

General Professional Services Questionnaire

A. Project Name and Advertisement Resolution Number:

SOQ 22-044 Evidence-Based Treatment Services to At-Risk Youth and-or their Families SQQ: 81332844

B. Firm Name & Address:

Impact Counseling & Support Services (ICSS)
1901 Manhattan Blvd
Bldg D
Harvey, La 70058

C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project:

Tyshica "Ty" Lofton, LCSW-BACS
CEO & Clinical Director
504-408-0860
tylofton@impactcounselinginfo.com

D. Address of principal office where Project work will be performed:

1901 Manhattan Blvd
Bldg D
Harvey, La 70058

E. Is this submittal by a JOINT-VENTURE? Please check:

YES **D** NO **v'**

If marked "No" skip to Section H. If marked "Yes" complete Sections F-G.

F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.

1.

2.

General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES or x NO

H. List all subcontractors anticipated for this Project. Please note that all subcontractors must submit a fully completed copy of this questionnaire, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.

Name & Address:	Specialty:	Worked with Firm Before (Yes or No):
1.		
2.		
3.		
4.		
5.		

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I. Please specify the total number of support personnel that may assist in the completion of this Project
4

J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.

PROFESSIONAL NO. 1

Name & Title:

Danika Frank, MHP

Name of Firm with which associated:

Impact Counseling & Support Services

Description of job responsibilities:

The Mental Health Professional will counsel individuals and groups to promote optimum mental health. The Mental Health Professional will help individuals deal with thoughts of suicide; addictions and substance abuse; family, parenting, stress management; problems with self-esteem; and issues associated with aging and mental and emotional health.

Years' experience with this Firm:

2yrs

Education: Degree(s) Near/Specialization:

MSW/LMSW

Other experience and qualifications relevant to the proposed Project:

See attached resume. 5yrs of providing mental health and substance abuse services in Louisiana to youth/adults.

General Professional Services Questionnaire

PROFESSIONAL NO. 2
Name & Title:
Alison Jones, MHP
Name of Firm with which associated:
Impact Counseling & Support Services
Description of job responsibilities:
The Mental Health Professional will counsel individuals and groups to promote optimum mental health. The Mental Health Professional will help individuals deal with thoughts of suicide; addictions and substance abuse;
Years' experience with this Firm:
1yr
Education: Degree(s)/Year/Specialization:
MSW/LMSW
Other experience and qualifications relevant to the proposed Project:
See attached resume. 7yrs of providing mental health and social services in Louisiana to youth/adults.

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PROFESSIONAL NO. 3
Name & Title:
Gilbert Lofton, Youth Behavior Interventionist
Name of Firm with which associated:
Impact Counseling & Support Services
Description of job responsibilities:
Keep children safe during instances of aggression and/or self-injury and follow protocol. Implement, as directed by supervisors, individualized treatment plans in a
Years' experience with this Firm:
2yrs
Education: Degree(s)/Year/Specialization:
BA
Other experience and qualifications relevant to the proposed Project:
See attached resume. 15yrs in Juvenile Justice System as operations supervisor & dorm leader. Over 5yrs in education working with high need youth with behavior issues.

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PROFESSIONAL NO. 4
Name & Title:
Tyshica Lofton, LCSW-BACS
Name of Firm with which associated:
Impact Counseling & Support Services
Description of job responsibilities:
The Licensed Mental Health Clinician will counsel individuals and groups to promote optimum mental health. The Mental Health Professional will help individuals deal with thoughts of suicide; addictions and substance abuse;
Years' experience with this Firm:
4yrs
Education: Degree(s)/Year/Specialization:
MSW, LCSW-BACS
Other experience and qualifications relevant to the proposed Project:
See attached resume. Motivational interviewing training under a MINT certified clinician. 2022 received 18hrs of MI intro, intermediate & advanced training. Certificates can be provided. See attached resume. Trained in OJJ CBI substance abuse group intervention and have 3yrs of experience working with adjudicated youth.

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PROFESSIONAL NO. 5
Name & Title:
Kristin Foster, Program Admin. Assistant
Name of Firm with which associated:
Impact Counseling & Support Services
Description of job responsibilities:
Manage data in spreadsheets and reports Keep records and reports up to date Help maintain the budget plan
Years' experience with this Firm:
6mths
Education: Degree(s)/Year/Specialization:
Other experience and qualifications relevant to the proposed Project:
2yrs of admin experience

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K. List all prior projects that best illustrate the Firm's qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.

