



October 15, 2019

Ms. Kellie Murphy,

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.

Thrive Counseling Center makes 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. We take pride in our quick response times as well as our ability to make professional and thorough assessments of each individual experiencing a crisis. 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.

Since June of 2018, Thrive Counseling Center has engaged with LivingWorks International to provide various suicide awareness, prevention and intervention workshops and trainings. One critical aspect of this effort is ASIST, Applied Suicide Intervention Skills Training which Thrive has made available to more than 20 people, the majority of whom are Thrive Counseling Center crisis workers. This training enhances Thrive's ability to serve the community's crisis needs. In addition to providing for assistance in a Mental Health Crisis, Thrive is now able to intervene when someone is in the midst of a Suicide Crisis.

Since July of 2018, Thrive has also conducted 15 safeTALK workshops, training approximately 300 people to be suicide aware gatekeepers and alert helpers to recognize someone who is suffering with thoughts of suicide. These gatekeepers are trained to provide assistance to someone who is suffering and then connect them to an ASIST trained person to get them the help they need to stay safe.

We recognize the financial challenges facing all public support agencies in Illinois and although we are requesting a modest increase of approximately 2.5% per year in our proposal over previous years, we are asking for this increase after four years of no increase.

Thank you for the opportunity to continue to partner... 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.

Respectfully,

John Meister  
President / Executive Director  
Thrive Counseling Center  
120 South Marion Street, Oak Park, IL 60302  
[jmeister@thrivecc.org](mailto:jmeister@thrivecc.org)  
708-383-7500 x104

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## Respondent Background

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

Incorporated: Illinois, January 3, 1918

Relationship Manager/Account Executive: Cicely Johnson, Clinical Director, 708.383.7500 xt315

Alternate Manager/Executive: John Meister, Executive Director, 708.383.7500 xt104

Name	Credentials	Position	Length of Service
Johnson, Cicely	LCSW	Clinical Director	2 months
Kauffmann, Angie	LCSW	Clinical Program Manager	1 year 4 months
Phillips, Elaine	LPC	Crisis & Access Services Coordinator	2 years 1 month
Dumbroff, Michelle	QMHP	Crisis/Access Worker & Therapist	1 year 1 month
Krueger, Tess	QMHP	Crisis/Access Worker & Therapist	1 year 1 month
Cronin, Jenna	LSW	Off Hours Crisis Worker	2 years 1 month
Gallagher, Lauren	LCPC	Off Hours Crisis Worker	4 years 11 months
Gray, Liz	LCSW	Off Hours Crisis Worker	2 months
Jones, Myisha	MSW	Off Hours Crisis Worker	2 months
Perisee-Johns, Victoria	LCPC	Off Hours Crisis Worker	1 year 2 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 365 days/yr.

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.

All full-time staff is trained in several suicide prevention approaches including ASIST (suicide intervention skills), QPR (Question, Persuade, Refer) and safeTALK (suicide alertness).

In addition, workers receive weekly individual and 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 and Access Services Coordinator is a Licensed Professional Counselor. The crisis team is supervised by the Clinical Program Manager who is a Licensed Clinical Social Worker. The Crisis Coordinator and Clinical Program Manager have extensive mental health assessment and crisis intervention training and experience. This staff person or another senior level crisis staff is available through Telmediq (HIPPA compliant smart phone app) 24/7 for crisis staff consultation.

Thrive crisis workers will provide risk 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 5 minutes, and will, when deemed appropriate by police personnel; arrive at the scene of a crisis within one hour after business hours without transportation assistance from the Village of Oak Park. When necessary, crisis worker will coordinate transportation on behalf of the client to an appropriate medical facility for further care.

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 services 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.

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 is 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 provided by police station personnel once the crisis worker signs off on the exchange. 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.

*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 appropriate, 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 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.

- 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 (safeTALK, QPR) 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 in indicted 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 indicted 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.

*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

Crisis Intervention and Police Social Work Services Proposal  
Submitted by: Thrive Counseling Center

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 generated by the agency and forwarded on a monthly basis. These reports show the number of events and types of problem areas served.

All relevant information is indexed in our electronic medical records database.

