

# SOQ 22-052 Health Care Services

## Jefferson Parish Correctional Center

Due: January 6, 2023, 3:30 p.m.

**Jefferson Parish  
Correctional  
Center**

**VitalCore**  
Health Strategies  
Redefining healthcare

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January 4, 2023

Donna Reamey  
Buyer II  
Purchasing  
Jefferson Parish Purchasing Department  
200 Derbigny Street, Suite 4400  
Gretna, LA 70053

**Re: SOQ 22-052 Health Care Services for  
Jefferson Parish Correctional Center**

Dear Ms. Reamey:

VitalCore Health Strategies, LLC is pleased to provide you with our comprehensive proposal for Health Care Services for the Jefferson Parish Correctional Center. VitalCore has much experience in providing health and mental health services in adult detention facilities throughout the nation, including ones that are very similar in size and scope to the Jefferson Parish facility. VitalCore strongly believes that we are the most qualified contractor to serve Jefferson Parish as we have emphasized in the following paragraphs.

VitalCore's benchmark is not the minimum standard. Our benchmark is community healthcare delivered in detention settings. We have decades of experience seeing vendors struggle to provide appropriate healthcare inside these facilities. We started VitalCore because we know there is a better way, and we are here to deliver it.

VitalCore's senior leaders are all very experienced in providing comprehensive healthcare services and in oversight of such services. We will bring a quite different approach to our work, placing offenders' clinical needs first and working collaboratively with our partners. VitalCore has a positive reputation with our clients, and we have very few legal actions filed against the company. This is because our VitalCore team has very high expectations and values quality of services over fast growth and profits. We are fueled by passion for our work, and our integrity and ethics stand above other companies. VitalCore is well-known for actually doing what we promise we will do.

VitalCore has unique features to offer as you will see in our proposal. Our *Triage Assessment System* ensures that our medical staff correctly assess the patient's needs up front to prevent any illnesses, injuries, or conditions from worsening. We triage as quickly as possible so that when treatment is needed, we can begin immediately. This requires much initial and ongoing training of our site medical staff to help them to make the best decisions possible. Additionally, our regional medical directors review each facility's specialty referrals and off-site emergency visits to determine if they were necessary or could have been prevented. If they were not necessary or could have been prevented, then the regional medical director will counsel and train the site medical staff. Through this system, we have been able to significantly reduce the number and costs for off-site services in most of our contract sites by at least 30% and some by as much as 50%. Reducing off-site visits will save the Parish and the State money through fewer expensive and time-consuming off-site transports and escorts.

Another unique feature is our *Daily Care Management Calls*. A senior clinician leads daily calls in each region of the nation with each facility's Health Services Administrator, DON, or Charge Nurse. Each facility must report any more severe offender illnesses or conditions within the facility to obtain advice from the lead clinician as well other nurses on the call. This call system has prevented conditions from worsening. Facility administrators are invited to sit in on these calls, and those who do have found these calls to be very valuable.

VitalCore also operates a *Secure Telehealth* system for scheduled specialty provider visits and also for emergency purposes. Site nurses may contact a physician through this system when they are uncertain about the need for a patient to be sent to an emergency room. This system also assists with the reduction in off-site services and associated costs.

If VitalCore is selected, Jefferson Parish officials can be assured that we will conduct a smooth transition and that high-quality service will be maintained throughout the contract. We know that you will appreciate our fresh approach and how it minimizes risk for you while delivering superior service to individuals in your custody. VitalCore meets and frequently exceeds NCCHC and ACA standards. We offer many services beyond what other correctional health care companies provide, and VitalCore offers these enhancements at no extra cost.

VitalCore has included our Proposed Staffing Plan and Cost Proposal. These, of course, are negotiable with Jefferson Parish officials.

VitalCore looks forward to partnering with Jefferson Parish. I am the Chief Executive Officer and have participated in and approved our response to this RFP. I will serve as VitalCore's representative who will answer any questions about the proposal and who is authorized to negotiate with Jefferson Parish and bind VitalCore to the terms of a contract. I can be reached by email at [VCHSAdmin@VitalCoreHS.com](mailto:VCHSAdmin@VitalCoreHS.com) or at [VRiggin@VitalCoreHS.com](mailto:VRiggin@VitalCoreHS.com), and by office phone at 785-246-6840 or my mobile phone at 785-260-1875.

Sincerely,



Viola Riggin, CCE  
Chief Executive Officer  
VitalCore Health Strategies, LLC



*Tab 2*

## Responses to Scope of Services Jefferson Parish SOQ 22-052

- (A) Contractor shall provide on premises primary health care services, mental health services, dental services, and infirmary care to a maximum 1193 inmates housed at the Jefferson Parish Correctional Facility;

**VitalCore's Response:**

VitalCore will provide multi-disciplinary, comprehensive primary health care, mental health care, dental health care, and infirmary care services to the Jefferson Parish Correctional Facility. Our goal is to provide the best, most cost-efficient health care services to each facility we serve. We strive to put people over profits, setting us apart from other correctional healthcare companies. We also place practice over theory, which means all our services and policies will be evidence based and will be the result of years of real correctional health care experience. VitalCore will ensure that inmates receive the same type of care that any individual would be provided in the community. We aim to set ourselves apart from other companies by setting higher standards for correctional healthcare. Our proposed medical program will provide a unique approach to delivering medical, mental, and dental health care services to the inmates at this facility from intake to release.

We will provide as many services as possible on site and coordinate with local providers and agencies for any specialty or emergency services that are not available at the facility. VitalCore is experienced in negotiating contracts with local service providers to maintain access to a full scope of services for our patients. We have a unique set of programs that facilitate high quality, comprehensive health care services modified to fit the specific needs of each facility. We will implement a transition plan that will provide seamless implementation of our program at the Jefferson Parish Correctional Facility so that patients receive better care from day one of the contract.

- (B) Contractor must have experience providing health care services to a large patient population and the administrative ability to provide health care services in a correctional facility;

**VitalCore's Response:**

VitalCore maintains various contracts providing exceptional healthcare to correctional facilities with large patient populations. We understand the unique needs of these facilities and have the administrative ability and expertise to deliver excellent quality of care to each inmate. We will ensure proper nursing and clinical staff coverage throughout the facility at all hours. Our regional and corporate office staff offer support through strong oversight of operations at each facility to ensure best practice is executed.

The majority of VitalCore's leadership team have made correctional healthcare their career. We have literally hundreds of years of corrections and correctional healthcare experience among our executive

team. We have compiled the best of the best in the industry to lead VitalCore and provide direction to our team. Not only do we have experience in the direct delivery of correctional healthcare services, but our executive team, led by Viola Riffin and Dr. Lorelei Ammons, have extensive experience in overseeing correctional healthcare companies. In their roles for the Kansas Department of Corrections, Ms. Riffin and Dr. Ammons were responsible for the oversight of health services. In this role, they saw a number of correctional healthcare companies come and go by winning the contract and then losing it to another vendor. They saw the good, bad, and the ugly from each of them, and learned what works and what doesn't work in correctional healthcare in the process. This perspective gives VitalCore unique insight into how to build and manage a successful correctional healthcare program. Please see the attached Biographies and Resumes of our Key Leaders.

VitalCore's ownership model is different than any other ownership model at this major level in the industry. As a financially independent company we have the financial stability to grow in the industry, while keeping us financially stable and safe, free from hedge fund owners, investment companies, and profiteers. We are a self-made company made up of correctional and community healthcare leaders. We are debt free, are beholden to no one except our clients, and have no self-imposed margin of profits to achieve. Our motto is that if we take care of the inmate population, take care of our employees, and take care of our clients, - the money will manage itself, and it does! Leaving us to be one of the largest and most financially successful companies in the industry.

VitalCore's Company Profile is attached which lists our current contract sites and their respective populations. We serve several large county jails with populations similar to Jefferson Parish including Weber County Jail (1100 beds) in Ogden, Utah; Galveston County Jail (1181 beds) in Galveston, Texas; Kent County Correctional Facility (1478 beds) in Grand Rapids, Michigan; and Sedgwick County Adult Local Detention Facility (1306 beds) in Wichita, Kansas. Additionally, VitalCore provides services to over 17,000 inmates in the Mississippi Department of Corrections and approximately 15,000 inmates in the Virginia Department of Corrections. Jefferson Parish officials are welcome to contact any of our current contract sites for references. Each one's contact information is included in the Company Profile.

- (C) Contractor shall develop and direct a medical program which meets the accreditation standards of the National Commission on Correctional Health Care (NCCHC) within budgetary limitations as set forth by the Jefferson Parish Council;

**VitalCore's Response:**

VitalCore will develop and direct a medical program that fits the specific needs of Jefferson Parish Correctional Center. We carefully plan each of our programs to provide comprehensive healthcare that is both high quality and cost effective. We will ensure that the care delivered complies with and more often exceeds the standards of the National Commission on Correctional Health Care (NCCHC). VitalCore has a very comprehensive set of policies and procedures that comply with all NCCHC, ACA, and PREA standards and regulations. The site Health Services Administrator and the site Medical Director will adapt our corporate policies and procedures to meet the specific needs of Jefferson Parish Correctional Center. VitalCore has several correctional facilities that are NCCHC and ACA accredited. We have never failed an NCCHC or ACA audit.

- (D) Contractor shall perform all clinical and administrative duties necessary for operation of the medical program;

**VitalCore's Response:**

VitalCore understands all facets of properly implementing a medical healthcare program at a correctional facility. We will perform all clinical and administrative duties necessary for effective operation of the proposed program. Our team members are all experienced in providing comprehensive health and mental health care services and in the oversight of such services. We will ensure proper training and education of the facility's site staff so that they will provide for the unique needs of this facility.

Furthermore, VitalCore will provide a leadership and management structure that supports the medical program. Our highly experienced management team will be engaged in the day-to-day operations alongside our staff members within the facility. This system allows for checks and balances that will produce the best quality care every time.

Our structure entails a one-of-a-kind oversight model built into our system for an additional layer of checks and balances. Our Utilization Management and Peer Review model ensures community-standard healthcare is provided. Our Corporate Medical Director sets the bar for our healthcare policies and processes and safeguards practices to guarantee American Correctional Association (ACA) and National Commission on Correctional Healthcare (NCCHC) practices are implemented for each facility. The Regional Medical Director works to ensure those processes are in place at the site and regional levels. The Site Medical Director directs all healthcare at the site level.

VitalCore fully understands the objectives of the contract. Our patient-first approach ensures safe, high-quality care aimed at optimizing outcomes and mitigating risk. VitalCore focuses on preventive care, outcomes-based behavioral services, and treating the whole patient. We've seen how preventive medicine leads to healthier patients, fewer risks, and lower costs. We put our energy where it matters most. We value smart cost management. Our years of boots-on-the ground experience running institutions and leading oversight boards taught us how to manage a lean budget without sacrificing quality. We will provide all our health care services in compliance with community standards of care. We treat all county/parish level and facility staff as our partners and will maintain positive working relationships with them.

VitalCore believes that open, clear communication plays a critical role in ensuring healthy facilities. We will hold regular meetings with the facility's administration to ensure joint monitoring, planning, and problem resolution. VitalCore will provide numerous regular reports to the facility's administration as desired. Of course, we understand the security and safety needs of correctional facilities and will provide our services accordingly.

VitalCore will ensure that all inmates have unimpeded access to health care services, and we will select and train our site health care staff on this model. We will ensure that our health care staff respond appropriately to the severity of the inmate's symptoms. If such care cannot be provided on site, VitalCore

staff will make an appropriate and timely referral to an outside provider.

All inmates will be informed both verbally and in writing how to access VitalCore's health care (including behavioral and dental health), grievance system, and individual plan of care. This information will be presented in a manner that each inmate can understand. All facility inmates will have access to healthcare request forms. Access to care means that the incarcerated individual will be initially assessed in a timely manner, seen by a clinician as appropriate, and receive care that is ordered for the individual.

- (E) Contractor shall develop and implement policy, procedures, and guidelines for administration of the medical program including, but not limited to, personnel management, support services, in house OBGYN services (labor and delivery is handled offsite at a hospital), care and treatment, regular and special services, management of an eighteen bed acute care infirmary, provide and implement an electronic medical records management system with redundancy; provide and implement an electronic pharmaceutical management system, provide and implement technology allowing for clinical care at a distance (i.e. telemedicine);

**VitalCore's Response:**

**Policies and Procedures and Guidelines**

VitalCore has a complete set of policies and procedures that will meet the needs of Jefferson Parish Correctional Center. These guidelines meet or exceed NCCHC and ACA standards. We will ensure that they also meet the other standards communicated in this Statement of Qualifications. VitalCore also maintains an exceptional set of Nursing Clinical Guidelines to be used for guidance for site nursing staff performing their daily duties. We understand that the facility also maintains an Infirmary, and VitalCore has a comprehensive Infirmary Manual. Additional manuals for VitalCore include our Infectious Disease Control and Prevention Manual, our Behavioral Health Services Manual, and our Quality Improvement Performance Improvement Manual to guide our staff.

**Personnel Management**

We understand that personnel management is a crucial part of providing quality healthcare to incarcerated individuals. Our management structure allows for efficient and effective healthcare to be delivered by personnel at each clinical level. VitalCore employs Regional Recruiters to ensure that all vacant positions are advertised and filled as quickly as possible. These recruiters recognize the challenges of recruiting medical and mental health staff, especially since the COVID-19 Pandemic that began in 2020, but they do not allow those challenges to reduce their efforts. They learn more about the local region for which they are recruiting staff and utilize all resources available, including the establishment of partnerships with universities and colleges, nursing schools, etc. Our recruiters host job fairs and attend community job fairs and cultural events. When VitalCore took over the operations of the Virginia Department of Corrections in December 2019, the previous contractor had allowed staffing to reduce to

a low of 30%. Within only 3 weeks of active recruiting prior to VitalCore's first day, we had raised the staffing level to 70%. These facilities now maintain staffing at 95%+.

Once staff are hired, we ensure that they are adequately oriented and trained for their jobs. VitalCore's staff enjoy working for VitalCore and feel very supported as members of the team. We recognize them frequently for jobs well done. However, VitalCore does hold our staff accountable to perform their jobs well, and we will appropriately discipline as needed or terminate staff. Our corporate Human Resources team assists with such processes. The site Health Services Administrator will be considered the Responsible Health Authority for the Jefferson Parish Correctional Center and as such, will also serve as the facility's personnel manager.

VitalCore believes that a crucial role in personnel management is the expert oversight by a designated Responsible Health Authority (RHA). The RHA maintains a coordinated system for health care delivery and identifies the individual(s) responsible for the health care delivery system. He/She will develop and implement a system of documented internal review. Included in this system will be the development of a multidisciplinary Quality Improvement Committee. The RHA will be involved in the decision-making process regarding day-to-day operations and provide necessary guidance to each level of clinical staff.

#### Support Services

VitalCore has implemented program support services that help ensure the best performance from every level of our organization at each facility. We maintain a practice-based system that ensures our site staff are fully supported by the management team through daily communication and engagement in program implementation. Our corporate and regional staff will provide oversight and support to the facility staff. VitalCore will train the site staff on site as well as virtually to ensure that they are fully aware of our policies and practices and new methods of treatment. The corporate and regional offices will provide accounting/invoicing support and bill payment support. VitalCore's Quality Assurance Performance Improvement (QAPI) program will monitor daily operations and will identify any deficiencies and ensure corrections are made.

#### OBGYN Services

VitalCore offers pregnant patients comprehensive care and counseling in accordance with national standards and their expressed desires regarding their pregnancy. We will provide as much prenatal care on site as possible by credentialed providers, and pregnant patients will be scheduled for a special needs clinic as determined by the site physician or OB specialist. All pregnant patients will receive obstetrical care consistent with community standards of care for routine and high-risk pregnancies. Patients will be screened upon intake for their potential to be pregnant, and proper testing will be conducted to determine pregnancy when clinically indicated. When it is determined that a patient is pregnant, a physician or mid-level provider will formulate treatment and care plans and make any necessary referrals. Our prenatal care will include all prenatal laboratory and diagnostic tests in accordance with national guidelines. Of course, we will plan for deliveries to be conducted at an off-site hospital.

### Care and Treatment

Our comprehensive healthcare program will offer individualized care and treatment plans created and implemented by our providers and clinical staff. Each patient will have access to the full range of health care services offered. We aim to provide full scope, community healthcare in detention settings. We focus on preventative care, outcomes-based services, and treating the whole patient. We have seen how preventative medicine leads to healthier patients, fewer risks, and lower costs.

VitalCore brings a different approach to providing healthcare in correctional settings. We always prioritize patients over profit, placing offenders' clinical needs first. Our patient-first approach ensures safe, high-quality care aimed at optimizing outcomes and mitigating risks. VitalCore stands above our competitors because we provide the highest quality of care. We believe that high quality care begins with thorough and accurate assessments of patients. We train our staff, including medical providers, to conduct proper assessments of patients to ensure that we identify issues the first time and provide appropriate treatment the first time.

Our Triage Assessment System ensures that receiving screenings, initial health assessments, sick call visits, doctor visits, and emergency complaints identify any problems immediately to prevent further harm and complications. This assessment process allows appropriate treatment to be implemented efficiently for each patient. The Triage Assessment System begins at intake and is ongoing throughout the patient's incarceration period through follow up care and assessments, referrals for specialty services, and emergency triage decisions. Through this unique system, VitalCore has been successful in reducing the number and costs for unnecessary services and transportation in our other contract sites.

## **Triage Assessment System**



## **Daily Care Management Calls**



VitalCore has a unique Daily Care Management Call system that is designed to prevent severe inmate illnesses or conditions from becoming more serious. The facility's Health Services Administrator, DON, or Charge Nurse will be required to attend the daily call, including on weekends and holidays. Each participant on the call must identify inmates within the facility with severe illnesses or conditions and

tell the Lead Clinician assigned to the call what the treatment regimen has been thus far. The lead clinician and other HSAs and nurses on the call can then ask questions and provide advice regarding treatment. This system helps provide collaboration and additional insight to severe patient cases so that better outcomes are achieved.