PROJECT NO. 1

Project Name, Location and Owner's contact information:	Description of Services Provided:
	ICSS has no history of previous projects. This would be the first if awarded.
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 2

Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

PROJECT NO. 3	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 4	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

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PROJECT NO. 5	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 6	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

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PROJECT NO. 7	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 8	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

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PROJECT NO. 9	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 10	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1.		
2.		
3.		
4.		

M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.

N. To the best of my knowledge, the foregoing is an accurate statement of facts.

Signature: Tyshica R. Lofton Print

Name: Tyshica Lofton Tyshica Lofton

Title: CEO/Clinical Director

Date: 9/2/2022

Tyshica R. Lofton, LCSW-BACS

Profile

I have a demonstrated history of producing accurate, timely reports, meeting stringent policies and guidelines related to grant deliverables. I am flexible and versatile- able to maintain a sense of humor under pressure. I can remain poised and competent along with a demonstrated ability to easily meet others where they are while educating, empowering & advocating for their good. I thrive in deadline-driven environments, excellent organizational skills, and skilled in attention to details. Excellent team-building skills and task/goal oriented.

Professional Experience

Licensed Mental Health Professional, Crisis Evaluator & Clinician (for Mental health & Substance Abuse)

- Provides Clinical services to assigned client(s) including: Facilitate/Co Facilitate group therapies, individual counseling and/or family therapy as outlined in treatment plan; Conducts family assessments
- Provide direct clinical treatment using proven therapeutic principles, evidence-based interventions and best practices
- Conduct needs assessments, psychosocial assessments, LOCUS/CALOCUS, 1915I, 1915C and other mental health tools to determine client's level of need or treatment
- Review of referral information, identifying and engaging key participants, identifying systemic strengths and weaknesses, and developing an analysis of the fit of problem behaviors within the ecological context
- Functions as a liaison to outside agencies, participates in case planning conferences, and treatment meetings as needed. When necessary, attends court hearings and represents the agency and client(s)
- Facilitate mental health groups in substance abuse groups & facilitate staff development to educate staff on youth mental health conditions
- Maintains clinical case file for each client to include assessments, individual treatment plan, case notes, and discharge summaries; Ensures all written reports are up-to-date in case file
- Provide crisis counseling/intervention/management, crisis de-escalation, suicide assessment, & mental health assessments wherever necessary
- Engage primary caregivers and other key participants in active change-oriented treatment by identifying and overcoming barriers to engagement
- Develop treatment plan according to the client's diagnosis, goals and needs
- Implement a problem conceptualization, treatment planning, intervention implementation, and outcome review
- Collaborate with all relevant systems and key participants within each system to ensure their buy-in and cooperation throughout treatment
- Coordinate/refer services on behalf of clients, actively contribute/participates in MDT/IDT treatment meeting/staffing
- Must complete all Incident Reports prior to the end of scheduled shift as required by Incident Policy and Procedure
- Maximize units of services and maintain contract units of service by working with clients to stay engaged in treatment

Case Manager/Facilitator for Supportive Services/SSVF

- Perform the client intake and assessment process to orient the client to the program and produce a comprehensive assessment of consumer service needs
- Identify veterans/individuals in need of services
- Provides direction to assigned Personal Care Attendants by facilitating training, orientation, counseling and discipline according to Supported Living Services Program and Volunteers of America Greater New Orleans, Inc. policies and procedures
- Perform home visits with families and housing inspections
- Provide crisis counseling/intervention wherever necessary
- Complete family assessment educate family on services, and work with family to develop goals
- Coordinate/refer services on behalf of clients
- Perform regular follow-ups, track family progress, and make referrals as needed
- Develop with the client a mutually agreed-upon individual service plan reflecting assessment findings goals. Update the plan with the client as required
- Assists clients with developing skills to fully participate in community life and accessing service to meet their needs
- Functions as primary liaison to governmental agencies that provide financial assistance and services to the client

Tyshica R. Lofton, LCSW-BACS

- Completes and submits documentation of service provision within approved timelines
- Coordinate Vocational services
- Provide education and assistance to individuals with job applications, and preparing for job interviews
- Perform vocational assessments
- Completes written discharge summary for clients who are discharged from the Supported Living Services Program within appropriate time lines
- Performs related duties as assigned