The agency's Crisis Intervention & Police Social Work Services 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**

The partnership between Thrive Counseling Center and the Oak Park Police Department began in 1972. With over 45 years of experience in providing these services, 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. IDHS- Division of Mental Health  
Dan Wasmer  
(773)-908-6267  
[dan.wasmer@illinois.gov](mailto:dan.wasmer@illinois.gov)
2. Oak Park Police Department  
Chief LaDon Reynolds  
708.386.3800  
[lreynolds@oak-park.us](mailto:lreynolds@oak-park.us)
3. River Forest Police Department  
Chief Jim O'Shea  
708-714-3540  
[joshea@vrf.us](mailto:joshea@vrf.us)
4. Community Mental Health Board of Oak Park  
Lisa DeVivo, Executive Director  
708-358-8855  
[ldevivo@cmhb-oakpark.org](mailto:ldevivo@cmhb-oakpark.org)
5. River Forest Township  
Carla Sloan, Supervisor  
708-366-2029  
[cbsloan.rftownship@gmail.com](mailto:cbsloan.rftownship@gmail.com)
6. RiverEdge Hospital  
Carey Carlock  
708-209-4182  
[Carey.Carlock@uhsinc.com](mailto:Carey.Carlock@uhsinc.com)
7. Oak Park River Forest High School  
Katie Madock  
708-383-0700 xt 3728  
[kmaddock@oprfs.org](mailto:kmaddock@oprfs.org)
8. Fenwick High School  
Nancy Drennan  
708-386-0127 xt 334  
[ndrennan@fenwickfriars.com](mailto:ndrennan@fenwickfriars.com)

### **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.

Within the past five (5) years, the agency has not been involved in any previous or pending litigation which dealt with the quality of services and/or pricing of products provided.



## 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  
Crisis Intervention and Police Social Work Services

Year 2020	\$144,300.00
Year 2021	\$147,900.00
Year 2022	\$151,500.00

Proposal Signature: 

State of ILLINOIS, County of COOK

John H. 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:  Dated: 10-14-2019  
Authorized Signature

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

708-383-7500 xt.104  
Telephone

jmeister@thrivecc.org  
E-mail

STATE OF ILLINOIS, COUNTY OF COOK  
Subscribed and sworn to before me this

14<sup>TH</sup> day of OCT, 2019.

  
Notary Public





## Attachment II. Compliance Affidavit

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

(Print Name)

1. I am the (title) President/Exec. 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 affiliates<sup>1</sup> 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 H. Meister

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

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

(Number, Street, Suite #)

(City, State & Zip)

<sup>1</sup> 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: 708.382.7500 Fax: 708.383.7180 Web Address: jmcistera  
xt 104 thrivecc.org

State of ILLINOIS, County of Cook  
Subscribed to and sworn before me this 14<sup>TH</sup> day of OCTOBER, 2019.

[Signature]  
Notary Public





### Attachment III. M/W/DBE Status

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:

- ☐ Minority Business Enterprise (MBE) (A firm that is at least 51% owned, managed and controlled by a Minority.)
- ☐ Women's Business Enterprise (WBE) (A firm that is at least 51% owned, managed and controlled by a Woman.)
- ☐ Owned by a person with a disability (DBE) (A firm that is at least 51% owned
- ☒ None of the above

(Copies of all certification letters must be included)

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

28 Number of full-time employees

16 Number of part-time employee

Signature: 

Date: 10-14-2019

# Attachment IV. EEO Report

## 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.

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

Vendor Name Thrive Counseling Center  
Total Employees 34.8 (FTE)

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	3.4	1.6	1.8	-	-	-	-	1.0	-	-	-	1.0
Professionals	26.1	2.5	23.6	-	1.0	-	-	1.8	3.5	-	2.8	9.1
Technicians	3.3	1.0	2.3	-	-	-	-	-	.8	-	-	.8
Sales Workers												
Office & Clerical	2.0	.5	1.5	-	-	-	-	-	-	-	-	-
Semi-Skilled												
Laborers												
Service Workers												
TOTAL												
Management Trainees												
Apprentices												

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.

[Signature], being first duly sworn, deposes and says that he/she is the 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 14th day of October, 2019.

[Signature] (Signature)  
14 Oct 2019 (Date)

ANGELA CAGGIANO  
Official Seal  
Notary Public - State of Illinois  
My Commission Expires Jan 23, 2021