### Regular and Specialty Services

VitalCore is experienced in providing both general and specialty services on-site at correctional facilities.

We will strive to bring as many specialty services on site as possible and appropriate. Our program aims to reduce costs by minimizing off-site patient transfers by bringing multi-dimensional care to Jefferson Parish Correctional Center for primary and specialty care. We will determine the proper type of care for each individual on a case-by-case basis through our Utilization Review process. This process will ensure that individual inmates are receiving the care they need, in the appropriate setting, and by the appropriate provider as economically as possible.

When patients require care that extends beyond the services provided on-site, the appropriate referrals will be made. Our Regional Medical Directors play a crucial role in training the medical staff up front to monitor referrals for specialty services and off-site emergency transports to ensure that they are necessary and justified. Each referral that is made for off-site services will be reviewed retrospectively by the Regional Medical Director to determine if the appropriate call was made to send the patient to an outside facility. The Regional Medical Director for this facility will be instrumental in containing costs from off-site referrals and ensuring proper care is provided.

In fact, VitalCore has reduced the need for off-site care and their associated costs in each one of our other contracts at least by 30% and many by as much as 50%. As an example, the year prior to beginning our contract with the Galveston County Jail, the previous provider's off-site costs in the previous year was \$1,700,000. In the first year of our contract, VitalCore reduced those costs to \$849,844.00. In the second year, the costs were reduced again to \$699,654.00. This is done while still ensuring that each patient is receiving the appropriate care, in the appropriate setting, from the appropriate provider at the right time.

#### Infirmary

VitalCore is experienced in providing infirmary care services in correctional facilities. We are prepared to operate an eighteen-bed acute care infirmary at Jefferson Parish Correctional Facility. We have established policy and procedure regarding infirmary care that serves to guide health care staff in properly operating a successful infirmary care unit. There will be an on-call physician available to the infirmary 24 hours per day. We will ensure that a nurse is assigned to the infirmary 24 hours per day and that a Registered Nurse provides supervision and oversight for the infirmary. All patients will be within sight/sound of a staff member. An infirmary record will be maintained distinctly and separately from the complete medical record. All infirmary care and services will be provided at the direction of the Site Medical Director and Site Psychiatrist.

#### Electronic Medical Records (EMR)

VitalCore understands that the Jefferson Parish Correctional Center utilizes Sapphire EHR as their Electronic Medical Records system. We will not change from that system for our contract. Sapphire EHR is a subsidiary of Diamond Pharmacy Services. We utilize Diamond for pharmaceutical services at many of our contract sites and are familiar with the technological services they provide through Sapphire EHR. Industry experts have developed the Sapphire software to be site specific to fit the unique needs of correctional institutions. We will ensure that the appropriate staff members are thoroughly trained in operating this system so that proper documentation of patient encounters is maintained. Our transition plan includes preparation of current and oncoming staff to be fully proficient in operating Sapphire EHR

so that there is no disruption of patient care at the start of the contract. Sapphire ensures redundancy through a separate disaster recovery location for immediate recovery.

#### Electronic Pharmaceutical Management System

VitalCore partners with Diamond Pharmacy Services to provide all reasonable and medically necessary medications through industry leading technology. Diamond will ensure continuity of patient care, technical support personnel, a reliable delivery model, and the commitment to work hard to greatly exceed your expectations. Diamond provides comprehensive program management that includes electronic ordering and reconciliation. They will also include an electronic Medication Administration Record (eMAR), which will include all information contained on the prescription label and the prescriber's name, to ensure proper tracking of each dose.

In the correctional pharmacy industry, Diamond is a provider that truly sets itself apart from the rest by delivering the most reliable and cost-effective pharmacy services while always doing what is best for the inmate patients it serves. VitalCore appreciates that Diamond embraces their role as the industry leader and honors their responsibility to innovate the delivery of correctional pharmaceutical services regarding technology solutions, daily operations, online reporting, clinical services, strong formulary management, and cost avoidance initiatives. We currently collaborate with Diamond at many of our contract sites nationwide for all medication dispensing and pharmacy program management services. Their delivery model has proven itself dependable both locally and nationally. The Diamond Pharmacy information management system is protected well and is fully redundant.

#### Telemedicine

VitalCore utilizes the *Let's Talk Telehealth Platform* for unique, high quality clinical care at a distance. This system can be used to facilitate specialty visits when providers are unwilling to come onsite. This will significantly reduce the need for offsite transports. The program requires only a basic secure software platform and a computer with a camera; therefore, no expensive equipment is needed. The platform has been specially developed through the Zoom application with significant security protections to ensure that video meetings are HIPAA and CJIS compliant and patient information is protected. *Voice Products*, a company based in Wichita, Kansas has partnered with the *Let's Talk* platform to offer it and associated vital signs monitors to jails and prisons. The *Let's Talk* platform is unique in this industry and provides an extra level of security for virtual patient encounters. VitalCore will utilize this secure telehealth service to contain costs and expand access to care for all inmates at the Jefferson Parish Correctional Center. VitalCore will ensure that the appropriate staff are properly trained in all aspects of this program.

### **Secure Telehealth System**



- (F) In compliance with the accreditation standards set forth by the National Commission on Correctional Health Care (NCCCHC) contractor shall hire and supervise personnel qualified by education training and/or experience to assist in providing required on-site medical services for the medical program;

**VitalCore's Response:**

VitalCore operates under full NCCHC compliance and accreditation. We have much experience in achieving and maintaining NCCHC accreditation, and we have never failed an NCCHC audit. In many areas we perform above and beyond NCCHC standards. Our hiring and credentialing practices are no different. We believe that the best care with the best outcomes is provided by Qualified Health Care Professionals who have appropriate credentials and provide services consistent with their Louisiana State licensure, certification, and/or registration. We will always ensure that each direct care staff member has a current license which permits him/her to perform the duties outlined in the employee's job description prior to hire.

The site Health Services Administrator will conduct a monthly review of all licenses and certifications. Copies of licenses and certifications will be maintained in each employee's file on site. This process will ensure that all our staff remain current with their requirements. Our staff will not perform tasks beyond those permitted by their credentials to ensure appropriate care is provided at every encounter. Further, VitalCore will never hire a clinician that has a restriction on his/her license for any reason. While we understand that we were not required to submit our Proposed Staffing Plan, we have included our Proposed Staffing Plan, attached, which will ensure appropriate medical coverage. Please note that this Staffing Plan is negotiable.

- (G) Contractor shall procure all pharmaceuticals, supplies, x-rays, blood work, and services necessary for the medical program;

**VitalCore's Response:**

VitalCore will ensure that all necessary equipment, supplies, technology, and services are procured and accessible to properly implement our proposed medical program.

**Pharmaceuticals**

VitalCore will utilize Diamond Pharmacy for all pharmaceutical supplies and services. Diamond is very experienced in providing medications to correctional facilities. Diamond Pharmacy helps us maintain the best, most cost-effective system of delivery. Through Diamond, we will ensure that all necessary prescription and over-the-counter medications are provided in a timely manner, including on-site doses for STAT emergencies. In the event that a medication is not on hand and cannot be delivered through Diamond in sufficient time, a local backup pharmacy will be utilized. Diamond has existing contracts with most chain pharmacies and is willing to negotiate with any pharmacy chosen by the facility.

We will utilize color-coded, unit dose blister card packaging to ensure safe, efficient, and cost-effective medication distribution. Color coding will differentiate drug categories. We will utilize blister card packaging even for most stock medications.

To help save costs, Diamond will provide automatic generic medications as substitutes for brand name medications unless requested by the prescriber. VitalCore will ensure that if any generic substitutes are unavailable, Diamond provides the rationale for the unavailability and a plan to obtain by a certain target

date. Also, Diamond accepts medications that are in appropriate labeled blister cared packaging for return and credit.

#### Supplies

We will be responsible for the procurement of all expendable medical supplies for the routine and specialty care of inmates. VitalCore will provide all supplies that are clinically indicated, including those ordered by specialists. Supplies can include, but not be limited to, on-site care supplies such as bandages, stethoscopes, and wound care ointments as well as personal protective supplies for staff. They will also include, as ordered by the provider, prosthetics, braces, special shoes, dentures, hearing aids, and orthopedic devices.

#### X-Rays and Blood Work

We are committed to providing as many ancillary services on site as possible, including x-ray and lab work services. When an x-ray is needed, we will utilize mobile x-ray services. A board certified or licensed radiologist will interpret the results. We will perform many lab collections, including phlebotomy services, on site as well. A physician will review the results and screen for any discrepancies between the clinical observations and laboratory results within 24-48 hours of their receipt. We aim to reduce and contain costs by providing these services on site for the entire inmate population.

#### Services

VitalCore will provide comprehensive care that includes as many routine and specialty services as deemed appropriate by the facility and VitalCore. Our routine care will include, but not be limited to, receiving screening, initial health assessment, periodic health appraisals, daily sick call, and referrals when necessary. The receiving screening conducted at intake and the initial health assessment will aid our providers in determining the appropriate care needed for each inmate. Periodic health appraisals will be used to provide routine physicals and monitor progress throughout an inmate's incarceration period. We will utilize daily sick call practice to provide easily accessible care to every individual. Sick call will be conducted by a registered nurse. Doctor's sick call will be provided by a midlevel practitioner or physician and conform to proper triage protocols. When specialty care is indicated, the appropriate referral will be made.

Dental care will also be provided as a part of our comprehensive medical program. VitalCore will provide oral care, oral screening, oral examinations, oral treatment, and infection control within our dental services program on site. All dental care will be under the direction and supervision of a Louisiana-licensed dentist. The dentist will provide as many dental services as possible on site. Dental services and care will be properly documented in the patient's medical record.

Mental health services will be provided to all inmates at the facility. Our Mental Health Program will include comprehensive screening, timely referral, accurate diagnosis, and treatment of mental health conditions that lead to positive outcomes that make a genuine difference. We will provide a psychiatrist and/or psychiatric mid-level provider for on-site mental health services each week. We will also ensure that one of these licensed positions is on-call 24 hours each day, 7 days a week for mental health emergencies. Additionally, Qualified Mental Health Professionals (QMHPs) will be on site to provide crisis intervention, individual and group counseling, develop treatment plans, assess suicidality, and ongoing

monitoring of inmates in need of care. We have a comprehensive Suicide Prevention program that is a part of our Mental Health Program that identifies and treats inmates at risk of suicidal or homicidal behaviors. Our mental health staff will be trained to recognize signs and cues that can indicate suicide risk. We will implement practice-based policies and procedures for all of our mental health treatment services provided on site.

VitalCore assigns substantial meaning toward our suicide prevention program because we view it as a lifesaving clinical undertaking. VitalCore staff actively participate in suicide prevention from the time each individual arrives to the facility, throughout the continuum of confinement, and through discharge to the community. This comprehensive program was developed to prevent suicides by utilizing a new philosophy and approach. This approach involves individualizing the treatment approach to each person by:

- ✓ Targeting the person's cognitions behind the behaviors
- ✓ Performing interventions to address behavioral targets
- ✓ Establishing treatment plans that include current and future safety needs
- ✓ Using longitudinal risk assessments
- ✓ Ongoing clinical evaluation, and medically necessary monitoring by healthcare and security staff.



Our current Suicide Prevention Program is adopted from the Collaborative Assessment and Management of Suicidality (CAMS) philosophy (Jobes, 2016) and a training program developed by Lindsey Hayes, M.S. (2016), with components added that relate to healthcare policies. The full program is founded on evidence-based mental health standards of care, corrections-specific specialty skills, continuous education, training, and practice. All health and correctional staff members are responsible for suicide prevention and intervention at every encounter with an individual. All suicide statements, threats, and gestures by individuals are taken seriously, are considered a mental health emergency, and are immediately acted upon when observed or reported by staff or other individuals. Our proposed Suicide Prevention Program includes the following elements:

- Training
- Identification
- Assessment and Referral
- Evaluation
- Treatment
- Housing and Monitoring
- Communication
- Intervention
- Notification

- Reporting
- Review
- Debriefing
- Auditing
- Intensive Restrictive Housing Suicide Prevention Training
- Certified Behavioral Health in Corrections Training

### Training

Staff training is viewed as an essential component of a robust suicide prevention program. To highlight and support the importance of suicide prevention training, many of VitalCore's corporate leadership are certified as NCCHC's Certified Correctional Health Professionals (CCHP), and ACA's Correctional Behavioral Health Certified – Behavioral Specialty (CBHC-BS) professionals. Mental Health First Aid Training is also

suggested as part of a comprehensive menu of prevention training. Suicide prevention training is included as part of orientation for all staff involved in treating incarcerated individuals. VitalCore, in partnership with the facility administration, will develop and implement training materials in accordance with current standards and research in the field. Training in suicide prevention is reviewed and updated annually and is provided to healthcare and custody staff on an annual basis. The objectives of the training include:

- Understanding longitudinal risk assessment and risk factors for suicide in the correctional setting.
- Awareness of signs and symptoms of individuals at risk for suicide.
- Understanding of protective factors.
- Awareness of intervention techniques.
- Understanding the importance of careful clinical observation and documentation.
- The understanding that suicidality can occur at any time during a person's confinement.
- Description of referral process for potentially suicidal individuals.
- Understanding of how to respond to a crisis/suicide emergency.

Staff who are assigned to intake and any specialized mental health housing areas will receive additional on-the-job, in-depth training regarding the identification and management of potentially suicidal individuals due to the increased risk present in those particular housing areas. The specific topics presented during the suicide prevention training include:

- Understanding the importance of suicide prevention.
- Learning to overcome obstacles of suicide prevention in prisons.
- Identifying facts vs. fiction of individual suicide.
- Understanding the research pertaining to suicide in prisons, including incidence, demographic features, and known risk factors relating to suicide and facility statistics.
- Recognizing possible risk factors of individual suicide and how these relate to:
  - Characteristics of correctional environments conducive to suicide.
  - Pre-Disposing factors of suicidal behavior. High-risk suicide periods.
  - Signs and symptoms of suicidal behavior.

- Common signs and symptoms of depression.
  - Situational risk factors of suicidal behavior.
  - Possible precipitating factors (“stressors”).
- 
- Recognizing possible protective factors of individual suicide.
  - Understanding the importance of suicide risk despite individual denial.
  - Understanding how and with whom to communicate to prevent individual suicides.
  - Learning how to respond to potentially suicidal individuals.
  - Discussing when to refer individuals to behavioral health/health services personnel for assessment and treatment.
  - Reviewing the procedures for housing, property, and levels of observation for suicide watch placements.
  - Understanding the emergency response to a suicide attempt.
  - Learning about individual suicide liability and deliberate indifference.

#### Identification of Potentially Suicidal Individuals in Intake Screening

The intake screening is the first opportunity to assess an individual’s suicide risk by asking specific questions regarding current suicidal ideations, observing behavior, and evaluating the individual’s needs. The intake screening tool addresses the following areas:

- Past or current mental illness, including hospitalization.
- History of or current suicidal ideation.
- Drug use; including type, amount, and time of last use.
- Current or prior withdrawal symptoms.

VitalCore has an exceptional mental health program and several excellent behavioral health leaders that develop our policies and practices and ensure that staff are trained to implement them well.

- (H) Contractor shall organize and implement training programs for correctional center officers and screening programs for the protection of personnel and inmates from communicable diseases in accordance with the National Commission on Correctional Health Care (NCCHC);

#### VitalCore’s Response:

VitalCore believes that when correctional officers are properly trained in the health care responsibilities of their jobs, the risk of adverse patient events, poor clinical outcomes, and staff illness and injury are reduced. We will provide training to correctional officers who work with incarcerated individuals that includes, at minimum:

- 1) Administration of first aid
- 2) Cardiopulmonary resuscitation (CPR) including the use of an automated external defibrillator (AED)
- 3) Recognizing the need for emergency care in life-threatening situations

- 4) Acute manifestations of certain chronic illnesses
- 5) Intoxication and withdrawal
- 6) Adverse reactions to medications
- 7) Dental emergencies
- 8) Procedures for suicide prevention
- 9) Procedure for appropriate referral for medical, dental, and mental health complaints to health staff
- 10) Precautions and procedures with respect to infectious and communicable diseases including personal protective equipment, potential bloodborne pathogen exposure, biohazardous waste disposal
- 11) Maintaining patient confidentiality

Correctional officers who work with incarcerated individuals will receive this training at least every two years or more frequently as the Facility's Administration desires.

In accordance with NCHC guidelines and our own Infection Prevention and Control Program (IPC), we will perform all necessary screening of personnel and inmates for communicable disease surveillance and containment. The IPC program will be based on current evidence-based medicine and public health recommendations and will be in compliance with applicable accreditation health standards for jails. We have specific policy and procedure regarding infection control that will be implemented at this facility. The plan will include procedures for prevention, education, identification, surveillance, immunization (when applicable), treatment, follow up, isolation (when indicated), and reporting to local, state, and federal agencies requirements for communicable diseases.

Training and education for the Infection Prevention and Control Program will be conducted at hire and annually for staff. Our priorities lie in maintaining inmate and staff health, and we will take the appropriate measures to protect each patient and staff member.

- (l) Contractor shall provide necessary liaison with local, state and federal agencies with jurisdiction over health care and medical care in the correctional environment;

**VitalCore's Response:**

VitalCore will develop positive relationships with community organizations in Jefferson Parish, including the Louisiana Department of Health and the New Orleans Health Department. We recognize the value of utilizing services provided by these agencies, and we will always work with state and local agencies, health departments, and similar facilities to take advantage of their services and to reduce costs that VitalCore and Jefferson Parish Correctional Center would otherwise have to expend. We value the resources and services these agencies provide to serve and educate incarcerated individuals in regard to specific issues such as communicable diseases, substance abuse, signs, and symptoms of cancer, etc. Of course, VitalCore will comply with all reporting requirements for communicable diseases with the local health department as well as the state health department. We have especially appreciated collaboration with local and state health departments in the control and prevention of COVID-19. Many state health departments and local

health departments have provided COVID-19 testing supplies and COVID-19 vaccines for inmates in our contract facilities.