Outreach Coordinator/Trainer/Supervisor

- Managed outreach department
- Developed and conducted staff development/presentations for a multi discipline group
- Facilitate community council meetings and focus groups
- Plan and coordinate community assessment
- Educate the community on services offered
- Work directly with Volunteer Coordinator to recruit, process, and facilitate trainings of all volunteers
- Serve as community liaison between staff, service providers, families, programs, and community
- Coordinate/refer services on behalf of clients
- Conduct enrollment assist families in completing paperwork, and guide to on site partners as needed
- Perform home visits with families and housing inspections
- Provide crisis counseling/intervention wherever necessary
- Complete family assessment educate family on services, and work with family to develop goals
- Perform regular follow-ups, track family progress, and make referrals as needed
- Develop, plan, and coordinate summer activities
- Coordinate Vocational services
- Collaborate with community partners to promote community participation in programs, activities, and events
- Developed and implemented processes, forms, and policies for the Division of Community & Social Services
- Document, track, and maintain data collection for programs
- Develop/assist with budgets and fundraising needs for programs

Employment History

Impact Counseling & Support Services, LLC(ICSS) Private Practice Owner/Therapist, 4/2018-present
Children's Bureau New Orleans (CBNO), part time Mental Health Clinician/Partner Liaison, 3/2018-11/2018
Community Therapeutic Services (CTS), contract LMHP @Mental Health Rehabilitation (MHR) Agency, 6/2015-10/2018
Correct Care Solutions (CCS) @Bridge City Center for Youth, MHP, 12/2014-7/2018
Resources for Human Development (RHO), Addictions Counselor/Crisis Evaluator, 4/2014-5/2016
Odyssey House Louisiana (OHL), Counselor, 8/2013-4/2014
Start Corporation, PSH Case Manager, 6/2013-12/2013
LSS Mental Health Rehabilitation, MHP/MST, 1/2013-6/2013 (contract/temp work)
Volunteers of America Greater New Orleans (VOA), Facilitator/Case Manager, 2011- 2013
Early Childhood & Family Learning Foundation (MJ School/Center), Outreach Coordinator/Trainer, 2010- 2011

Education

MASTER OF SOCIAL WORK

Received: May 2012 Southern University at
New Orleans, New Orleans, LA

BACHELOR OF SOCIAL WORK

Received: May 2009 Southern University at
New Orleans, New Orleans, LA

Credentials/Trainings: GTI Group Intervention, SISTA, MI trained, CBI SA OJJ trained & Seeking Safety Group Model

References available upon request

ALISON MICHELLE JONES, LMSW

5027 Wilton Dr. Apt B, New Orleans, LA 70122 ICell: (504) 239-2564 Ialisonjones45@yahoo.com

AREAS OF TRAINING

Mental Health, Case Management, HIV, Housing, Head Start, Mentoring, Workforce Development

EDUCATION

MASTER OF SOCIAL WORK: HEALTH/MENTAL HEALTH 2016
Southern University at New Orleans

BACHELOR OF SOCIAL WORK: SOCIAL WORK 2014
Southern University at New Orleans

PROFESSIONAL IDSTORY

Models For Success (JOBI) New Orleans, LA
Pre-Enrollment Coordinator 09/2020 - present

Conducted weekly orientation for 400+ youth/young adults interested in education and/or employment attainment. Provided one on one life skills coaching and work readiness training. Assisted participants with creating HIRE Accounts upon entering the Center for the first time. Conducted 200+ individual pre-assessments, administered TABE Assessments, and utilized standard procedures to determine member's needs. Contacted participants for documentation collection, scheduled appointments, assembled referral packets, and performed follow-up contact to potential candidates to maintain engagement.

Kingsley House New Orleans, LA
Family Advocate 02/2020 - 07/2020

Developed and sustained collaborative relationships with an assigned caseload of families and served as primary contact on behalf of child's development. Collaborated with interdisciplinary team to promote families' understanding and management of child's behavior, including positive approaches to discipline. Worked with families to identify strengths and areas of need by completing Family Success Plans.

CrescentCare New Orleans, LA
Community Support Specialist 08/2016 - 08/2019

Provided case management to clients receiving Permanent Supportive Housing (PSH) services. Worked with HIV population and provided health education and continuity of care linkages for medical health care. Assisted all clients with obtaining and maintaining needed resources such as: housing, access to food, health insurance, medical & psychiatric care, financial resources, etc. Completed PSH assessments and recertifications annually and updated individualized treatment plans to support client stability and self-management. Coordinated clients' medical appointments as needed and facilitated communication among multiple providers including transportation.

Clarke Community Services New Orleans, LA
Mental Health Professional 05/2015 -02/2017

Quickly responded to crisis situations when severe mental health and behavioral issues arose. Completed psychosocial assessments, treatment plans, and crisis plans. Worked in a community-based setting and conducted comprehensive in-home visits to maintain clients in a stable home environment. Documented all patient information including service plans, treatment plans, and progress notes.

