime victims, mentally ill people, substance abusers, and offer non-emergency follow-up service when appropriate or link them to agencies, preferably situated within the Village which can provide appropriate services.

Crisis Intervention and Other Police Social Work Services Proposal
Village of Oak Park – Oak Park Police Department
Submitted by: Thrive Counseling Center

9. The agency will provide support for the victims and witnesses of crimes under the Victim Witness Assistance Program.

Response: Crisis workers provide emergency assessment and crisis counseling for victims and witnesses of violent crimes referred by the officer responding to the scene. Non-emergency referrals of Victim/Witness' are made either via fax, telephone or written report from the responding officer. The agency no longer receives funding from the Illinois States Attorney for the Victim Witness Programming but will continue to provide free risk assessments and consultations to victims and witnesses of violent crime through our agreement with the Village of Oak Park. Services required beyond these will be available on a reduced fee schedule. When necessary, case management services are available for victims and witnesses. In addition, these clients have access to the full range of counseling and other social services offered at Thrive Counseling Center.

10. The agency will provide Interim Crisis Intervention Service to youths who meet the criteria for Minors Requiring Authoritative Intervention as defined in 705 ILCS 405/3-3.

Response: Emergency assessments and follow-up services are available to youth (ages 12 through 17) and their families who are experiencing crises, including but not limited to, youth who are: a) absent from home without parental consent or lockouts; b) runaway youth; c) homeless youth; or d) acting out behavior beyond the control of the parents. Emergency referrals are made by the responding officer. A crisis worker will provide an on-site assessment and crisis intervention with the goal of stabilizing and reunifying the family. If family reunification is not possible at the time of the crisis assessment, the crisis worker will secure alternative housing for the minor. Non-emergency referrals occur via telephone or submission of a written report by the responding officer. Crisis workers will provide assessments, and, if appropriate, follow-up counseling and social services for up to 21 days in order to stabilize the family and reintegrate the youth back to the home.

11. The agency will accept referrals of youthful offenders for delinquency prevention through counseling and other structured programs designed to deter future delinquent behavior.

Response: Crisis workers provide assessment and follow-up services then refer to the agency's youth team staff for follow-up services (e.g. anger management and/or therapy services). Referrals may be made to the youth program either during the agency's normal hours of operation via telephone or written referral by the responding officer, or after hours via the on-call crisis worker.

The State of Illinois Department of Human Services no longer provides Delinquency Prevention Grants throughout the state including their funding of Thrive for these services. Thrive's crisis and youth services will continue to accept referrals of youthful offenders for delinquency prevention through counseling and other structured programs designed to deter future delinquent behavior through our agreement with the Village of Oak Park.

Crisis Intervention and Other Police Social Work Services Proposal
Village of Oak Park – Oak Park Police Department
Submitted by: Thrive Counseling Center

- 12. The agency will contact the Police Department every business day to receive referrals and relevant police reports and provide consultation on individual cases, to the degree that confidentiality requirements permit;*

Response: Agency crisis staff will contact the Police Department every business day to receive referrals and relevant police reports and provide consultation on individual cases, to the degree that confidentiality requirements permit. Crisis workers will follow up on every non-emergency referral with a telephone assessment, and will offer follow-up services to all residents referred in this manner. Crisis workers will inform referring officers of the status of each case (whether services were accepted or declined) via a written feedback report.

- 13. The agency will consult on, and when necessary, provide training for officers in handling persons who are mentally ill and others in need of help;*

Response: Consultation is provided to the police officer whenever needed, 24 hours a day. Training to the police officers is formally presented by Thrive's staff regarding mental illness, suicide prevention and other mental health issues either annually or as requested.

On an annual basis, Thrive staff will provide appropriate psychiatric crisis intervention training to Oak Park Police officers in January and February or as requested. Thrive's crisis staff will consult on, and when necessary, provide training for officers in dealing with persons with serious mental illness and others in need of help.

- 14. The agency will provide outreach, follow-up assessment and linkage for non-emergency referrals as indicated by police reports;*

Response: All non-emergency police report referrals are responded to by one or more of the following interventions: 1) phone call, or 2) home visit and/or office visit.

Thrive crisis staff provide outreach, follow-up assessment and linkage for non-emergency referrals as indicated by police reports.

- 15. The agency will provide consultation meetings with youth officers and with other officers as needed;*

Response: Thrive's crisis and youth service staff are available to consult with youth officers and all OPPD officers on an as-needed basis. The agency is committed to collaboration with officers and other village staff in order to assist residents in resolution of concerns which have brought them to the attention of the Oak Park Police Department.

Agency crisis and youth staff will provide consultation meetings with youth officers and with other officers as needed.