VitalCore has a proud history of collaboration with community agencies to establish positive communication and relations for inmates who are being released and in need of their services. VitalCore will educate the inmates in need of community resources about the services available to them. The discharge planning staff will establish appointments for inmates prior to release at the appropriate community clinics. We will provide specific contact information to the inmates as appropriate upon release. Additionally, we will be happy to develop a manual of local resources available for inmate reference upon release. Also, we work with local community organizations to assist with training of inmates on specific issues such as communicable diseases, substance abuse, symptoms of cancer, etc.

- (J) Contractor shall utilize, where possible, public agencies such as mental health services, substance abuse services, and public health services, to reduce costs to the Parish to include but not limited to the tuberculosis clinic provided by the Office of Public Health (OPH); HIV screening, testing and informational materials provided by OPH; specialty clinic services and hospitalization provided by University Medical Center, including surgical or orthopedic, prenatal, elective and emergency hospital services; specialty services for HIV including medications provided by the Medical Center of Louisiana; and forensic social work services;

**VitalCore's Response:**

VitalCore is experienced in utilizing public agencies for the services they offer to reduce costs. Our very own Chief Medical Officer, Dr. Raman Singh, was instrumental in assisting the parishes in Louisiana when he was Chief Medical Officer for the Louisiana Department of Public Safety and Corrections. This resulted in the current arrangements for off-site specialty and hospital services at the University Medical Center. We are proud that he is on our team and continues to work on improving the relationships with community organizations. We will take full advantage of the resources and services offered through local public agencies to provide our patients and staff with access to a full scope of medical and mental health care services and resources. We will facilitate relationships with the Office of Public Health, University Medical Center, Medical Center of Louisiana, and similar agencies to utilize the services detailed above.

We understand the important role these agencies play in providing services, education, and resources to incarcerated individuals during and after their incarceration period. We will utilize these facilities to their fullest extent.

- (K) Contractor shall maintain a quality assurance program for the medical program, develop a system for routine medical audits, and generate monthly reports for Jefferson Parish;

**VitalCore's Response:**

VitalCore believes that a robust quality assurance program improves health care so that the highest quality care is always delivered. Our unique program, titled Quality Assurance Performance Improvement

(QAPI), uses a quality assurance-based format to monitor and improve the health care delivered by VitalCore at each facility. Most correctional healthcare companies have a Quality Improvement program; however, VitalCore's program exceeds requirements for quality improvement.

**Quality Assurance**  
*Performance Improvement Plan*



Our QAPI process is preventative. We have created very detailed forms for recording of statistics in the Health Services Report and many other forms for medical file reviews, inspections, staff meetings, QAPI meetings, etc. VitalCore does not simply require each facility's Health Services

Administrator to complete the forms, the completed forms must be submitted to the Regional Director of Operations and the Director of Quality Improvement for their review. We ensure that any deficiencies or troublesome trends are corrected as quickly as possible. QAPI meetings will meet as often as necessary for the facility, but no less than quarterly. Our senior leaders place strong emphasis on the QAPI process and will not compromise on its requirements. When deficiencies are identified in our processes, VitalCore staff will develop a corrective action plan and associated timelines for completion. VitalCore utilizes our QAPI program as our internal audit process, however, we are certainly willing to develop any other type of audit that Jefferson Parish desires.

The site Health Services Administrator will be required to complete a monthly Health Services Report that records numbers of services, infectious diseases, receiving screenings, intake screenings, medications delivered and refused, off-site specialty services, off-site emergency services, etc. It is a very comprehensive report and can be modified as desired for Jefferson Parish. Please see our Health Services Report template attached. VitalCore will also be willing to share other QAPI reports and develop any other reports that the Facility's Administration may desire.

- (L) Contractor shall be required to testify at judicial, administrative, or other proceedings with respect to medical services and to the extent permitted by contract and law provide all records related to any such services in question at such proceedings

**VitalCore's Response:**

VitalCore understands and agrees with the language of this section. We understand that such testimony is a part of providing services in correctional facilities. Please be advised, however, that VitalCore maintains a very low litigation rate as compared to our competitors. We have never been determined to be at fault in any claim filed. We have also never experienced a preventable death. VitalCore receives an excellent rate for our insurance policies due to what our insurance broker terms our "impeccable record."

- (M) Contractor shall maintain and submit monthly reports to Jefferson Parish of all activities conducted pursuant to any agreement negotiated including, but not limited to, the number and types of screenings, number and types of examinations, number of prescriptions, transports, and admission into other health care facilities, as well as personnel changes;

**VitalCore's Response:**

VitalCore is known for transparency, and we are committed to providing the reports desired by Jefferson Parish. We will keep accurate and up-to-date statistics and data to include in these reports. Our report templates can be modified to fit the specific needs of Jefferson Parish. Our Health Services Report (previously attached) will be completed monthly and made available to Jefferson Parish for review. This report will include data from each activity listed in this section, as well as additional information regarding on-site health care services and occurrences. This information will be reviewed at each Medical Administrative Meeting (MAC) meeting and will be used to determine notable trends in Health Care Statistics which may suggest the need for corrective actions. The site Health Services Administrator will provide a completed Health Services Report by the 5<sup>th</sup> day of the subsequent month to the Facility's Administrator.

- (N) Contractor shall maintain an accounting system for personnel salaries, pharmaceuticals, all medical supplies, laboratory work, x-rays, and other expenditures;

**VitalCore's Response:**

VitalCore will maintain an organized and accurate accounting system that tracks the data mentioned above. Diamond Pharmacy offers support in maintaining an accounting system for all pharmaceuticals. They offer standard reports as well as detailed reports to help manage costs and improve patient care. We will also keep a detailed accounting system for personnel salaries through the *ADP* platform, medical supplies, laboratory work, x-rays, and all other expenditures. Our corporate office will provide accounting support as well.

VitalCore is a very transparent organization. We will never tell Jefferson Parish officials that information is proprietary. VitalCore is very willing to submit copies of our invoices for all of our services as we have nothing to hide.

- (O) Contractor shall submit annual financial statements and submit to Jefferson Parish an annual expenditure report;

**VitalCore's Response:**

VitalCore will submit annual financial statements and expenditure reports to Jefferson Parish as requested. This will include an annual expenditure report in the format desired by Jefferson Parish. Our Finance and Accounting teams provide regular reporting for each contract site and these reports assist VitalCore in the management of our operations. We will ensure our reports include accurate and organized financial data as requested by the facility. We know that dependable reporting is necessary to uphold an efficient and effective correctional medical program. VitalCore is also willing to submit our company's overall Annual Financial Audits if desired.

- (P) Contractor shall secure and maintain such insurance that will protect itself and the Parish from claims under the Workmen's Compensation Act and from claims for bodily injury, death or property damage which may arise from the performance of such health care services at the Correctional Center. Contractor shall also secure primary, professional liability insurance/medical malpractice insurance covering provider and any personnel eligible for such insurance coverage by their status as a health care provider in accordance with La. R.S. 40:1299.41, et seq., as well as participate in the Louisiana Patients' Compensation Fund;

**VitalCore's Response:**

VitalCore agrees to maintain insurance that protects itself and the Parish. We carry a national insurance policy that covers all our contract sites and includes appropriate amounts of coverage for the areas specified in this section. We have attached the current year's Master Certificate of Insurance demonstrating such. VitalCore will also be willing to participate in the Louisiana Patients' Compensation Fund. Please note that our company's insurance broker describes VitalCore's record in the correctional health care industry as "impeccable" because we have such a low history of claims and losses.

- (Q) Contractor shall be responsible for providing on premises primary health care services, mental health services, dental services and infirmary care and shall not be required to provide specialty care such as dentures, bridgework or bridge repairs, eyeglasses, orthopedic shoes or other devices or any prosthetic devices, wheelchairs, walkers or quad-canes or for providing any outside private medical care, abortions or surgery of any type;

**VitalCore's Response**

VitalCore's proposed medical program will include on site primary health care services, mental health services, dental services, and infirmary care, as described earlier in our response. We acknowledge that we are not required to provide specialty services and devices such as dentures, bridgework or repairs, eyeglasses, orthopedic shoes or other prosthetic devices, wheelchairs, walkers, and canes, etc. We understand that we will not be responsible for the cost of outside private medical care including surgery, but we will still ensure that such care is ordered only as needed to save the state and the Parish money.

VitalCore is aware that the Louisiana Department of Public Safety and Corrections (DPS&C) has identified hospitals and off-site providers. We further understand that the DPS&C utilizes the services of a Third-Party Administrator to ensure that the invoices are correct. We will, of course, work with the DPS&C and the Third-Party Administrator to make the process flow as smoothly as possible. VitalCore understands that the cost for all off-site services that are deemed to be medically necessary will be paid directly by the DPS&C and for any others not paid by DPS&C, the cost will be paid by the Parish. Again, to assist in reducing the number of off-site specialty and emergency services and their associated costly transports, our Utilization Management program will ensure that our providers are making appropriate decisions for care. As was stated previously, VitalCore has significantly reduced the number and cost of off-site transports for specialty care and emergencies in all of our contract sites by at least 30% and some by as much as 50%.

- (R) Contractor shall maintain complete medical records with the highest regard for the inmate's privacy. To the extent consistent with all applicable federal, state, and local laws, rules, regulations, and orders, contractor shall comply with inmate access and confidentiality provisions;

**VitalCore's Response:**

VitalCore always adheres to federal, state, and local laws, rules, regulations, and orders. We will maintain complete and accurate medical records for each patient under our care. We will provide documentation that is timely, accurate, and effective in telling the clinical story of the patient. We will keep these records confidential, in compliance with all HIPAA rules and regulations. Charting will be performed in a safe manner to keep all records confidential and out of the view of other staff and inmates. These records will be safeguarded by internal and external quality controls to ensure confidentiality is not breached, and that inmates' rights to confidential personal health information is protected. Please note that VitalCore has a Certified HIPAA Privacy Officer on staff in the corporate office that serves as VitalCore's HIPAA Compliance Officer. This position develops and approves our health record policies and procedures and provides advice to our corporate staff as well as staff in the field.

- (S) Contractor pricing shall be inclusive of all the above described services.

**VitalCore's Response:**

Our cost proposal will be inclusive of all the services described in this Statement of Qualifications. VitalCore will ensure that each service we provide is delivered in the most cost-effective manner and fits into the budgetary limitations of the Jefferson Parish Correctional Facility. With that being said, we will never compromise care to cut costs. We have included a cost proposal that accounts for all of the staffing, supplies, equipment, and functions necessary for operating a high-quality medical program. Please see our proposed Staffing Plan and Cost Proposal, attached. Both the Staffing Plan and Cost proposal are negotiable.



*Tab 3*



## **Viola Riggin, BHSA, CHSA, CCE**

**Chief Executive Officer**

Viola Riggin is founder and partner of VitalCore Health Strategies, LLC and serves as Chief Executive Officer. She has worked in corrections for over 32 years and is recognized as a national expert in the field of correctional health care. From 2002 to 2018, Ms. Riggin served as the Executive Director of Health Care Services for the University of Kansas Medical Center in its oversight role for the Kansas Department of Corrections' health care contract. She began her corrections career in classification and records in 1984 and moved to health care management by 1989. Since 1992, Ms. Riggin has worked in health care management at the state and national level for several health care companies that have provided health care services to incarcerated populations.

Her educational background is in health care administration and information technology. Ms. Riggin is a current member of ACA's Constitution and Bylaws, Health Care, Policies and Resolutions, and Standards committees. She has received many awards during her years of service, most notably: the 2006 National Council of State Governments Innovations Award; the 2006 Kansas Public Health Association Corporate Public Health Services Award; 1989 and 1992 Employee of the Year Award, Correctional Medical Services; Prison Health Services Employee of the Year Award 1996, 1999, and 2001; and 2006 KDOC Contract Employee of the Year. In 2013, Ms. Riggin received the Prestigious National Health Authority Leadership Award.



# Viola Riggin, CHA

## Contact

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## Professional Experience

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**Chief Executive Officer - 2018 to Present**

*VitalCore Health Strategies, Topeka, KS*

- Designed, developed, and implemented the business operations for VitalCore Health Strategies.
- Established policies that promote my company culture and vision.

**Director of Health Care Services - 2002 to 2018**

*The University of Kansas Physicians, Inc./KDOC, JJA Division, Topeka, KS*

- Responsible for the administrative oversight and direction of the comprehensive healthcare division for the Kansas Department of the KU Medical Center.
- Administrative responsibilities for the KUPI-KDOC contract management team.

**Senior Health Services Administrator - 2000 to 2002**

*Prison Health Services, Topeka, KS*

- Administrative supervision and technical support of all Health Services Administrators in the KDOC healthcare system.
- Responsible for the administration and oversight of all medical, dental, and mental health services for all inmate care needs at Topeka Correctional Facility.
- Supervised and managed staff of 65 in the delivery of health care to female patients.
- Responsible for startup pilot site for Electronic Medical Records Program.

**Health Services Administrator - 1994 to 2000**

*Prison Health Services, Topeka, KS*

- Responsible for the administration and oversight of all medical, dental, and mental health services for all inmate care needs at Topeka Correctional Facility.
- Supervised and managed staff of 65 in the delivery of health care to female patients.
- Responsible for the startup pilot site for Electronic Medical Records Program.

**Regional Medical Records Director - 1984 to 1994**

*Correctional Medical Systems, Topeka, KS*

- Responsible for the statewide health information technology systems
- Managed 50 medical records staff.
- Responsible for accreditation and quality improvement programs for the inmate health care system in Kansas.

## Professional Experience cont.

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### Information/Data Technologist - 1988

*Kansas Department of Corrections, Topeka, KS*

- Responsible for Health Information Department of Topeka Correctional Facility.
- Responsible for Institutional Records Department for Kansas Department of Corrections, Topeka Correctional Facility.

## Education

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### Ottawa University - 2014

*Ottawa, KS*

- Bachelor's Degree Health Care Management
- Master's Degree course work completed & final graduation conferment

### Washburn University & Highland Community College - 1994

*Topeka, KS*

- Independent studies non-degree seeking
- Health Information Technology

### Electronic Computer Programming Institute (ECPI) - 1979

*Topeka, KS*

- Computer Language- Computer Technical Programming Certificate of Completion

## Affiliations

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- Chair, Health Information Systems, Committee
- State Health Planning Committee Member
- American Correctional Health Service Administration Professional Member
- Past Co-Chair 2011-2013 Coalition on Correctional Health Authorities. American Correctional Association, Current Member
- Member, Community Planning Group
- Kansas HIV Counsel Member
- National Correctional Hospice Committee
- Member, Standards Committee, IT Steering, Health Care, American

## Activities

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### Published:

- Corrections Today Magazine June 2010; Article: Health Care and Administration Must Collaborate for Effective Care
- Journal of Correctional Health Care; Article: Pharmaceutical Breakthrough

## Activities cont.

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### Appearances:

- National Institute of justice: Formulary Development in a Correctional Setting; Aired April 4, 2011
- American Correctional Association: Expert Speake; 2009-2014 Topics to include Contract Monitoring, Pharmaceutical Purchasing, Health Care Budgeting
- Nursing Education Program Development: Published and Appearances 2009 2012.

### National Honors:

- Recipient, Counsel of State Governments 2006 Innovations Award: Pharmaceutical Program
- Recipient, Kansas Public Health Association Corporate Public Health Services Award 2006: KUPI
- Recipient, Health Services Leadership Award, National Health Authorities, American Correctional Association, September 2013

### Certificate of Appreciation & Various Awards:

- Prison Health Services Outstanding Service Awards-1996, 1997, 1998, 1999, 2000, 2001, 2002
- Employee of the Year Award, Correctional Medical Services-1989, 1992; Prison Health Services-1996, 1999, 2001
- KDOC Contract Employee of the Year- 2006
- UKP- Kansas University Employee of the Quarter- April 2011
- 10 Year Service Award KUPI- 2013



## Lorelei Ammons, PsyD

### Chief Operating Officer – Clinical Services

Dr. Lorelei Ammons has over 23 years of experience in correctional healthcare. Before starting VitalCore Health Strategies in 2018 with Viola Riggins, they worked in conjunction to create a well-run, stabilized healthcare system during their time with the Kansas Department of Corrections. As VitalCore's Chief Operating Officer of Clinical Affairs, Dr. Ammons facilitates and manages the Corporation's infrastructure, daily operations, provides corporate clinical oversight, and collaborates with every department for a thriving and effective system.

Dr. Ammons currently serves as a member of the Behavioral Health and Substance Use Disorder Committees for the American Correctional Association (ACA) and has conducted behavioral health certification training for several state correctional programs across the United States. She has served as co-chair of the Governor's Behavioral Health Planning Council's Subcommittee for Justice Involved Youth and Adults, which collaborates with mental health entities and community partners across Kansas and has represented Kansas as a member of the Mental Health Network through the National Institute of Corrections. She also has served as a member of ACA's Commission on Accreditation.

As an experienced and licensed psychologist in Kansas, Dr. Ammons received her doctoral degree in clinical psychology from Forest Institute of Professional Psychology in Springfield, Missouri. She began her career at Walter Reed Army Medical Center, while she was active duty in the U.S. Army, and where she fulfilled her clinical psychology internship in 1993. In 1998, Dr. Ammons began working in the correctional health field, working as the Clinical Supervisor at the Topeka Correctional Facility. Her work history also includes working at the Veteran's Administration and performing Quality Management services while simultaneously maintaining a private clinical practice in the community.

In 2008, Dr. Ammons was appointed as the first Behavioral Health Director for the Kansas Department of Corrections (KDOC) where she developed the behavioral health monitoring program for KDOC. She continued in that role until joining the VitalCore executive team.