. References available upon request

Danika K Frank, LMSW

2527 Jared Ln, Marrero, LA 70072

504.439.0638

DanikaKayelle@gmail.com

OBJECTNE

Seeking a position as a school social worker to promote student welfare and academic achievement as well as work with families and the school community to identify barriers to learning.

CERTIFICATION/LICENSURE

Louisiana State Board of Social Work Examiners
Licensed Master Social Worker, 2019

Louisiana State Department of Education
Qualified School Social Worker, 2020

EDUCATION EXPERIENCE

Southern University at New Orleans, New Orleans, LA-School of Social Work
Masters of Social Work, 2016

University of New Orleans, New Orleans, LA
College of Sciences
Bachelors of Science in Psychology, 2010

INTERNSHIPS

Graduate Student Social Work Intern 2015-2016
EXCELth Family Health Center, New Orleans, LA

Graduate Student Social Work Intern 2014-2015
Resources for Human Development (RHD), Harvey, LA-Assertive Community Treatment (ACT) Program

WORK EXPERIENCE

Early Intervention Social Worker 2021-Present
Jefferson Parish Public Schools
Harvey, LA

- Conduct psycho-social assessments, administers, scores, interprets and records finding of a variety of assessments according to established procedures for the identification of student's needs
- Provide individual and group therapy and/or family/parent training sessions
- Conduct Functional Behavioral Assessments (FBA) and Behavior Support Plans (BSP) as needed for students
- Assis in development and implementation of Tier 1, 2, and 3 interventions
- Complete McKinney Vento assessments, implement Check and Connect Program
- Check and monitor attendance regularly, provide assistance to student and families, refer to Truancy and Assessment Service Center (TASC) or Families in Need of Services (FINS) as needed
- Provide crisis intervention services by identifying and assessing student/family needs and initiating an appropriate action plan and participate, when called upon, in Crisis Team Interventions at schools
- Provide Social Emotional Learning (SEL) to students at their assigned schools
- Actively participates in monthly staff meetings, peer study groups, in-services, and professional workshops
- Participate as a member of a variety of teams and committees including Positive Behavior Intervention and Support (PBIS)
- Advocate for children and report any abuse of a child to the appropriate authorities and maintain confidentiality in accordance with the Standards of Practice and Code of Ethics of the Louisiana State Board of Social Worker Examiners

Program Counselor

2018-2021

Bridge House/Grace House
New Orleans, LA

- Perform comprehensive assessments and risk evaluations to assess risks as needed
- Ensure program guidelines are clearly understood by individuals during initial session
- Develop, implement, monitor, evaluate, and modify treatment plans on a consistent basis and complete assessments, progress notes, and collateral contacts in a timely matter
- Schedule weekly sessions for clients, ensure accurate record keeping, and maintain adequate and accurate documentation for caseload that can change on a daily basis
- Provide individual, group, and family counseling
- Assist in de-escalating crisis situations with individuals, as needed
- Collaborate with staff to ensure model compliant delivery of services and to ensure client's health and safety through weekly group staffing
- Assist staff with identifying and ensuring timely access to the appropriate level of care when necessary
- Develop and maintain highly professional and effective relationships with referral sources and assist clients with preparing for the future by developing a discharge plan and providing resources for housing, education, mental/physical health, etc.
- Participates in the development and update of program policies and procedures and attend workshops, trainings, presentations, and treatment team staffing
- Perform other duties assigned by Clinical Director

Care Coordinator ID

2017-2018

Volunteers of America SELA-Supportive Services
Greater New Orleans Area

- Develop, implement, monitor, evaluate and modify a person-centered housing support plan to ensure consumers are receiving services as described in the contract and provide crisis response and intervention
- Prepare and complete accurate, timely reports and documentation for billing of services
- Comply with weekly performance standard by providing 100 billable units a week
- Ensure accurate record keeping and maintain assigned up-to-date client files and program records
- Supervise, provide supervision, and keep supervisory staff apprised of gaps in service availability and assist in efforts to provide needed services
- Conduct strength-based assessments and make referrals to community-based services
- Perform home visits and off-site case management meetings, assist tenants in problem-solving and conflict resolution as well as accessing and maintaining entitlements/benefits and meeting obligations of tenancy
- Participate in training required by accreditation standards, plus performance and quality improvement efforts.