Crisis Intervention and Other Police Social Work Services Proposal
Village of Oak Park – Oak Park Police Department
Submitted by: Thrive Counseling Center

16. The agency will provide follow-up phone calls and home visits to police-referred persons;

Response: See # 8 and #14. For emergency requests for service, Thrive staff will meet the police officer at the residence of the subject being referred for service within the guidelines stipulated under this Agreement.

17. The agency will provide a social worker one evening per week for on-site social service consultation and interviewing of police-referred cases;

Response: Thrive crisis and/or youth service staff will be made available as needed for on-site consultation and interviewing and on a specific evening if requested by OPPD personnel. Thrive crisis staff is also available on a 24-hour per day, 7-day per week basis to consult on site per request.

18. The agency will provide public speaking and community education in conjunction with police officers for community problems/concerns; and

Response: Thrive crisis and/or other staff is available to join police officers to address community problems per request. In order to accomplish this, additional crisis back-up staff would need to be scheduled during these times. OPPD request for agency staff during the course of the current contract to participate in community education talks has been within the staffing capabilities of the program. If this requirement should exceed staff being available for more than two community public speaking events per month, the agency would need to further discuss this contract requirement.

19. The agency will provide monthly reports of services rendered, as well as such other reports as may be required by the Village.

Response: Monthly reports indicating emergency and non-emergency services provided to the Oak Park police department are forwarded on a monthly basis. These reports show the number of events and types of problem areas served.

The agency Police Social Service and Crisis Intervention Program will provide monthly reports of services rendered, as well as such other reports as may be required by the village.

Proposed Schedule of Implementation

As Thrive Counseling Center has been providing crisis services with the Oak Park Police Department for over 20 years, no lead time is required as the service delivery system is in place. While this collaborative model has been effective over the years, our team will continually look for ways to improve and enhance our work to best serve the Oak Park Community.

References

- | | | |
|----|--|---------------------------------------|
| 1. | Madden Mental Health Center
1200 First Avenue, Hines, IL, 60141 | Gustavo Espinosa
708-524-2582 |
| 2. | Oak Park Community Mental Health Board
1010 Lake Street, Suite 616, Oak Park, IL, 60301 | Lisa DeVivo
708-383-8855 |
| 3. | Oak Park Police Department
123 Madison Street, Oak Park, IL, 60302 | Chief Anthony Ambrose
708-358-5502 |
| 4. | River Forest Police Department
400 Park Ave, River Forest, IL 60305 | Chief Greg Weiss
708-714-3526 |

License to Provide Service in Illinois and Disclosures

All assigned key professional staff has current/valid licenses to provide service in the State of Illinois, as applicable.



Oak Park

Attachment I.

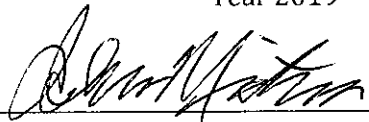
Cost Proposal Form

Vendor shall state as part of its proposal a written description of its quality assurance method to be utilized to ensure proper indexing of all documents.

Provide cost proposal based on the proposed operations schedule under Section II in the space provided below:

Cost Proposal for Thrive Counseling Center for support of Crisis Intervention and Other Police Social Work Services

Year 2017	\$141,000
Year 2018	\$141,000
Year 2019	\$141,000

By: 
John Meister
Interim President/Executive Director, Thrive Counseling Center

Date: November 11, 2016

Accepted By: _____
Cara Pavlicek, Village Manager
Village of Oak Park

Date: November 11, 2016

Proposal Signature:

State of ILLINOIS, County of COOK

John Meister, being first duly sworn on oath deposes and says that the Consultant on the above Proposal is organized as indicated below and that all statements herein made on behalf of such Consultant and that their deponent is authorized to make them, and also deposes and says that deponent has examined and carefully prepared their proposal from the Specifications and has checked the same in detail before submitting their Proposal; that the statements contained herein are true and correct.

Signature of Consultant authorizes the Village of Oak Park to verify references of business and credit at its option.

Signature of Consultant shall also be acknowledged before a Notary Public or other person authorized by law to execute such acknowledgments.

Thrive Counseling Center
Organization Name

(Seal - If Corporation)

By:

[Signature]
Authorized Signature

Dated:

November 11, 2016

120 S. Marion Street, Oak Park, IL 60302
Address

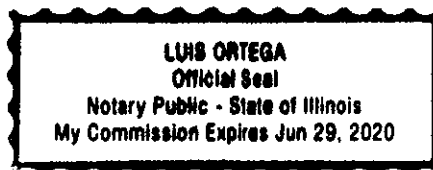
708-383-7500 x 302
Telephone

JMeister@thrivecc.org
E-mail

Subscribed and sworn to before me this

11 day of NOV, 2016.