# Lorelei Ammons, PSYD, LP, CCHP

## Contact

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## Professional Experience

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### President of Clinical Affairs – 2018 to Present

#### *VitalCore Health Strategies*

- Responsible for the delivery of effective, community standard, clinical programs of care. Provides expertise and guidance to clinical staff to assist in the development of programs and services for the targeted population.
- Assists in developing and implementing clinical policy and procedures. Monitors health services policies through planning, organizing, directing, coordinating, delegating, and evaluating activities of health care staff.
- Safeguards required compliance with State, Federal and CMS regulations as well as American Correctional Association (ACA) and National Commission on Correctional Healthcare (NCCHC) Standards.
- Evaluates and monitors the quality and effectiveness of health care and treatment for each business model.
  - Assesses program components of each business model to ensure they are effective, progressive, and commensurate with community standards of practice.
  - Monitors the development of program service policies through planning, organizing, coordinating, delegating, and evaluating activities of health care staff.
  - Participates in evaluating activities of the health care staff through the development and implementation of auditing and performance measures, which may include site visits, chart reviews, meetings, and quality improvements participation.
  - Provides developmental skills and monitoring tools for follow up corrective action plans.
  - Provides clinical expertise and recommendations to the risk management legal counsel regarding related legal issues.
  - Reviews suicide and serious related death evaluations for system trends, errors, and needed corrective action activities.
- Responsible for providing leadership, creating a positive and productive culture by guiding healthcare staff using the VitalCore Mission and Values.
- Train healthcare staff on the business model and expected standards of care. Identifies deficits in the training backgrounds of staff and development of plans to correct those deficits. Monitors progress of staff towards correcting identified deficits.
- Assists the Chief Operating Officer with responding to Request for Proposals for each business model.
- Responsible for coordinating the delivery of services with the system administrative staff to ensure compliance with the contractual agreement with VitalCore and contracting agencies.
- Visits with administrative staff of contracting agencies to determine level of satisfaction with clinical services provided.

## Professional Experience cont.

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### **Director of Behavioral Health – 2008 to 2018**

#### ***The University of Kansas Medical Center: Kansas Department of Corrections***

- Evaluated the Behavioral Health programs and care for the Kansas Department of Corrections and Juvenile Services contracts. Care included adult and juvenile programs across 10 facilities, for an overall population of 9,800 lives. Level of service included general population/outpatient community services level of care; residential services level of care (280 beds), and acute/crisis/inpatient level of care (150 beds).
- Audited adult and juvenile correctional facilities across the state of Kansas to ensure compliance with American Correctional Association (ACA) standards through chart reviews, site audits, and quality improvement reviews.
- Oversaw the development of psychiatric and behavioral health services policies by the health care contract vendor for the KDOC. Significantly increased the behavioral health residential and inpatient beds, improving quality and access to care within the KDOC, from 270 beds to 466 beds.
- Developed a statewide Behavioral Health Program manual, outlining all behavioral health services provided by the Department.
- Expanded the role of Activity Therapists within the behavioral health programs.
- Developed and implemented system-wide multi-disciplinary teams for difficult-to-treat inmate-patients.
- Oversaw the development and implementation of the statewide behavioral health juvenile sexual offender and juvenile substance use treatment programs. Conducted program audits to ensure ongoing compliance with Kansas Department of Corrections.
- Evaluated and responded to individual concerns, grievances, and complaints associated with the behavioral health care within the KDOC.
- Provided treatment and intervention recommendations to the State behavioral health contractor for serious incidents as well as monitored corrective action plans for completion.
- Provided clinical recommendations to the KDOC on serious incidents.
- Reviewed all suicide related death cases for system errors and necessary future prevention and improvements.
- Reviewed clinical aspects of the forensic clinical services reports for the Sexually Violent Predator Act.
- Reviewed clinical aspects of the Reception and Diagnostic Unit evaluations, behavioral health classifications, and treatment and programming recommendations.
- Interfaced with community partners and participate in task force and community planning committees as the behavioral health representative for the KDOC.
- Performed fitness for duty evaluations for correctional employees at the request of Human Resources.

### **Director of Behavioral Health – 2017 to 2018**

#### ***The University of Kansas Medical Center: Kansas Department of Aging & Disability Services***

- Evaluated and monitored the Behavioral Health programs and care for the Osawatomie State Hospital/Adair Acute Care contracts.
- Audited Osawatomie State Hospital/Adair Acute Care behavioral health care for quality of service.
- Provided treatment and intervention recommendations to the Osawatomie State Hospital/Adair Acute Care clinical staff for serious incidents as well as monitored corrective action plans for completion.
- Provided clinical recommendations to the KDADS Chief Legal Counsel on serious incidents.
- Established a calendar of processes to assess on a regular basis to ensure compliance with standards.

## Professional Experience cont.

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### **Psychologist Consultant – 2014 to 2017**

#### ***Viola Riggan, LLC***

- Provided behavioral health consulting services to the Kansas Department of Aging and Disability Services initially for the Larned State Hospital, and primarily for the Osawatomie State Hospital and Adair Acute Unit. Provided treatment and intervention recommendations to the state behavioral health staff. Provided clinical recommendations to the KDADS chief legal counsel regarding serious incidents. Reviewed client records for timeliness and quality of licensed therapist's documentation, treatment plan development, and compliance to the treatment plan.
- Provided behavioral health consulting services to a large statewide correctional system outside of Kansas to include credentialing and staffing levels for behavioral health staff, reception and intake evaluations, evidence-based therapeutic interventions, and clinical documentation of therapeutic services.

### **Licensed Clinical Psychologist – 2000 to 2015**

#### ***Private Practice***

- Provided psychological mental status evaluations and assessments for Disability Determination Services and Vocational Rehabilitation Services for the State of Kansas.
- Established a self-owned, clinical, private practice providing a wide array of mental health treatments including psychotherapy and mental health assessment/evaluations for the youth and adult population.

### **Business Analyst / Acting Quality Assurance Manager / Training Specialist – 2006 to 2008**

#### ***Department of Veteran Affairs / Health Revenue Center***

- Managed the functions of call center Workforce Management and Analytics, Quality Monitoring, Training, and Knowledge Management.
- Directly supervised, trained, and evaluated twelve Quality Assurance staff members.
- Responded to and worked collaboratively with Union representative inquiries, resolving any staff concerns.
- Project Manager over the Health Revenue Center administrative reorganization.
- Implemented the use of Workforce Management software (Pipkins Vantage Point).
- Established business processes for Customer Relationship Management software (Siebel).
- Developed and provided crisis intervention training for call center agents who interfaced with potentially suicidal veterans.
- Developed a coaching and mentoring training for VA supervisors for the implementation of the staff Coaching Program.
- Researched call center competencies and integrated into basic contact representative training.

### **Staff Psychologist – 2000 to 2001**

#### ***Toddler Town, Inc***

- Performed clinical interviews with prospective juvenile program participants and their parents/guardians.
- Performed group/individual therapy with program participants in need of treatment.
- Trained in Managing Aggressive Behavior (MAB).

## Professional Experience cont.

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### **Mental Health Coordinator / Forensic Psychologist / Clinical Supervisor – 1997 to 2000; 2001 -2006** ***Correct Care Solutions / Prison Health Services / Kansas Department of Corrections***

- Coordinated the site transition/changeover of the mental health contract - Topeka Correctional Facility.
- Directly clinically supervised, trained, and conducted performance evaluations for 11 licensed mental health professionals.
- Oversaw the mental health program offered to the correctional facility individuals. Ensured appropriate mental health care occurred at the facility.
- Modified business processes to meet contractual requirements, hired staff, developed performance improvement plans, and built a positive customer relationship with Topeka Correctional Facility administrative and operations staff.
- Played a key role in implementing policies and procedures in the memorandum of agreement for individual inpatient psychiatric hospitalization transfers from the facility to Larned State Hospital.
- Provided group and individual mental health therapy to incarcerated women.
- Chaired a weekly multi-disciplinary services team, staffing patients with psychiatrists, mental health professionals, psychiatric nurses, and administrative personnel.
- Played a key role during the development of the electronic medical records system, designing behavioral health templates for the Kansas Department of Corrections (NextGen software).
- Implemented a Dialectical Behavioral Therapy program into the prison therapeutic milieu.
- Conducted forensic clinical services reports for the KDOC/MDT as per the Sexually Violent Predator Act.

### **Staff Psychologist – 1994 to 1997**

#### ***United States Army / Kenner Army Community Hospital***

- Responsibilities included providing psychological interviews, individual therapy, neuropsychological screenings, crisis intervention, group psychotherapy and use of diagnostic assessments for psychological evaluations. Collaborated with psychiatrists and other treatment team specialists to develop programs of evaluation and treatment.
- Responsible for supervising, training, and evaluating mental health specialists.
- Provided forensic competency assessments.
- Oversaw the downsizing of the community mental health clinic, functioning both clinically and administratively. Played a key role in revising and implementing policy and procedure changes through the downsizing process.
- Regular presenter of suicide awareness briefings to the military community.

### **Clinical Psychology Intern – 1993 to 1994**

#### ***United States Army / Walter Reed Army Medical Center***

- Internship rotations included: Inpatient consultation and therapy; inpatient and outpatient neuropsychological testing and evaluation; outpatient individual, marital, and group psychotherapy; outpatient and inpatient psychological testing and evaluation; hypnosis and participating in medical rounds for multi-disciplinary treatment planning.
- Developed a training program for paraprofessional staff to administer and score diagnostic tests.

## Education

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**Forest Institute of Professional Psychology - 1994**  
*Springfield, MO*

- Doctor of Psychology

**Washburn University - 1990**  
*Topeka, KS*

- Bachelor of Arts, Psychology

## Affiliations

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- American Correctional Association: Correctional Behavioral Health Certification Trainer; Washington D.C. Jail; Florida Department of Corrections first 50; Tennessee Department of Corrections; Davidson County Sheriff's Office; Kansas Department of Corrections; Mecklenburg County Sheriff's Office – **2015 - Present**
- American Correctional Association Substance Disorders Committee: Member by Appointment – **2016 - Present**
- Governor's Behavioral Health Services Planning Council – Justice Involved Youth and Adults Subcommittee: Co-Chair through 2017. Current Member – **2012 - Present**
- Association of Correctional Mental Health Administrators – Designated KDOC Representative; Sponsored by the National Institute of Corrections – **2009 - Present**
- Council of Juvenile Correctional Administrators Behavioral Health Sub- Committee; Designated KDOC Juvenile Services Representative – **2014 - 2017**
- American Correctional Association Commission on Accreditation: Commissioner by Appointment of the Association in 2011; Commissioner 2013-2016; Current Commissioner Emeritus – **2013 - Present**
- American Correctional Association Behavioral Health Committee: Member by Appointment – **2011 - Present**
- Kansas Re-entry Policy Council Mental Health Task Force: Served as Co-Chair of the Task Force from 2009 – 2011. Member – 2012; Chaired the Mental Health Programs Subcommittee 2011; Chaired the Access to Services Subcommittee – **2009 - 2012**
- Member of Psi Chi at Washburn University of Topeka – **1989 - 1992**

## Activities

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**Published:**

- *"Aging From the Inside Out"* Presentation at the American Correctional Association's Winter Conference - **2018**
- *"KDOC Behavioral Health Updates"* Annual Behavioral Health update to the statewide KDOC/healthcare leadership – **2013 - 2017**
- *"Incarcerated Individuals with Mental Illness"* Guest speaker as requested by Walter Menninger, M.D., and community advocates - **2015**
- *"A Restrictive Housing Program in Behavioral Health Units – Kansas Model"* Paper presented at the American Correctional Association's Summer Conference - **2014**
- *"How Can I Tell if It's Working? Measuring Mental Health Treatment Outcomes"* Presentation at the American Correctional Association's Winter Conference - **2013**

## Activities cont.

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### Published cont.:

- *“Suicide and Self-Injury Prevention: Implementing Evidence-Based Practices and Measuring Success”*  
Paper Published in the Corrections Today Magazine – **2011; 2012**  
Presentation at the American Correctional Association’s Summer Conference
- *“The Many Faces of Overseeing Prison Healthcare”* Presented at the American Correctional Association’s Summer Conference - **2011**
- *“Incidence of Reoffending Behaviors”* Guest Speaker at the Annual Kansas Parole Officer’s Meeting - **2006**
- *“Coping with Mental Health Crises and Critical Incident Stress Debriefings”* Paper presented at the Annual Auburn Fire Department Meeting - **2005**
- *“Anger Utilization Skills”* Presentation at the Topeka Elementary Schools Teacher’s Conference - **2001**
- *“Email and the Internet – Treatment and Confidentiality Considerations”* Paper presented at the Annual American Psychological Association National Conference - **1997**

### Licensure / Certification:

- Licensed Psychologist – State of Kansas Behavioral Sciences Regulatory Board – License #1024
- Certified Correctional Health Professional – National Commission on Correctional Healthcare



## **Raman Singh, M.D.**

**President of Medical Affairs**

Dr. Raman Singh is a board-certified Internal Medicine physician with an extensive correctional healthcare experience, which includes managing a state correctional system for more than 10 years. He is one of the first to initiate an inter-agency collaboration to use Medicaid for correctional healthcare. He also pioneered the usage of telehealth and utilized it effectively. Some of his other accomplishments include accessing 340-B pricing for all medications, utilizing Ryan White HIV/AIDS Program funding for the reentry of HIV positive patients, and securing federal funding for the electronic health record (EHR) system. He has worked diligently to improve behavioral health care in correctional facilities and discharge planning for patients with behavioral health issues.

He was the co-chair of the Coalition of Correctional Health Authorities (CCHA), a member of American Correctional Association's (ACA) Standards Committee, as well as a recipient of the Exemplary Correctional Health Care Leadership award by CCHA in 2017.

In September 2020, Dr. Singh joined VitalCore's clinical leadership team as the President of Medical Affairs. His track record of advancing correctional healthcare and improving the quality of care in a cost-efficient manner is invaluable to VitalCore.



# Raman Singh, MD

## Contact

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Baton Rouge, LA 70809

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rsingh@vitalcorehs.com

## Professional Experience

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**Senior V.P., Clinical Affairs, Mississippi Contract - 2020 to Present**

*VitalCore Health Strategies, Topeka, KS*

- Partnership with local providers to access 340-B pricing
- Partnership with University of Mississippi Medical Center for Telehealth
- Collaborating with MS Dept. of Health to manage Covid-19
- Successful recruitment efforts
- Improved coordination between off site specialists, hospitals and our health care staff

**Center Medical Director - 2017 to 2020**

*Concentra, Kenner, LA*

**Medical/Mental Health Director – 2007 to 2017**

*Louisiana Department of Public Safety & Corrections, Baton Rouge, LA*

- Responsible for the healthcare operations of all 9 state correctional facilities, housing approximately 19,000 offenders. Responsibilities include following areas: medical, dental, mental health, substance abuse treatment, sex offender treatment, pharmacy, and other related operations. Reported directly to the Secretary of Corrections.
- Management of all non-primary care (specialty care, emergency care, inpatient admissions etc.) for approximately 19,000 DOC offenders & 16,000 local offenders housed in 104 local jails, 300 youths in custody of Office of Juvenile Justice, and for all patients of Forensic Hospital. Started robust utilization management and case management processes.
- Preparing and managing the budget (approximately \$100 million/year).
- Managing staffing by working closely with human resources and civil service.
- Healthcare indicator reporting, mortality review.
- Representing the department at various legislative committees, boards, and commissions.
- Interacting with the media about offender healthcare and other pertinent issues.
- Collaborating with other federal, state, and non-state agencies.
- Emergency preparedness.
- Policy making.
- Program designing and implementation.
- CQI
- Legal issues

## Professional Experience cont.

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**Medical Director** - 2004 to 2007

*Louisiana State Penitentiary, West Feliciana Parish, LA*

- Responsible for the efficient healthcare management of Louisiana's largest prison housing (approximately 5,108 maximum security offenders).

**Assistant Medical Director** - 2003 to 2004

*Louisiana State Penitentiary, West Feliciana Parish, LA*

**Staff Physician** – 2002 to 2003

*Louisiana State Penitentiary, West Feliciana Parish, LA*

## Education & Training

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**Medical School, M.L.N. Medical College** - 1994

*Allahabad, India*

**Residency in Internal Medicine, M.L.N. Medical College** - 1994 - 1997

*Allahabad, India*

**Chief Resident, Dept. of Internal Medicine, All India Institute of Medical Sciences** – 1997 - 1999

*New Delhi, India*

**Residency in Internal Medicine, Bronx Lebanon Hospital Center** – 1999 - 2002

*Bronx, NY*

**Chief Resident, Dept. of Internal Medicine, Jersey City Medical Center,**– 1999 - 2002

*Jersey City, NJ*

## Affiliations

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- Chairperson Louisiana Commission on HIV/AIDS and Hepatitis C
- Governor's appointed liaison for the state of Louisiana to the White House Data Driven Justice Initiative
- Member, Louisiana Governor's Drug Policy Board
- Member, Louisiana Re-Entry Advisory Council
- Member, Louisiana Commission on Preventing Opioid Abuse
- Member, Louisiana Medicaid Quality Committee
- Member, Louisiana Task Force on Telehealth Access
- Member, Texas Louisiana Rural Health Coalition
- Vice Chair, Governing board for the Bridge Center of Hope
- Member, Legislative Task Force for Sex Offender Management
- Former co-chairperson, Coalition of Correctional Health Authorities (CCHA)
- Former member, The Standards Committee of the American Correctional Association (ACA)

## Affiliations cont.

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- Chairperson Louisiana Commission on HIV/AIDS and Hepatitis C
- Chair, Coalition of Correctional Health Authorities' Patient Protection & Affordable Care Act work group
- Member, Advisory board of the task force revising National Commission on Correctional Health Care Standards

## Affiliations & Awards

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- Correctional Healthcare Leadership Award (September 2017) given by the Coalition of Correctional Health Authorities (CCHA) which comprises of the healthcare authorities of 50 state correctional systems, 6 of the largest jail systems, and the Federal Bureau of Prisons.