Intake Counselor/Utilization Review Manager

2016-2017

Bridge House/Grace House
New Orleans, LA

- Review intake assessments, schedule intake appointments, and complete intake admissions
- Retrieve clinical information to contact Managed Care Organizations (MCOs) for prior authorizations
- Contact MCOs for concurrent reviews and continued authorizations for services
- Facilitate groups
- Conduct discharge planning during termination phase
- Attend meetings, trainings, and treatment teams
- Create and present presentations

Gilbert Lofton Jr

Objective

To use the skills I have while advancing, acquiring new skills. I am personally dedicated to providing safety, being efficient and producing accurate reports.

Professional Profile

LD/BD Teacher

Develop sound academic plans for students with special needs and to establish manageable tools to ensure the development of programming to meet those needs. Participating in IEP conferences and related administrative meetings. Teaching socially acceptable behavior as determined by the students' individualized education programs (IEPs), by employing techniques in an overall positive behavioral support system. Modifying the general education curriculum for students with disabilities based upon a variety of instructional techniques and technologies. Maintaining accurate and complete student records and prepare reports on student progress and activities.

Operations Shift Supervisor (OSS)

Responsible for a range of duties that support management in maintaining a safe, secure facility. Shift Supervisors oversee administrative and operational security activities during specific shifts for the whole campus. Manage staff during each assigned shift; ensure adequate security coverage; lead count procedures; oversee the custody. Facilitate recreation by organizing and directing participants, schedule the use of facilities, set up and keep records of equipment use, enforce safety rules to prevent injury and ensure that recreation facilities and equipment are used and maintained properly. They may lead classes and provide instruction in a recreational activity; Responds to emergency situations such as searching for escaped youth and rendering first aid, monitoring and responding to calls for help, and calling for help. Provide supervision and control of secure care youth; manage frontline security staff; assist in controlling youth movement; assist in directing the use and issuance of keys, locks, and security equipment.

Dorm Management Transition Team

Was responsible for effectively implementing transition from corrections to LAMOD treatment model. Oversees, plans, prioritizes, and schedules dorm activities and the work of staff. Oversees the implementation of case management standards and the preparation of related forms, records, and reports. Provides counseling to youth individually and in group settings. Promotes understanding of residential and specialized treatment goals and objectives, and coach staff on strategies to achieve treatment goals and objectives. Conducts and ensures the proper training of dorm personnel and monitors the completion of on-the-job training of dorm staff. Represents the dorm or specialized treatment program during staff and special meetings, and provides relevant information regarding

related operations and activities to facility administrators. Plans, assigns, train and supervises the work of others. Performs related work as assigned.

Cadet/Juvenile Justice Specialist (JJS)

Maintains locked doors and gates as per facility policy. Follows facility policies in control and prevention of contraband on grounds (this includes youth, employees, and visitors). Monitors youth movement and provide youth count as per facility policy. Makes security checks of buildings, grounds, fences, doors and gates to ensure that the integrity of security is intact; refers problems and/or deficiencies to proper authority. Follows procedure for searching youth, living quarters, etc. to control contraband. Maintains security and follows instructions in handling emergency situations such as riots, fire, etc.; must maintain a level of functioning which does not induce panic among youth or employees. Institutes security measures when escorting youth inside and outside facility. Responds to order to report to duty during elopement (or other unusual occurrences) and man duty stations as assigned. Supervises those youth assigned to his/her area and contributes toward creation of an atmosphere that is conducive to treatment. Assists in keeping records, etc. on all youth in his/her unit. Assists with all routine clinics, details, and laboratory work for youth (under the guidance of the medical staff).

Accompanies youth to recreational and occupational therapies and all off-site activities to provide security and therapeutic assistance. Participates and assists clinical treatment team members with groups of youth in therapeutic activities. Participates as an active member in treatment team meetings, advising others about observations and recommendations.

Work History

- 7/2013-present, Teacher, Renew School Therapeutic Program (RTP), NOLA
- 02/2008-8/2017, Operation Shift Supervisor, Office of Juvenile Justice (OJJ) Bridge City Center for Youth, Bridge City, La
- 01/2006-12/2007, Dorm Manager/Transition Team, Dept. for Youth & Rehabilitation Services, Washington, DC
- 12/2003-01/2006, Cadet/Juvenile Justice Specialist, OJJ Bridge City Center for Youth, Bridge City, La
- 09/2001-06/2002, LD/BD Teacher, Gretna Middle School, Gretna, La

Education

1996-2001 Grambling State University, Grambling, La

- Bachelor of Liberal Arts (History)

References

References are available on request.