[Signature]
Notary Public





Attachment II. Compliance Affidavit

I, John Meister being first duly sworn on oath depose and state as follows:

(Print Name)

1. I am the (title) Interim President / Executive Director of the Proposing Firm ("Firm") and am authorized to make the statements contained in this affidavit on behalf of the Firm.
2. The Firm is organized as indicated on Exhibit A to this Affidavit, entitled "Organization of Proposing Firm," which Exhibit is incorporated into this Affidavit as if fully set forth herein.
3. I have examined and carefully prepared this proposal based on the Request for Proposals and verified the facts contained in the proposal in detail before submitting it.
4. I authorize the Village of Oak Park to verify the Firm's business references and credit at its option.
5. Neither the Firm nor its affiliates¹ are barred from proposing on this project as a result of a violation of 720 ILCS 5/33E-3 or 33E-4 relating to bid rigging and bid rotating, or Section 2-6-12 of the Oak Park Village Code related to "Proposing Requirements".
6. Neither the Firm nor its affiliates is barred from contracting with the Village of Oak Park because of any delinquency in the payment of any debt or tax owed to the Village except for those taxes which the Firm is contesting, in accordance with the procedures established by the appropriate revenue act, liability for the tax or the amount of the tax. I understand that making a false statement regarding delinquency in taxes is a Class A Misdemeanor and, in addition, voids the contract and allows the Village of Oak Park to recover all amounts paid to the Firm under the contract in a civil action.
7. I am familiar with Section 13-3-2 through 13-3-4 of the Oak Park Village Code relating to Fair Employment Practices and understand the contents thereof; and state that the Proposing Firm is an "Equal Opportunity Employer" as defined by Section 2000(E) of Chapter 21, Title 42 of the United States Code Annotated and Federal Executive Orders #11246 and #11375 which are incorporated herein by reference.
8. All statements made in this Affidavit are true and correct.

Signature: 

Printed Name John Meister

Name of Business: Thrive Counseling Center Your Title: Interim President / Exec. Director

Business Address: 120 S. Marion Street Oak Park IL 60302

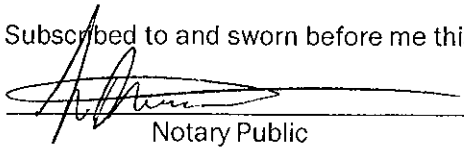
(Number, Street, Suite #)

(City, State & Zip)

¹ Affiliates means: (i) any subsidiary or parent of the bidding or contracting business entity, (ii) any member of the same unitary business group; (iii) any person with any ownership interest or distributive share of the bidding or contracting business entity in excess of 7.5%; (iv) any entity owned or controlled by an executive employee, his or her spouse or minor children of the bidding or contracting business entity.

Telephone: 708 383 7520 xt 302 Fax: 708-383-7780 Web Address: JMeister@
thrivecc.org

Subscribed to and sworn before me this 11 day of NOV, 2016.


Notary Public





Attachment III. EEO report

Please fill out their form completely. Failure to respond truthfully to any questions on their form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of proposal. An incomplete form will disqualify your proposal.

1. Vendor Name: Thrive Counseling Center

2. Check here if your firm is:

 MBE

 WBE

 ✓ Non MBE/WBE

(Copies of all certification letters must be included)

3. What is the size of the firm's current stable work force?

30 Number of full-time employees

9 Number of part-time employees

EEO REPORT

Please fill out this form completely. Failure to respond truthfully to any questions on this form, or failure to cooperate fully with further inquiry by the Village of Oak Park will result in disqualification of this Bid. An incomplete form will disqualify your Bid. For assistance in completing this form, contact the Purchasing Department at 708-358-5473.

An EEO-1 Report may be submitted in lieu of this report

Vendor Name Thrive Counseling Center
Total Employees 39

Job Categories	Total Employees	Total Males	Total Females	Males				Females				Total Minorities
				Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander	Black	Hispanic	American Indian & Alaskan Native	Asian & Pacific Islander	
Officials & Managers	6	3	3									
Professionals	27	4	23	1				3			2	4
Technicians	1											
Sales Workers												
Office & Clerical	5		5	1				2				3
Semi-Skilled												
Laborers												
Service Workers												
TOTAL	39	8	31	2				5			2	9
Management Trainees												
Apprentices	8	2	6					1				1

This completed and notarized report must accompany your Bid. It should be attached to your Affidavit of Compliance. Failure to include it with your Bid will be disqualify you from consideration.

John Merster, being first duly sworn, deposes and says that he/she is the Interim President/Executive Director
(Name of Person Making Affidavit) (Title or Officer)

of Thrive Counseling Center and that the above EEO Report information is true and accurate and is submitted with the intent that it be relied upon.

Subscribed and sworn to before me this 11 day of Nov, 2016.

[Signature] (Signature)
11-11-2016 (Date)