## Activities

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### Licensure / Certification:

- American Board of Internal Medicine Certified physician
- Unrestricted Louisiana Medical License
- DEA license
- Certified trainer for ACA's advancement in Hepatitis C curriculum for providers: American Correctional Association has developed a training about the recent advancements in managing Hepatitis C, for the providers.



**John Tomarchio, MD MPH MBA**  
**Regional Medical Director**

John Tomarchio MD grew up in Aiken, S.C. and earned a bachelor's degree in biology from Furman University. He completed his Doctor of Medicine from the Medical University of South Carolina (MUSC).

Dr. Tomarchio completed his Internship at Wake Forest Baptist Medical Center. He then trained at the University of Virginia, during which time he received the university medical center's "You Make a Difference Award (2010)".

Dr. Tomarchio holds over 10 years of correctional medicine experience and served as the Medical Director of the South Carolina Department of Corrections. He has earned a Masters in Public Health and is Board Certified/Eligible in three areas including: Addiction Medicine, Preventive Medicine as well as Environmental and Occupational Medicine.



# John Tomarchio, MD MPH MBA

## Contact

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JTomarchio@VitalCoreHS.com

## Professional Experience

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**Regional Medical Director** - 2019 to Present

*VitalCore Health Strategies, Topeka, KS*

**Physician** - 2019 to 2021

*Southern Coast Specialists, Ladson, SC*

**Medical Director** - 2019 to 2021

*May River Recovery Specialists*

**Addiction Medicine Physician** - 2018 to Present

*Colonial Management Group LP, Maitland, FL*

**ED Annex Physician** - 2018 to 2019

*PH USC Emergency Medicine Group, Columbia, SC*

**Occupational Medicine Physician** - 2017 to 2019

*Healthworks of Palmetto Health, Columbia, SC*

**Assistant Professor** - 2017 to Present

*PH USC Dept. Family and Preventative Medicine, Columbia, SC*

**Resident** - 2015 to 2016

*University of South Carolina School of Medicine, Columbia, SC*

**Physician** - 2014 to 2017

*Eau Claire Healthcare Cooperative, Columbia, SC*

**Physician** - 2014 to 2018

*Mediko, Richmond, VA*

**Physician** - 2013 to 2014

*Family Health Centers Inc, Denmark, SC*

**Medical Director** - 2011 to 2013

*South Carolina Department of Corrections, SC*

**House Officer** - 2008 to 2011

*University of Virginia, Charlottesville, VA*

**Internship** - 2007 to 2008

*Wake Forest Baptist Medical Center, Winston-Salem, NC*

## Education

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**Furman University** - 2002  
*Greenville, SC*

- B.S. Biology

**Medical University of South Carolina College of Medicine** - 2007  
*Charleston, SC*

- M.D.

**Arnold School of Public Health** - 2015  
*Columbia, SC*

- M.P.H. Program

**Darla Moore School of Business** - 2016  
*Columbia, SC*

- M.B.A. Program

## Affiliations & Awards

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- Elected to University of South Carolina Graduate Medical Education Committee (2015)
- UVA Medical Center – You Make A Difference Award (2010)
- ACOEM, ACPM, ASAM
- MUSC - Outstanding Student of the Month February (2006)

## Activities

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### Licensure / Certification:

- American College of Preventive Medicine
- American College of Environmental and Occupational Medicine
- American College of Addiction Medicine Board Eligible (Exam 2022)
- South Carolina State Medical License (2011 - Present)
- Kansas State Board of Healing Arts (2018 – Present)
- Florida Board of Medicine (2021 - Present)
- Vermont Board of Medical Practice (2021 – Present)
- BLS, ACLS, PALS, MRO, DOT, X Waiver



## Paul Millette

Senior Vice President – Jail Operations

Paul Millette joined VitalCore in October 2019. He serves as Senior Vice President of Jail Operations. Paul's holds a Master's Degree in Business Administration and Finance. Prior to joining VitalCore, Paul was the Chief Executive Officer of Mississippi Correctional Services, LLC. Previous to forming his own company, Paul worked in the field of sales, marketing, and consulting. For several years, he provided consulting services to sheriffs throughout Mississippi regarding inmate medical care.

Paul now oversees the operations of VitalCore's health and mental health care programs in four different county jails in Mississippi. His positive personality and exceptional customer services skills have assisted in forming excellent relationships with the Sheriffs and Jail Administrators in the four Mississippi counties as well as other sheriffs throughout the entire State of Mississippi. His reputation for dependability and attention to detail are well-known.



# Paul M. Millette

## Contact

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PMillette@VitalCoreHS.com

## Professional Experience

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**Senior Vice President - Jail Operations - 2019 to Present**

*VitalCore Health Strategies, Topeka, KS*

- Managing staff and operations with four of our counties currently in Mississippi

**Chief Executive Officer - 2018 to 2019**

*Mississippi Correctional Services, LLC, Madison, MS*

- Responsible for creating and implementing the company's vision, mission and overall direction which includes hiring, firing, contract review, managing employees, leading, guiding and directing the evaluation of the officers ensuring they are carrying out the daily operations.
- Oversee the financial aspects of the company
- Explore internal and external opportunities for customers and new industry developments

**Chief Executive Officer/Owner- 2000 to Present**

*Group Benefit Services, LLC, Ridgeland, MS*

- Primarily calling on accounts in Central Mississippi for all aspects of Employee Benefits
- Managing our sales and marketing staff
- Focusing on the group health and life market

**Chief Executive Officer/Owner- 2012 to 2018**

*Correctional Consulting Services, LLC, Brandon, MS*

- Consulting Services to Sheriff's throughout the state of Mississippi regarding the medical care for their inmates
- Reducing the medical liability and medical claims cost for the Sheriff's and Counties.
- Negotiating contracts with medical facilities on behalf of the Sheriff's

**Administrator- 1992 to Present**

*Millette Administrators, Inc., Pascagoula, MS*

- Administering the Mississippi Public School Employee Life Insurance Plan
- Assisting in the Taft-Hartley Trust Fund Administration
- Preparation of monthly Pension, Welfare, Vacation and Holiday checks for clients
- Managing the sales and marketing staff

## Education & Training

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**Belhaven College - 1988**

*Jackson, Mississippi*

- Business Administration and Finance degree



## **Deborah G. Schult, Ph.D**

### **President of Behavioral Health**

Dr. Schult joined the VitalCore team in May 2019 to serve as President of Clinical Affairs - Behavioral Health. Prior to that, she served as the Assistant Director of the Health Services Division for the Federal Bureau of Prisons in Washington D.C. where she oversaw the billion dollar nationwide correctional healthcare system for a population of 155,000 housed in 122 institutions, to include seven Joint Commission-accredited prison hospitals. Dr. Schult is a seasoned senior executive with over 25 years of experience in correctional and healthcare leadership and is highly regarded as an accomplished correctional executive. She is experienced in managing a workforce of civil servants and United States Public Health Care personnel and overseeing a National Correctional Healthcare Governing Board. Dr. Schult has been responsible for policy development and delivery of clinical guidance to the field of federal corrections and has overseen the growth of national healthcare data governance and analytics. At the federal level, Dr. Schult provided oversight of the national menu, nutritional analyses, and special medical and religious diets for the offender population. She was designated as the Agency Safety Officer and managed the safety and environmental compliance and occupational health programs for both staff and incarcerated persons.

Dr. Schult was Chief Executive at two federal facilities and has substantial experience in prison management. She is a licensed psychologist who has treated the offender population and has overseen all clinical treatment programs at the national level. Dr. Schult has expertise in the provision of services to special populations to include those with serious mental illness, substance use disorders, the aging, and transgender populations. Dr. Schult is also an accomplished public speaker on correctional healthcare issues.



# Deborah G. Schult, Ph.D.

## Contact

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## Professional Experience

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**President of Behavioral Health – 2022 to Present**

*VitalCore Health Strategies, Topeka, KS*

**President of Clinical Affairs – Behavioral Health - 2019 to Present**

*VitalCore Health Strategies, Topeka, KS*

**Assistant Director, Health Services Division - 2015 to 2019**

*Federal Bureau of Prisons, Washington, DC*

- Chief administrator and Health Care Authority for the largest correctional healthcare system in the country
- Oversees a \$1.2 billion budget to forecast, develop, implement, and administer health care programs provided by 3,800 health care professionals for approximately 155,000 offenders
- Chairperson of a national correctional healthcare Governance Board comprised of executive level leaders responsible for strategic health care planning and performance evaluation
- Licensed psychologist experienced with coordinating and implementing services to “at risk” correctional populations with opioid addiction, the seriously mentally ill, the aging, the disabled and transgender individuals
- Coordinate services nation-wide to include healthcare guidance to foreign state, and local correctional agencies
- Provide oversight of nutrition and dietary programs for one of the largest food service systems in the country
- Directs the life safety, fire safety, environmental health and occupational safety programs and employee health for the nation’s largest correctional system
- Coordinates research on correctional health care programs and oversees staffing and recruitment of medical personnel, and professional education programs and budgets
- Monitors administrative matters for nearly 850 uniformed United States Public Health Service officers
- Directs major policy decisions and the planning and evaluating of all health services programs, to include Re-entry continuity of care

**Adjunct Assistant Professor of Clinical Research & Leadership - 2018 to Present**

*The George Washington University School of Medicine & Health Sciences, Washington, DC*

- Consults on development of course for Correctional Health Care Administration for Behavioral Health Populations
- Scheduled to teach Masters level courses in managing incarcerated patient populations with serious mental illnesses and substance use disorders

## Professional Experience cont.

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### **Senior Deputy Assistant Director, Health Services Division - 2013 to 2015**

*Federal Bureau of Prisons, Washington, DC*

- Served as top advisor to the Health Services Division Assistant Director
- Assisted in planning, developing, managing, coordinating, and evaluating BOP Healthcare activities
- Oversaw the BOP Opioid Strategy and the initiative to expand Medication Assisted Therapy
- Engaged with Stakeholders to include Special Interest, Religious leaders, Union representatives and national governmental officials
- Oversaw the multi divisional collaborative Mental Health Clinical Care Committee
- Implemented the Bureau's first Consolidated Worker's Compensation Unit
- Oversaw Union Negotiations to develop policies and procedures that sustain and improve the health and safety of the offender and staff
- Provided expertise in the revision of the Agency's Restrictive Housing policies and practices

### **Chief Executive Officer (Warden) - 2011 to 2013**

*Federal Bureau of Prisons, Berlin, NH*

- Activated a 1700 bed male medium security prison, and a 128 bed minimum security work cadre.
- Addressed final construction oversight, hiring and training of staff, setting up of local policies, designation, and transportation of inmates to the facility, and setting priorities for a \$30 million budget
- Established community partnerships and volunteer resources and development of an institution culture of respect and excellence
- Collaborated with local and federal law enforcement such as the United States Attorney, both United States Senators, the FBI, Border Patrol, the United States Marshal, State Senator and legislators, State Police, local Police Chiefs and Sheriff, and local business and Civic groups to include the Chamber of Commerce, community college, schools, and churches
- Established offender programs in work programming, education, psychology, and religious services and reentry initiatives

### **Chief Executive Officer (Warden) - 2007 to 2011**

*Federal Bureau of Prisons, Ray Brook, NY*

- Directed all prison management, programs, and service delivery for a 1200 bed medium male security facility
- Managed a workforce of 270 staff and a \$23 million budget.
- Oversaw the establishment and implementation of policies and procedures governing institutional functions
- Expanded inmate development programs to include psychological groups in the arena of addiction and recovery
- Oversaw a Treaty Transfer Program, and managed inmate gang-related activities to include discipline, and where appropriate, referral for prosecution

## Professional Experience cont.

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### **Associate Warden - 2004 to 2007**

*Federal Bureau of Prisons, Ayer, MA*

- Served as top advisor to the Health Services Division Assistant Director
- Directed prison operations for a 1280 bed secure prison hospital with a medical and forensic mission and a 124 bed minimum security facility
- Responsible for 170 mentally ill inmates, to include the Court Ordered Forensics Evaluation Program, a 400 bed hospital, and a Sex Offender Management Program with 400 inmates.
- Provided oversight of a multi-million dollar, five year medical contract and for the ongoing compliance of all standards related to the Joint Commission on Accreditation of Healthcare Organizations

### **Chief, Clinical Treatment Programs - 2001 to 2004**

*Federal Bureau of Prisons, Washington, DC*

- Provided administrative oversight of all clinical treatment programs, including staff training and curriculum development for the nation's largest correctional system
- Wrote and implemented national policies to include program for high security mentally ill offenders, vulnerable, young, first time offenders, and sexual assault prevention, incorporating the nation's PREA regulations
- Developed training materials for specialized programs to include the Victim Notification System and sexual assault prevention
- Developed tracking system to monitor sexual assaults, victims, and perpetrators
- Served as National Trainer for Executive Staff Critical Incident Management

### **Chief Psychologist - 1997 to 2001**

*Federal Bureau of Prisons, Lewisburg, PA*

- Directed staff and operations of a large psychology services department, including a residential treatment program and drug abuse program for three male offender institutions – high security minimum security, and an intensive confinement center
- Oversaw the management of the mentally ill and suicide prevention program
- Oversaw the Bureau's first-in-the-system psychiatry telehealth program
- Provided consultation to the Executive Staff on all staff issues – to include workplace violence
- Implemented the Sexual Assault Prevention Program
- Served as National and Regional trainer for Critical Incident Debriefing
- Designed and delivered specialty programs for Tactical Response Teams

### **Residential Drug Abuse Program Coordinator - 1996 to 1997**

*Federal Bureau of Prisons, Fort Dix, NJ*

- Oversaw a 160 bed residential drug abuse treatment program for male offenders
- Provided administrative oversight, supervision, and training of Residential Treatment staff, and administered the program budget
- Developed and implement Drug Abuse Curriculum
- Retained responsibility for statutory early release for eligible program participants
- Directed non-residential drug programming for 2000 male offenders

## Professional Experience cont.

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**Clinical Psychologist** - 1995 to 1996

*Federal Bureau of Prisons, Fort Dix, NJ*

- Delivered psychological services at a nearly 3000 bed male facility to include suicide risk assessment and prevention, sexual assault prevention and intervention, drug abuse programming, and psychological assessment and treatment
- Coordinated the Employee Assistance Programs for staff and their families.
- Served as Executive Staff consultant for operational and staff issues
- Managed the program for inmates with serious mental illness to include identifying/diagnosing, monitoring, and providing or facilitating appropriate treatments, interventions, and designations.

## Education

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**State University of New York at Albany** - 1994

*Albany, NY*

- Ph.D. in Counseling Psychology

**University of North Texas** - 1987

*Denton, TX*

- M.A. in Counseling Psychology

**Boston University** - 1983

*Boston, MA*

- B.A. in Psychology

## Affiliations & Awards

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- The George Washington University School of Medicine and Health Sciences
- Federal Executive of the Year Award (2013)
- American Correctional Association
- Association of Women Executives in Corrections
- Chair, Behavioral Health Committee for the American Correctional Association

## Activities

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**Publications & Presentations:**

- *Synthetic Drugs in the Correctional Environment:* With John F. Caraway. Presentation at the Federal Bureau of Prisons' National Wardens' Conference, Denver, CO, 2018

## Activities cont.

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### Publications & Presentations cont.:

- *Transgender Care in Corrections: Where We Are...and Where We Are Going.* With Lia L. Gulick. Presentation at the American Correctional Association 148<sup>th</sup> Congress, Minneapolis, MN, 2018.
- *Treatment at the Intersection of Violence and Mental Illness.* With Brandi Reynolds, PsyD, Jamila Thomas, PhD, Maegan Malespini, PsyD, & Mike Catino. Presentation at the American Correctional Association 148<sup>th</sup> Congress, Minneapolis, MN, 2018.
- *Between a Rock and a Hard Place: Ethical Decision making in Correctional Mental Health Care.* With Rachel Elkins, Psy.D. Presentation at the American Correctional Association 148<sup>th</sup> Congress, Minneapolis, MN, 2018.
- *Synthetic Drugs in the Correctional Environment: Security Staff as First Responders.* With Randy Shively, Ph.D. and John F. Caraway. Presentation at the American Correctional Association 148<sup>th</sup> Congress, Minneapolis, MN, 2018.
- *Special Session: Reactor Panel on State of Opioid Treatment in Justice Involved Persons.* With Jody Rich, Kirsten Smith & Teresa May. Presentation at the Academic Health & Policy Conference on Correctional Health, Houston, TX, March, 2018.
- *There are 3 R's in Correctional Mental Health Ethical Dilemmas.* With Beverly Sloan, PsyD. Presentation at the American Correctional Association 147<sup>th</sup> Congress, St. Louis, MO, 2017.
- *Transgender – Critical Issues.* With Joseph Penn M.D. and Lannette Linthicum, M.D. Presentation at American Correctional Association, San Antonio, TX, 2017.
- *Substance Use Disorders/Medication Assisted Treatment.* Presentation at the Coalition of Correctional Health Authorities – New Health Authority Training, Alexandria, VA, 2018.
- *Transgender Offenders.* Presentation at the Coalition of Correctional Health Authorities – New Health Authority Training, Alexandria, VA, 22314, 2018. *Local, State and Government Partners.* Presentation at the Coalition of Correctional Health Authorities – New Health Authority Training, Alexandria, VA, 22314, 2018.
- *Aging from the Inside.* With Lori Ammons, Ph.D. Presentation at the American Correctional Association, Orlando, FL, 2018
- *What Would You Do? Ethical Dilemmas in Correctional Mental Health Care.* With Beverly Sloan, Psy.D. Presentation at the American Correctional Association, Orlando, FL, 2018.
- *Zika Preparedness for Corrections.* With Jeffery D. Allen, M.D. Presentation at the American Correctional Association 147<sup>th</sup> Congress, St. Louis, MO, 2017
- *LGBT Offenders: Critical Issues in Gender Dysphoria.* With Joseph Penn, M.D. Presentation at the American Correctional Association Coalition of Correctional Health Authorities, National Harbor, MD, 2016.
- *Medication Assisted Therapy: An Update on Correctional Options of Care.* With RADM Chris Bina, Pharm.D., Jennifer Clark, M.D., Stephanie Collins, Ph.D., and Kathleen Maurer, M.D. Presentation at American Correctional Association 146<sup>th</sup> Congress, Boston, MA, 2016.
- *Dealing with Difficult People and the Stress that Can Result.* Presentation for the United States Marshall and Federal Courts, Montpelier, VT, 2012.
- *Activating a Prison.* Presentation at the National Institute of Corrections, Mexican Prison Project, Denver, CO, 2012.
- *Offender Re-Entry.* Presentation at the Vermont Offender Re-Entry Symposium, Montpelier, VT, 2011.



## **Lannette Linthicum, MD, CCHP-A, FACP**

### **Medical Consultant**

Dr. Linthicum is perhaps one of the most respected correctional health care leaders in the industry and is Past President of the American Correctional Association (ACA). She began her career with the Texas Department of Criminal Justice as a physician at the Huntsville Unit in 1986. She held numerous positions before becoming the Director of Health Services in January 1998, a position she currently holds. Dr. Linthicum agreed to set the healthcare standard for VitalCore Health Strategies serving as a Medical Consultant. While working within the Texas Criminal Justice system, she reengineered the Texas Department of Criminal Justice Health Services Office of Professional Standards by creating an ombudsman's office, utilizing a team leader who provides clinical expertise and supervision to patient liaison and grievance investigators. She implemented a process to perform access to care and quality on-site audits and monitored and tracked statistical trends in health care complaints.

Dr. Linthicum earned a bachelor's degree from Smith College in Northampton, Massachusetts, and a medical degree from the University of Maryland School of Medicine. She is Licensed to Practice Medicine in both Maryland and Texas. She is board certified by the American Board of Internal Medicine. She is a fellow of the American College of Physicians and an Advanced Certified Correctional Health Professional. Dr. Linthicum received ACA's E.R. Cass Correctional Achievement Award in 2011. She also served as the chair of ACA's Commission on Accreditation for Corrections, vice chair of the ACA Standards Committee, and former co-chair of ACA's Coalition of Correctional Health Authorities.

Dr. Linthicum holds numerous honors and awards and is published in several peer-reviewed journals, textbooks, and abstracts. She is frequently invited to speak at symposiums and conferences due to her breadth of knowledge within the field.



# Lannette C. Linthicum, MD, CCHP-A, FACP

## Contact

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## Professional Experience

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**Medical Consultant - 2018 to Present**

*VitalCore Health Strategies, Topeka, KS*

**Residency Fellowship in Correctional Medicine - 1997 to Present**

*University of Texas Medical Branch*

- Key faculty
- Clinical instructor for the University of Texas Medical Branch Residency in Correctional Medicine

**Director, Health Services Division – 1998 to Present**

*Texas Department of Criminal Justice*

- Responsible for the professional and administrative direction of the system for health care delivery within the prison system
- Established division policy related to health care and the administration of the Health Services Division

**Interim Director, Health Services Division – 1998**

*Texas Department of Criminal Justice*

- Responsible for the professional and administrative direction of the system for health care delivery within the prison system
- Established division policy related to health care and the administration of the Health Services Division

**Interim Preventative Medicine Director, Health Services Division – 1997 to 1998**

*Texas Department of Criminal Justice*

- Provided professional services related to the diagnosis and treatment of infection and communicable diseases in the offender population
- Coordinates the delivery of public health care at all units
- Provided oversight and management of all operations and staff of the Office of Preventive Medicine
- Assured compliance with standards of the National Commission on Correctional Health Care with regard to infection control

## Professional Experience cont.

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**Associate Director, Health Services Division – 1994 to 1998**

*Texas Department of Criminal Justice*

- Contract Monitor for Correctional Managed Health Care Program.
- Provided oversight of all clinical contract monitoring
- Technical professional advisor for all employee health care programs
- ADA issues, extended sick leave pools, asbestos screening, hearing conservation, employee tuberculosis screening, Hepatitis B immunizations, etc.

**Associate Medical Director – 1994 to 1998**

*University of Texas Medical Branch / Correctional*

- Managed Health Care for unit operations. Responsible for health care delivery to 95,000+ inmates.

**Chief of Professional Services – 1993 to 1994**

*Texas Department of Criminal Justice, Health Services Division*

- Supervised all clinical disciplines within the Health Services Division
- Responsible for health care delivery to approximately 60,000 inmates

**Central Region Health Authority – 1988 to 1993**

*Texas Department of Criminal Justice, Health Services Division*

- Supervised medical staff of thirteen prison units
- Acted as final responsible authority for the health care delivery of 20,000+ inmates
- Worked closely with Regional Operations Director (Security) to maintain and facilitate access to and delivery of health care to the inmate population

**Unit Health Authority – 1987 to 1988**

*Texas Department of Corrections*

- Responsible for health care delivery of 1,500+ inmates, ultimate authority, both medical and administrative, for entire medical unit
- Supervised medical staff consisting of physicians, psychiatrists, physician assistants, dentists, director of nurses, health administrator, x-ray, laboratory, medical records personnel, pharmacy technicians, and numerous clerical personnel

**HMO Physician, Part-Time – 1987 to 1989**

*MacGregor PruCare, Houston, TX*

**U.S. Public Health Service-National Health Service Corps. – 1986 to 1990**

*Texas Department of Corrections*

**Emergency Room Physician – 1986**

*Wyman Park Health System, Baltimore, MD*

**HMO Physician, Part-Time – 1986**

*Humana Med First, Baltimore, MD*

## Education

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### **Affiliate of University of Maryland & John Hopkins Medical System – 1983 - 1986** *Baltimore, MD*

- Post Graduate Years I, II, III
- The Union Memorial Hospital Internal Medicine

### **University of Maryland School of Medicine- 1979 - 1983** *Baltimore, MD*

- Doctor of Medicine (M.D.)

### **Smith College – 1975 - 1979** *North Hampton, MA*

- Biochemistry and French
- Language and Literature (B.A.)

## Affiliations

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- Correctional health care expert for the Texas Attorney General's Office for inmate litigation pertaining to prison health care – **Jan 2010 - Present**
- Physician surveyor for the National Commission for Correctional Health Care Accreditation audits at correctional facilities (i.e., jails, prisons, detention centers) nationwide – **May 1995 - 2003**
- Administrator and coordinator of the International Physician Orientation for Brazilian Correctional Physicians – **Aug 1997**
- Governor's Executive Development Program (3-week course) October 1997, December 1997, January 1998 – **1997 - 1998**
- Appointed by the National Commission on Correctional Health Care Standards to serve as a task force member in developing Correctional Physician Clinical Practice Guidelines – **Jan 2000 - 2003**
- American Correctional Association Program Planning Committee, Coordinator for the Health Care Track – **Sep 2010 – Aug 2002**
- Appointed by the National Commission on Correctional Health Care to serve on the 2002 Standards Revision Task Force – **Jan 2001**
- Elected as Treasurer to the Society of Correctional Physicians Board (2- year term) – **Mar 2002**
- Elected to Board of Directors, American Correctional Health Services Association – **Mar 2002**
- Appointed to the American Correctional Association Commission on Accreditation Board of Directors – **Jan 2002 - 2012**
- Appointed to the American Correctional Association Standards Committee – **Jan 2002 - 2012**
- Appointed Vice-Chairman, American Correctional Association Standards Committee – **Mar 2004 - 2012**
- Appointed Chair of the Commission on Accreditation Quality Assurance Task Force – **Aug 2003 - 2010**
- Elected Member of the American Correctional Association Health Care Certification Task Force – **2008 - 2010**
- Elected Chair of the American Correctional Association Commission on Accreditation for Corrections – **Aug 2008 - 2012**

## Affiliations cont.

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- Co-Chair of the American Correctional Association's Coalition of Correctional Health Authorities (CCHA) - **Aug 2007 – Jan 2010**
- Elected as Treasurer of the American Correctional Association and member of the Executive Committee - **Jan 2013 - 2015**
- Elected President of the American Correctional Association (term of office 2015-2021) – **Oct 2014**
- Appointed as a physician member to the Correctional Managed Health Care Committee established by the 73<sup>rd</sup> Texas State Legislature through Provisions of Texas Government Code 501.059). – **1994 - Present**
- Appointed by the Correctional Managed Health Care Committee to chair a committee charged with revising and developing a new HIV policy consistent with National Health Care Standards. - **1997 - 2003**
- Appointed by the Correctional Managed Health Care Committee to chair a committee charged with developing a state-wide policy on hepatitis C. - **1998 - 2006**
- Chair, Correctional Managed Health Care Committee's System Leadership Council Quality Improvement/Quality Management Plan. - **1999 – 2001, 2005 – 2006, 2008 – 2009, 2014 - 2015**
- Member, TDCJ Pharmacy and Therapeutics Committee - **1988 - 1993**
- Member, TDCJ Physician Peer Review Committee - **1988 - 1993**
- Chair, TDCJ Physician Peer Review Committee - **1989 - 1991**
- Chair, TDCJ Regional Quality Assurance Committee - **1988 - 1993**
- Chair, TDCJ Morbidity and Mortality Committee - **1988 - 1993**
- Member, TDCJ Morbidity and Mortality Committee - **1994 - 2000**
- Chair, TDCJ Health Care Review Board - **1993 - 1994**
- Co-Chair, TDCJ Medical Training and Continuing Education - **1993 - 1994**
- Member, TDCJ Infection Control Committee - **1994 - 2004**
- Texas Medical Association - **1987 - 2013**
- Montgomery County Medical Society - **1987 - 2013**
- American College of Physicians/American Society of Internal Medicine - **1981 - Present**
- Society of Correctional Physicians - **1998 - 2005**
- American Correctional Health Services Association – **Jan 1999 - 2005**
- American Correctional Association – **Aug 2000 - Present**
- Advanced Certified Correctional Health Care Provider (C.C.H.P.-A) **Feb 2001 - Present**

## Activities

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### Published:

- Gelman, B., Wolfo P., Olano J., Linthicum, L., 1: Human Pathology 1996 Dec; 27(12): 1282-7. Environmental influences on the pathology of the acquired immunodeficiency syndrome: autopsy results in Texas Prison inmates.
- Baillargeon J., Watt, Kelly M., Grady J., Linthicum, L., Dunn, K. Hepatitis C seroprevalence among newly incarcerated inmates in the Texas correctional system. Public Health (under review).
- Baillargeon, J., Kelly, M., Lichtenstein, M., Jenson, H., Linthicum, L. (2002). Management of tuberculosis in the Texas prison system. Journal of Correctional Health Care, 9, 77-92.

## Activities cont.

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### Published cont.:

- Baillargeon, J., Pulvino, J., Leonardson, J., Linthicum, L., Williams, B., Penn, J., Williams, R., Baillargeon, G., Murray, O.; International Journal of STD & AIDS, February 2017  
The Changing Epidemiology of HIV in the Criminal Justice System
- Baillargeon, J., Black, S., Leach, C., Jenson, H., Pulvino, J., Bradshaw, P., Murray, O., Linthicum, L. The Infectious Disease Profile of Texas Prison Inmates. Public Health (under review).
- *"Treating Terminally Ill Patients on Death Row"* - Article Medical Economics Magazine, February 22, 1999
- Scott, W., Linthicum, L. Performance-Based Health Care Standards: The Texas Experience submitted October 19, 2000 to the American Correctional Association for publication in State of Corrections.
- Linthicum, L. Guest Editorial- *"Correctional Administrators Must Mandate Continuous Professional Development Activities in Order to Perpetuate the Competencies of their Staff"*, Corrections Today Magazine June 2008
- Linthicum, L. Guest Editorial- *"My Path to the ACA Presidency"* Corrections Today Magazine March/April 2017
- Puisis M, Clinical Practice in Correctional Medicine Second Edition, 2006, Chapter 27, Kelley, M., Linthicum, L. *"Mortality in Jails and Prisons"*

### Appearances:

- National Institute of justice: Formulary Development in a Correctional Setting; Aired April 4, 2011
- Cyb-r Care *"The Future of Correctional Health Care"* American Correctional Association 2001 Winter Conference, January 20-24, 2001, Nashville, Tennessee.
- *"Unique Health Care Needs: Caring for Older Offenders in Prisons and Jails"*, American Correctional Association 131<sup>st</sup> Congress of Corrections, August 11-16, 2001, Philadelphia, Pennsylvania.
- *"Correctional Communicable Disease Management Strategies: You Can't Live Without Them"*, American Correctional Association, 131<sup>st</sup> Congress of Corrections, August 11-16, 2001, Philadelphia, Pennsylvania.
- *"ACA Special Presentation: National Live Webcast on Hepatitis"*, American Correctional Association 132<sup>nd</sup> Congress of Corrections, August 3-8, 2002, Anaheim, California.
- *"The Containment and Treatment of Methicillin Resistant Staphylococcus Aureus (MRSA) Infections within the Correctional Setting."* American Correctional Association 2006 Winter Conference, January 31, 2006, Nashville, Tennessee.
- *"ACA's Correctional Health Care Certification and the American Nursing Associations' (ANA) Scope and Standards of Practice in Correctional Facilities."* American Correctional Association 2006 Winter Conference, January 31, 2006, Nashville, Tennessee.
- *"How to Prepare for an accreditation Hearing."* Commission on Accreditation for Corrections Training, Alexandria, Virginia, October 12-13, 2006.
- *"Essentials of Preventive Medicine in a Confined Population."* Detainee operations Strategic Conference for Senior Leaders, United States Disciplinary Barracks, Ft. Leavenworth, Kansas.
- *"Hepatitis C Plenary"*, American Correctional Association 144<sup>th</sup> Congress of Corrections, August 15-20, 2015, Salt Lake City, Utah

## Activities cont.

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### Appearances cont.:

- *“Texas Department of Criminal Justice, Management of Hepatitis C: An Unprecedented Challenge for Corrections”*, Coalition for Correctional Health Authorities (CCHA), Scottsdale, Arizona, September 11, 2014
- *“The Development of a University-Based Specialty Program for State Prisoners with Gender Dysphoria”*, New Orleans, LA January 25, 2016
- *“Tele-Health: Pioneering New Models for Care”* Boston, MA August 2016
- *“LGBT Offenders: Critical Issues in Gender Dysphoria”* San Antonio, TX January 22, 2017

### Honors:

- U.S. Public Health Service – National Health Services Corps ---Letters of Commendation for providing high quality health care to the medically underserved in Texas.
- American Correctional Association “Best Practice” Award of Excellence presented to the Texas Correctional Managed Health Care Partnership.
- Texas Inmate Families Association Angel Award
- Certificate of Appreciation from The Texas Department of Criminal Justice Training Academy for instruction provided to Correctional Professionals.
- Certificate of Appreciation from the TDCJ Executive Director for participating in the development of the Texas Department of Criminal Justice Wellness Initiative Now (WIN) program.
- ACA Corrections Today Journal – “Best In Business”
- ACA Walter P. Dunbar Award
- Texas Senate Resolution No. 932 (Senator John Whitmire)
- Texas House Resolution No. 1769 (Representative Jerry Madden)
- ACA E.R. Cass Correctional Achievement Award
- The John Phillips Award (Trustees of Phillips Exeter Academy)

### Licensure / Certification:

- License to Practice Medicine, State of Maryland (#D32601)
- License to Practice Medicine, State of Texas (#H1135)
- A.T.L.S. Certification
- A.C.L.S. Instructor
- Certified Correctional Health Care Provider (C.C.H.P.)
- A.C.L.S. Certification
- Certified Correctional Health Care Provider Advanced (C.C.H.P.-A) Election to
- Fellowship, American College of Physicians
- Diplomate American Board of Internal Medicine Certificate #110571



## **Newton Kendig**

**Consultant – Oversight and Utilization  
Management & Quality**

Dr. Newton E. Kendig is a board-certified physician in internal medicine and infectious diseases and serves as a consultant to VitalCore. He is a 1984 graduate of Jefferson Medical College, Philadelphia, Pennsylvania. He completed his internal medicine residency at the University of Rochester, Strong Memorial Hospital in 1987. He then trained as an infectious disease fellow at the Johns Hopkins Hospital in Baltimore, Maryland through 1991.

Dr. Kendig served as Medical Director of the Maryland Department of Public Safety and Correctional Services from 1991 through 1996. He later became a Commissioned Officer in the United States Public Health Service (USPHS) assigned to the Federal Bureau of Prisons (FBOP) where he served as Chief of Infectious Diseases, Medical Director, and ultimately Assistant Director in charge of the Health Services Division from 1996 to 2015. In October 2015, Dr. Kendig retired from the USPHS and the FBOP as an Assistant Surgeon General of the USPHS, at the rank of Rear Admiral, Upper Half. Highlights of his federal career include managing a billion dollar health care system for over 200,000 federal inmates in over 100 institutions, including six Joint Commission- accredited prison-hospitals; serving as the Commanding Officer for the Department of Health and Human Services mission to the Commonwealth of the Northern Mariana Islands to provide critical technical assistance to the only hospital on the island of Saipan; and serving in 2014 as Commanding Officer for the Team 2 USPHS Commissioned Corps Ebola Response in Monrovia, Liberia.

Dr. Kendig has authored numerous Clinical Practice Guidelines that help define the standard of care for correctional medicine in the United States. He chaired the two American Correctional Association (ACA) committees that developed the current accreditation standards for health care in prisons and jails. Dr. Kendig also has been a practicing clinician, providing direct patient care in infectious diseases at the Johns Hopkins Hospital from 1991 to 2015.

In April 2017, Dr. Kendig joined the George Washington University Center for Healthcare Innovation and Policy Research as a part-time Professor of Medicine where he is launching a criminal justice healthcare initiative.



# Newton Kendig

## Contact

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**Address:**

719 SW Van Buren St., STE 100  
Topeka, KS 66604

**Phone:**

(785) 246-6840

**Email:**

NKendig@VitalCoreHS.com

## Professional Experience

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**Consultant – Oversight and Utilization Management & Quality - 2018 to Present**

*VitalCore Health Strategies, Topeka, KS*

**Clinical Professor of Medicine - 2017 to Present**

*George Washington University*

**Consultant – 2016 to 2017**

*Criminal Justice Health & Public Health Executive Leadership*

**Assistant Director / Medical Director – 2006 - 2015**

*Federal Bureau of Prisons, Health Services Division*

**Medical Director – 1999 to 2006**

*Federal Bureau of Prisons*

**Chief of Infectious Diseases – 1996 to 1999**

*Federal Bureau of Prisons*

**Medical Director – 1991 - 1996**

*Maryland Department of Public Safety and Corrections*

**Courtesy Faculty, Department of Medicine / Infectious Diseases – 1991 to 2016**

*John Hopkins Hospital*

**Direct Patient Care at Outpatient Infectious Diseases Clinic – 1991 to 2015**

*John Hopkins Hospital*

## Education

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**John Hopkins University – 1991**

*Baltimore, MD*

- Infectious Diseases Fellowship (Board-Certified)

**Strong Memorial Hospital, University of Rochester - 1987**

*Rochester, NY*

- Internal Medicine Residency (Board-Certified)

## Education cont.

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**Jefferson Medical College – 1984**  
*Philadelphia, PA*

- MD - Magna Cum Laude

**Penn State University - 1979**  
*University Park, PA*

- BS - Magna Cum Laude

## Affiliations

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- Academic Consortium on Criminal Justice Health
- American College of Physicians
- Infectious Disease Society of America

## Activities

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### Published:

- Schmidt KM, Lobato MN, Lang SG, Wheeler S, Kendig NE, and Bur S. High completion rate for 12 weekly doses of isoniazid and rifapentine as treatment for latent *Mycobacterium tuberculosis* infection in the Federal Bureau of Prisons. *J Public Health Management and Practice*. July, 2018.
- Kendig NE. The potential to advance health care in the US criminal justice system. *JAMA* 2016;316(4):387-388.
- Kendig NE. Federal Bureau of Prisons Clinical Practice Guidelines. [www.bop.gov](http://www.bop.gov). 1997-2015.
- Conklin L, Adjemian J, Loo J, Mandal S, Davis C, Parks S, Parsons T, McDonough B, Partida J, Thurman K, Diaz MH, Benitez A, Pondo T, Whitney CG, Winchell JM, Kendig N, Van Beneden C. Investigation of a *Chlamydia pneumoniae* outbreak in a Federal correctional facility in Texas. *Clinical Infectious Diseases*. 2013;57(5):639-647.
- Benitez AJ, Thurman KA, Diaz MH, Conklin L, Kendig N, Winchell JM. Comparison of real-time PCR and a microimmunofluorescence serological assay for detection of *Chlamydia pneumoniae* infection in an outbreak investigation. *Journal of Clinical Microbiology*. 2012;50(1):151-153.
- Burwell LA, Park BJ, Wannemuehler KA, Kendig N, Pelton J, Chaput E, , Emery K, Chavez G, Jinadu BA, Fridken SK. Outcomes among inmates treated for coccidioidomycosis at a correctional institution during a community outbreak, Kern County, California, 2014. *Clinical Infectious Diseases*. 2009;49(11):e113-119.
- Kendig NE. Management of community-associated methicillin-resistant *Staphylococcus aureus* infection in the outpatient setting. *Hopkins HIV Report* 2004;16(5):10-12.
- Kendig NE. Correctional health care systems and collaboration with academic medicine. *JAMA*. 2004;292(4):501-503.
- Kendig NE. The future of correctional health care. *Correctional Health Care Report*. 2003;5:1-3.

## Activities cont.

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### Published cont.:

- Hutton HE, Treisman GJ, Hunt WR, Fishman M, Kendig N, Swetz A, Lyketsos CG. HIV risk behaviors and their relationship to posttraumatic stress disorder among women prisoners. *Psychiatric Services*. 2001;52:508-513.
- Saunders DL, Olive DM, Wallace SB, Lacy D, Leyba R, Kendig NE. Tuberculosis screening in the federal prison system: an opportunity to treat and prevent tuberculosis in foreign-born populations. *Public Health Reports*. 2001;116:210-18.
- Kendig NE. State of correctional health care at the end of the millennium. *Correct Care*. 2000;14:1.
- MacIntyre CR, Kendig N, Kummer L, Birago S, Graham NM, Plant AJ. Unrecognized transmission of tuberculosis in prisons. *European Journal of Epidemiology*. 1999;15(8):705-709.
- Gershon RM, Karkashian CD, Vlahov D, Kummer L, Kasting C, Green-McKenzie J, Escamilla-Cejudo JA, Kendig N, Swetz A, Martin L. Compliance with universal precautions in correctional health care facilities. *Journal of Occupational and Environmental Medicine*. 1999;41:181-189.
- Kendig NE. Tuberculosis control in prisons. *International Journal of Tuberculosis and Lung Disease*. 1998;2(9):S57-S63.
- MacIntyre CR, Kendig N, Kummer L, Birago S, Graham NMH. Impact of tuberculosis control measures and crowding on the incidence of tuberculosis infection in Maryland prisons. *Clinical Infectious Diseases*. 1997;24(6):1060-67.
- Kendig N, Boyle B, Swetz A. The Maryland Division of Correction medical-parole program: a four-year experience, 1991 to 1994. *AIDs and Public Policy Journal*. 1996;11:21-7.
- Kendig N, Stough T, Austin P, Kummer L, Swetz A, Vlahov D. Profile of HIV seropositive inmates diagnosed in Maryland's State Correctional System. *Public Health Reports*. 1994;109:756-60
- Behrendt C, Kendig N, Dambita C, Horman J, Lawlor J, Vlahov D. Voluntary testing for human immunodeficiency virus (HIV) in a prison population with a high prevalence of HIV. *American Journal of Epidemiology*. 1994;139:918-26.
- Vlahov D, Nelson KE, Quinn TC, Kendig N. Prevalence and incidence of hepatitis C virus infection among male prison inmates in Maryland. *European Journal of Epidemiology*. 1993;9:566-9.
- Behrendt C, Vlahov D, Clark JP, Kendig N. HIV infection and AIDs among U.S. prison inmates. *Journal of Crime and Justice*. 1992;15:173-86.

### Selected Awards:

- Distinguished Service, Meritorious Service, Outstanding Service, and Commendation Medals, United States Public Health Service (USPHS), 1999-2015
- Presidential Unit Citation, USPHS Ebola Response, Monrovia, Liberia, 2015
- Distinguished Service Medal, Federal Bureau of Prisons, 2015
- Bernard P. Harrison Award of Merit, National Commission on Correctional Health Care, 2015
- American Correctional Association Health Care Leadership Award, 2015



## **Shammie Felps, MAOL, BSN, RN**

### **President of Nursing Services**

Shammie Felps is the Sr. Vice President of Nursing Services at VitalCore, bringing a blend of nursing experience and business leadership skills into the role. She holds a bachelor's degree in nursing and master's degree in organizational leadership, as well as years of experience in correctional healthcare.

As Sr. VP of Nursing, Ms. Felps is responsible for all aspects of nursing services, including nursing process development, change management, and nurse training development and implementation. Her previous experience working for the Kansas state correctional system has taught her the skills needed to be successful in her role and provide extensive support to the organization.

She has worked in numerous positions in the correctional field. First, she worked as a Licensed Practical Nurse (LPN) in the Receiving and Diagnostic unit before moving into nursing management where she held a variety of roles, including Infection Prevention and Control, Infirmity Charge Nurse, Utilization Management, and interim Director of Nursing. She helped transition the Receiving and Diagnostic Unit from Topeka to El Dorado and assisted its start up in the new location.

Before joining VitalCore, Ms. Felps leveraged her extensive nursing experience to launch a Topeka-based medical clinic that provides urgent care and primary care services, which she still co-owns. She chose to join VitalCore because of her previous experience working with the owners and her passion in developing nursing leadership within correctional nursing.

## COMPANY PROFILE

### VITALCORE HEALTH STRATEGIES, LLC

#### History of Organization and Current Operations:

VitalCore Health Strategies, LLC was born from a small business, Viola Riggin, LLC in January 2015. Ms. Riggin had a vision. Her vision entailed bringing the industry of correctional healthcare and the treatment of institutionalized persons a better-quality business model which redefines the way healthcare is provided within corrections and other institutionalized settings.

When Ms. Riggin decided to expand her business and change its name to VitalCore Health Strategies in January 2018, she established the ability to surround herself with top-notch healthcare professionals and administrators from across the industry and country. VitalCore Health Strategies brings a partnership and a history of healthcare services dating back to 1997. VitalCore's business partners bring a foundational strength through their business acumen and the use of a shared-service model.

While building our incredible team of correctional experts for VitalCore, we also joined forces with corporate partners who have exceptionally sound business histories and provide a strong foundation for VitalCore Health Strategies, LLC. A partnership was established with LakePoint, Omega Senior Living, and Weigand-Omega Management, Inc. all based in Wichita, Kansas.

The VitalCore corporate office is established in Topeka, Kansas. As VitalCore has grown, the company has developed our own personnel, accounting, and other support functions and relies less on the shared-service model with our Wichita partners. All VitalCore associates function as a team, and every team member expects to be part of the solution. Our corporate organizational structure is simple, effective, and functional by design. It ensures that everyone, from the highest level of management to each member of our line staff, understands our mission, vision, and core values, and lives them daily. We believe leadership entails presence. As a result, the full range of our company resources are available to you.

Please note that VitalCore is a privately-owned partnership. We do not have large investors such as private equity firms that are willing to take high risks and borrow money to earn more business and profit. In those types of organizations, the investors expect high profits and place pressure on the company to earn more and more. In such companies, there is growth due to mergers, and the bottom line is profit, profit, and more profit. But VitalCore is much different. We want our company to provide exceptional health care services to our clients and will never compromise this goal. VitalCore's growth is strategically planned so that we never promise more than we can deliver. We pursue contracts with government partners in regions of the nation where we are already located.

#### Leadership Structure:

VitalCore has a diverse and experienced leadership staff who are positioned to achieve clinical healthcare with quality management principles engrained within the structure. At the helm of VitalCore's leadership is Viola Riggin as Chief Executive Officer, bringing over 37 years of correctional healthcare experience to the team.

No partner or individual that has any form of ownership in VitalCore practices clinically or provides direct patient care to patients. Our structure entails a one-of-a-kind oversight model built into our system for an additional layer of checks and balances. Our Utilization Management and Peer Review model ensures community-standard healthcare is provided. Our Corporate Medical Director sets the bar for our healthcare policies and processes and safeguards practices to guarantee American Correctional Association (ACA) and National Commission on Correctional Healthcare (NCCHC) practices are implemented for each facility. The Regional Medical Director works to ensure those processes are in place at the site and regional levels. The Site Medical Director directs all healthcare at the site level.

Our home office support staff includes Human Resource professionals to guide all recruiting and hiring as well as a strong Business Development department and a Staff Development Department to train new and retain current staff members. Our Finance and Accounting teams provide regular reporting for the facility. The VitalCore Information Technology department ensures all technology meets the requirements and needs of our corporate office and contract facilities.

VitalCore provides health and mental health care services to approximately 47,000 offenders in 101 different facilities in 15 different states. Our total annual revenues are over \$270,000,000.00, and we have over 2,100 employees.

### VitalCore Experience:

The VitalCore Executive Team has numerous years of combined correctional healthcare experience, and their extensive expertise will be used for the continued operation of programs and services.

Some of the experience of VitalCore's senior leaders are outlined below:

#### **Kansas Department of Corrections Experience**

**Time Period of project:** 2002 – 2018

**Achievements:**

Achieved state-wide healthcare accreditation through the American Correctional Association (ACA) and the National Commission on Correctional Health Care (NCCHC). The KDOC has a population of over 10,000 inmates across 10 separate facilities.

**Scheduled & Actual Completion Dates:**

Annual, renewable Memorandum of Agreement between the KDOC and the University of Kansas Medical Center. The MOA began in July 2002 and was renewed annually. Ms. Riggin left the position in January 2018; however, the MOA remains with KUMC.

**Contractor's Responsibilities / Description:**

- Management, monitoring, and oversight of Comprehensive Inmate Healthcare in the Kansas Department of Corrections

- Responsible for managing and overseeing all aspects of care and administration related to the medical, nursing, pharmacy, dental, and psychiatric services within KDOC to a population of over 10,000 inmates across 10 separate facilities
- Work included ensuring on-going compliance with American Correctional Association (ACA) and National Commission on Correctional Healthcare (NCCHC) standards and to ensure community standard of care was provided
- Responsibility for an annual budget of \$57,000,000 and approximately 500 employees. Managed several private healthcare vendors. Maintained a very successful healthcare system, keeping lawsuits and grievances to one of the lowest in the nation. The MOA between KDOC and KUMC continues and is renewed on an annual basis.

## Kansas Department for Aging & Disability Services Experience

**Time Period of project:** 2014 – 2017

### **Achievements:**

Achieved certification through the Centers for Medicare and Medicaid Services (CMS). This contract was established following the agency's failure to maintain CMS certification. Ms. Riggin and Dr. Ammons worked with the facilities to ensure that deficiencies were corrected, and processes were established to prevent loss of certification in the future.

### **Contractor's Responsibilities / Description:**

- Management, monitoring and oversight of healthcare in the Kansas State Psychiatric Hospitals
- Work included consultative services associated with system administration, technical support, and guidance to ensure on-going compliance with all state and federal regulations and conditions of participation.
- The contract was renewed on a month-to-month basis, until the Hospital determined they were appropriately prepared for CMS certification. The services and contract ended once the hospital was certified. Completion date was August 2017.

## South Carolina Department of Corrections Experience

**Time Period of project:** 2011 – 2013

### **Achievements:**

As a result of services of Ms. Riggin, the South Carolina Department of Corrections instituted administrative, policy, and practice changes that saved lives and resulted in cost savings of well over \$3,000,000 per year.

### **Contractor's Responsibilities / Description:**

- Project involved performing a full evaluation of their state-wide healthcare system, to include the medical, nursing, pharmacy, and psychiatric services for the South Carolina Department of Corrections

- Population evaluated included 22,000 inmates across over 20 separate facilities
- Invited to return to the South Carolina Department of Corrections to provide additional trainings, evaluations, and services on multiple separate occasions between 2011 and 2013. The MOA was renewed on a month-to-month basis, until the SDOC no longer needed assistance and their system was functioning well. Completion date was June 2013.

## Kansas Juvenile Justice Authority Experience

**Time Period of project:** 2007 – 2013

### **Achievements:**

Set the tone for Kansas' Juvenile Justice Authority healthcare system since 2007. The system of health services became both more effective and efficient because of the efforts of Ms. Riggin and Dr. Ammons. Completion date was December 2013.

### **Scheduled & Actual Completion Dates:**

Hired as a sole source expert and primary contractor through Memorandum of Agreement with the Juvenile Justice Authority with Viola Riggin, LLC, and then followed with a University of Kansas Medical Center Memorandum of Agreement. The agreements were renewed on an annual basis, beginning February 2007. The MOA began February 2007 and ended December 2013, when the Juvenile Justice Authority was brought under the umbrella of the Kansas Department of Corrections' Agreement.

### **Contractor's Responsibilities / Description:**

- Responsible for the management and oversight for all aspects of care and administration related to the medical, nursing, pharmacy, dental, and psychiatric services within the JJA to a population of over 500 youth in 4 different facilities.
- As Health Authority, had responsibility of an annual budget of \$5,000,000 and approximately one hundred fifty (150) employees.

## Current Correctional Facility Health Care Contracts:

### COLORADO

#### Jefferson County Adult Detention Center

**Time Period of project:** January 1, 2022 - Current

**Contact:**

Polly Abernathy  
Detention Services Manager  
200 Jefferson County Parkway  
Golden, CO 80401  
Phone: 303-271-5422  
Email: [plabernathy@co.jefferson.co.us](mailto:plabernathy@co.jefferson.co.us)

Bradley Ingerman  
Detention Services Supervisor  
200 Jefferson County Parkway  
Golden, CO 80401  
Phone: 303-271-5422  
Email: [bdingerman@co.jefferson.co.us](mailto:bdingerman@co.jefferson.co.us)

**Contractor's Responsibilities / Description:**

- Adult Detention Centers (Capacity = 1500; ADP = 950) – County plus ICE & US Marshal
- Comprehensive Health and Mental Health Services – 1 year plus 1-year renewals
- Current contract amount with MAT services = \$6,158,402.00
- Reduced the need for off-site trips through wise decisions and Telehealth
- Implemented Quality Improvement Activities
- Implemented new CorEMR system
- Filled most vacant positions in difficult market within 8 weeks

### FLORIDA

#### Florida Department of Juvenile Justice

**Time Period of project:** March 17, 2022 - Current

**Contact:**

Rita Smith  
Chief Medical Officer  
Office of Health Services  
Florida Department of Juvenile Justice  
2737 Centerview Drive  
Tallahassee, FL 32399  
Phone: 850-717-2415  
Email: [Rita.Smith@fldjj.gov](mailto:Rita.Smith@fldjj.gov)

## Florida Continued

### Contractor's Responsibilities / Description:

- 21 Regional Juvenile Detention Center (Capacity = 1,243; ADP =585) – Juveniles
- Comprehensive Health and Mental Health Services – 3-year contract
- Current contract amount = \$17,544,015.00
- Implemented new Telehealth system in first five months
- Implemented Quality Improvement Activities

## KANSAS

### Johnson County Adult Detention, Corrections Residential & Juvenile Services

**Time Period of project:** January 1, 2020 - Current

### Contact:

Captain Michael Levin  
Administrative Commander  
New Century Detention Center  
27745 West 159<sup>th</sup> Street  
New Century, KS 66031  
Phone: 913-715-5528  
Fax: 913-715-5272  
Email: [Michael.Levin@jocogov.org](mailto:Michael.Levin@jocogov.org)

Robert Sullivan  
Director of Corrections  
588 Santa Fe, Suite 3000  
Olathe, KS 66061  
Phone: 913-715-4524  
Fax: 913-715-4552  
Email: [Robert.sullivan@jocogov.org](mailto:Robert.sullivan@jocogov.org)

### Contractor's Responsibilities / Description:

- Sheriff's Adult Detention Centers (ADP 856) – Adult Detainees
- Dept. of Corrections Adult Residential Center (ADP 248) – Adult Work Release
- Dept. of Corrections Juvenile Services Center (ADP 41) – Juvenile Detainees
- Comprehensive Healthcare Services including psychiatric services – 3-year contract plus 2, 2-year extensions
- Current contract amount = \$6,732,754.00
- Hired and trained a full complement of staff in four facilities
- Implemented new EHR system (CorEMR) on first day of contract
- Implemented telehealth in first 90 days
- Work collaboratively with Dept. of Mental Health
- Reduced the need for off-site trips through wise decisions and Telehealth
- Implemented Quality Improvement Activities
- Follow NCCCHC and ACA Standards – Achieved NCCCHC Re-accreditation in October 2020
- Increased nursing coverage
- Provide transparent reporting

# Kansas Continued

## Sedgwick County Sheriff – Adult Detention Facility and Annex

**Time Period of Project:** July 17, 2022 - Current

**Contact:**

Colonel Jared Schechter  
Jail Administrator  
141 W. Elm  
Wichita, Kansas 67203

Phone: 316-250-7806  
Email: [Jared.Schechter@sedgwick.gov](mailto:Jared.Schechter@sedgwick.gov)

**Contractor’s Responsibilities/Description:**

- County jail detainees (ADP 1,450) (1,350 in Main Jail and 100 in Annex)
- Comprehensive Health and Mental Health Care – 3 years plus 2 possible 1-year extensions
- Current contract amount = \$7,643,842.00
- Eliminated all temporary agency staff used by previous provider
- 87% staffed on Day One – a significant increase from previous provider
- Implemented new EMR system (CorEMR) on Day One of contract
- Reducing need for off-site trips through on-site services and telehealth
- Held first Medical Administrative Committee (MAC) within first month
- Implementing Quality Improvement practices immediately

## Sedgwick County Department of Corrections

**Time Period of Project:** August 25, 2022 – Current

**Contact:**

Steven Stonehouse  
Deputy Director  
700 S. Hydraulic  
Wichita, Kansas 67211  
Email: [Steven.Stonehouse@sedgwick.gov](mailto:Steven.Stonehouse@sedgwick.gov)  
Phone: 316-660-9753

Eric English  
Administrative Coordinator  
[Eric.English@sedgwick.gov](mailto:Eric.English@sedgwick.gov)  
Phone: 316-660-1719

**Contractor’s Responsibilities/Description:**

- Juvenile Detention, Juvenile Residential (108 beds 53 ADP Detention) (24 beds ADP 14 Residential) – Juvenile Detainees and Teens - Children in Need of Care

## KANSAS Continued

- Comprehensive Health and Mental Health Services – 3 years plus 2 possible 1-year extensions
- Current contract amount = \$1,124,542.00
- Took over Medical and Mental Health Intake Processing
- Took over medication passes from correctional officers
- Added mental health crisis intervention services for the Juvenile Intake and Assessment Center on the evening shift, 7 days per week through State grant

## IDAHO

### Canyon County Adult & Juvenile Detention Centers

**Time Period of project:** October 1, 2019 – Current

**Contact:**

Lt. Harold Patchett  
Assistant Commander  
Dale Haile Detention Facility  
219 N. 12<sup>th</sup> Ave.  
Caldwell, Idaho 83605  
Phone: 208-453-4849  
Email: [HPatchett@canyonco.org](mailto:HPatchett@canyonco.org)

Shawn Anderson  
Deputy Director/Training Coordinator  
SW Idaho Juvenile Detention Center  
222 N. 12<sup>th</sup> Ave.  
Caldwell, Idaho 83605  
Phone: 208-454-6653  
[sanderson@canyonco.org](mailto:sanderson@canyonco.org)

**Contractor's Responsibilities / Description:**

- County jail detainees (ADP 389)
- County juvenile detainees (ADP 30+)
- Comprehensive Health and Mental Health Care -1 year plus 3 possible 1-year extensions
- Current contract amount for third extension = \$2,328,612.71
- Hired and trained a full complement of healthcare/mental health staff
- Fine-tuned correctional healthcare standards of practice and processes
- Initiated annual Suicide Prevention training
- Revamped medical and behavioral health intake screening
- Implemented more efficiency in processes
- Follow all NCCHC and ACA standards

### Kootenai County Adult Detention Facility

**Time Period of project:** July 1, 2021 - Current

## Idaho Continued

**Contact:**

Lt. Nancy Ellis  
5500 N. Government Way  
Coeur d'Alene, Idaho 83605

Phone: 208-446-1404  
Email: [nellis@kcgov.us](mailto:nellis@kcgov.us)

**Contractor's Responsibilities / Description:**

- County jail detainees (ADP 430; Capacity 451)
- Comprehensive Health and Mental Health Care – 1 year plus 1 year renewal
- Current contract amount on 1<sup>st</sup> renewal = \$1,871,419.00
- Recruited and hired popular former Health Services Administrator that had left facility under previous contractor
- Fine-tuned correctional healthcare standards of practice and processes
- Implemented 24-hour RN coverage
- Revamped medical and behavioral health intake screening
- Implemented more efficiency in processes
- Follow all NCCHC and ACA standards
- In first few months, significantly reduced the number of off-site visits

## MICHIGAN

### Kent County Correctional Facility & Juvenile Detention Center

**Time Period of project:** January 1, 2021 – Current

**Contact:**

Chief Deputy Lyndsie Cole  
703 Ball Avenue NE  
Grand Rapids, MI 49503  
Phone: 616-458-9660  
[Lyndsie.cole@kentcountymi.gov](mailto:Lyndsie.cole@kentcountymi.gov)

Michelle Young  
Sheriff  
Phone: 616-632-6107  
[Michelle.young@kentcountymi.gov](mailto:Michelle.young@kentcountymi.gov)

**Contractor's Responsibilities / Description:**

- County jail detainees (ADP 843; Capacity 1,478)
- County juvenile detainees (ADP 55; Capacity 98)
- Comprehensive health and mental health care services – 3 years plus 1-year renewals
- Current contract amount = \$6,648,935.00
- Fine-tuned correctional healthcare standards of practice and processes

## Michigan Continued

- Dedicated Regional Director of Operations to the site to assist in recruitment of site staff during difficult period of recruitment during COVID-19 Pandemic
- Switched from paper records to CorEMR in first 3 months
- Implemented Daily Care Management Call System
- Implemented Quality Assurance Performance Improvement Program
- Amended contract to add physician/APRN services for Juvenile Detention to begin August 29, 2021

### Muskegon County Jail & Juvenile Transition Center

**Time Period of project:** January 16, 2022 - Current

**Contact:**

Lt. Matthew G. Smith  
Jail Administrator  
990 Terrace St.  
Muskegon, MI 494442  
Phone: 231-724-7177

[Matthew.smith@muskegonsheriff.com](mailto:Matthew.smith@muskegonsheriff.com)

Michael J Poulin, Sheriff  
Phone: 231-724-6351

[Michael.poulin@muskegonsheriff.com](mailto:Michael.poulin@muskegonsheriff.com)

**Contractor's Responsibilities / Description:**

- County jail detainees (ADP 320; Capacity 542)
- County juvenile detainees (ADP 26; Capacity 32)
- Comprehensive health and mental health care services – 3 years plus 2, 2-yr renewals
- Current contract price = \$1,811,906.00
- Hired and trained a full complement of healthcare staff (RNs, Qualified Behavioral Health Professionals)
- Fine-tuned correctional healthcare standards of practice and processes
- Conducted start-up within 1 week of final contract execution
- Revamped medical and behavioral health intake screening

### Ottawa County Jail & Juvenile Detention Center

**Time Period of project:** June 1, 2019 - Current

**Contact:**

Undersheriff Valerie Weiss  
12220 Fillmore St. West  
Olive, MI 49460

Phone: 616-738-4002

Email: [vweiss@miottawa.org](mailto:vweiss@miottawa.org)

## Michigan Continued

### Contractor's Responsibilities / Description:

- County jail detainees (ADP 327; Capacity 462)
- County juvenile detainees (ADP 27; Capacity 40)
- Comprehensive health and mental health care services 5 years plus 2, 1-year renewals
- Current contract amount = \$919,787.00 plus \$88,738 for August 2022 amendment/contract with Community Health Services to provide MOUD treatment at the jail
- Hired and trained a full complement of healthcare staff (RNs, Qualified Behavioral Health Professionals)
- Fine-tuned correctional healthcare standards of practice and processes
- Transitioned medication administration from correctional staff to medical staff within first 3 days of contract
- Increased nursing coverage from 4 hours on weekends to 16 hours within first week
- Within 10 weeks, transitioned from 16 hours/7 days week coverage to 24 hours/7 days per week
- Within 6 weeks of start-up, installed a 12 lead EKG
- Initiated annual Suicide Prevention Training
- Revamped medical and behavioral health intake screening

### Saginaw County Jail

**Time Period of project:** March 1, 2020 - Current

#### Contact:

Lt. David Kerns  
311 S. Harrison Street  
Saginaw, MI 48602

Phone: 989-790-5446  
Email: [dkerns@saginawcounty.com](mailto:dkerns@saginawcounty.com)

Miguel Gomez, Undersheriff  
989-790-5450  
[mgomez@saginawcounty.com](mailto:mgomez@saginawcounty.com)

### Contractor's Responsibilities / Description:

- County jail detainees (ADP 403; Capacity 511) plus US Marshal inmates
- Comprehensive health and mental health care services 3 years plus 2, 1 yr. renewals
- Current contract amount = \$2,100,689.00
- Hired and trained a full complement of healthcare staff
- Conducted move to new jail and medical unit on March 6, 2020
- Implemented VitalCore's policies and procedures
- Incorporated VitalCore's Nursing Guidelines and Forms
- Initiated Quality Assurance Performance Improvement
- Began Health Services Report for April 2020 in May 2020
- Established MAC meeting schedule

## Michigan Continued

- Improved processes and communication with jail staff
- Implemented CorEMR electronic medical records system

## MISSISSIPPI

### Mississippi Department of Corrections

**Time Period of project:** October 6, 2020 - Current

**Contact:**

Burl Cain  
Commissioner  
Mississippi Dept. of Corrections  
301 N. Lamar Street  
Jackson, MS 39201

Phone: 225-719-2020  
Email: [bcain@mdoc.state.ms.us](mailto:bcain@mdoc.state.ms.us)

**Contractor's Responsibilities / Description:**

- State Department of Corrections Facilities – ADP 17,300 adult male and female inmates in 6 state facilities and 15 regional facilities (Sentenced State Inmates)
- Took over operations from previous provider at request of MDOC – 1 year plus extensions/amendments - 3<sup>rd</sup> Amendment completed in April 2022 to begin additional services to RDU and 4<sup>th</sup> Amendment July 2022 to increase services and price
- Current contract amount = \$91,939,120.00
  - Hired and trained a full complement of healthcare staff (Healthcare Administrators, RNs, Qualified Behavioral Health Professionals, Physicians, Psychiatrists, and other site personnel plus Regional Office staff)
- Implemented NCCHC correctional healthcare standards of practice and processes
- Immediately addressed improvements needed in quality of care provided
- Implemented Quality Assurance Performance Improvement program
- Ensured that all facility medical areas are organized, clean, and sanitary
- Collaborated with MDOC Officials to ensure that VitalCore staff are as safe as possible on duty
- Revamped previous staffing plans to ensure adequate staffing in all facilities
- Implemented Daily Care Management Calls
- Inspected and ensured good working status for all facility medical equipment
- In process of implementing Telehealth
- Four state facilities are accredited by ACA: Three state facilities are accredited by NCCHC
- Took over operations of Reception and Diagnostic Unit in 2022

# Mississippi Continued

## Harrison County Adult & Juvenile Detention Centers

**Time Period of project:** January 1, 2020 - Current

**Contact:**

Warden Evan Hubbard  
Harrison County Detention Center  
10451 Larkin Smith Drive  
Gulfport, MS 39503

Phone: 228-216-3499

Email:

[Evan.hubbard@@harrisoncountysheriff.com](mailto:Evan.hubbard@@harrisoncountysheriff.com)

**Contractor's Responsibilities / Description:**

- County adult jail detainees (Capacity 760 Beds) plus ICE & US Marshal inmates
- County juvenile detainees (Capacity 20)
- Comprehensive health and mental health care services – 4 years plus 2, 1 yr. renewals
- Current contract amount = \$3,288,759.00
- Hired and trained a full complement of healthcare staff (Healthcare Administrator, RNs, Qualified Behavioral Health Professional, Physician, Psychiatrist)
- Implemented correctional healthcare standards of practice and processes
- Provide ACA Behavioral Health Certification Training
- Revamped medical and behavioral health intake screening
- Utilize EMR system and reduced cost of hosting
- Implemented Quality Improvement Processes
- Implemented Daily Care Management Calls
- Successfully managed COVID-19 Pandemic
- Improved processes and communication with County and site staff

## Jackson County Adult & Juvenile Detention Centers

**Time Period of project:** June 15, 2019 - Current

**Contact:**

Captain Tyrone Nelson  
Director of Corrections  
65 Bruce Evans Drive  
Pascagoula, MS 39567

Phone: 228-238-0975

Fax: 228-769-3238

Email:

[Tyrone\\_Nelson@co.jackson.ms.us](mailto:Tyrone_Nelson@co.jackson.ms.us)

**Contractor's Responsibilities / Description:**

- County adult detainees (ADP 400; Capacity 700)

## Mississippi Continued

- County juvenile detainees (ADP 15)
- Comprehensive health and mental health care – 2 years plus 2, 1-yr renewals
- Current contract amount with 2<sup>nd</sup> 1 year renewal = \$1,090,000.00
- Hired and trained a full complement of healthcare staff
- Fine-tuned correctional healthcare standards of practice and processes
- Initiated annual Suicide Prevention training
- Revamped medical and behavioral health intake screening
- Improved processes and communication with jail staff
- Switched to new EMR system in July 2020

### Madison County Detention Center

**Time Period of project:** October 1, 2019 - Current

**Contact:**

Major Jeff Husted  
Jail Administrator  
2935 US 51  
Canton, MS 39046

Phone: 601-750-1674  
Email: [Jeff.husted@madison-co.com](mailto:Jeff.husted@madison-co.com)

Randy Tucker, Sheriff  
601-492-8858  
[Randy.tucker@madison-co.com](mailto:Randy.tucker@madison-co.com)

**Contractor's Responsibilities / Description:**

- County adult detainees (ADP 435)
- Hired and trained a full complement of healthcare staff
- Comprehensive health and mental health care services – 6 years
- Current contract amount = \$1,077,120.00
- Initiated annual Suicide Prevention training
- Revamped medical and behavioral health intake screening
- Collaborate with Jail Administration regarding all historical and current healthcare matters
- Took over operations according to Novation Agreement
- Implemented HSR and Quality Improvement System
- Installed EMR system in July 2020

# Mississippi Continued

## Rankin County Detention Center

**Time Period of project:** October 1, 2019 - Current

**Contact:**

Captain Barry Vaughn  
Jail Administrator  
221 N. Timber St.  
Brandon, MS 39042

Phone: 601-824-2408  
Email: [Bvaughn@rankincounty.org](mailto:Bvaughn@rankincounty.org)

Brian Bailey, Sheriff  
601-906-9923  
[bbailey@rankincounty.org](mailto:bbailey@rankincounty.org)

**Contractor's Responsibilities / Description:**

- County adult detainees (ADP 490)
- Hired and trained a full complement of healthcare staff
- Comprehensive health and mental health care services – 6 years
- Current contract amount = \$1,025,000.00
- Initiated annual Suicide Prevention training
- Revamped medical and behavioral health intake screening
- Collaborate with Jail Administration regarding all historical and current healthcare matters
- Took over operations according to Novation Agreement
- Implemented HSR and Quality Improvement System
- Installed EMR system in July 2020

# MISSOURI

## Jefferson County Jail

**Time Period of project:** January 1, 2019 - Current

**Contact:**

Brenda Short, Jail Administrator  
510 1<sup>st</sup> Street  
Hillsboro, MO 63050

Phone: 636-797-5318  
Fax: 636-797-5025  
Email: [Bshort@JeffCoMo.org](mailto:Bshort@JeffCoMo.org)

**Contractor's Responsibilities / Description:**

- County adult detainees (ADP 335) plus US Marshal inmates

## Missouri Continued

- Comprehensive health and mental health care services – 1 year, plus 1 1 yr. renewal in original contract - New contract on re-bid is 4 years plus 2, 1 year renewals
- Current Contract amount = \$905,380.00
- Hired and trained a full complement of healthcare staff (Healthcare administrator, RN's, Qualified Behavioral Health Professional, Physician, Psychiatrist)
- Implemented correctional healthcare standards of practice and processes
- Provide ACA Behavioral Health Certification Training
- Revamped medical and behavioral health intake screening
- Collaborate with Jail Administration regarding all historical and current healthcare matters
- Implemented mental health program
- Contract renewed in November 2020

In the Sheriff's proposal to renew the contract on re-bid, he stated the following to the Jefferson County Council:

*VitalCore Health Strategies LLC has been under contract with Jefferson County since January 2019. During that time, VitalCore Health Strategies has established themselves as a professional organization that is willing to accommodate our needs. VitalCore Health Strategies is currently fully staffed, and their qualified employees always act with compassion and care when dealing with clients or staff. VitalCore Health Strategies strives to provide the best care and service to the County and the working relationship we have established with them has exceeded all expectations.*

### St. Charles County Department of Corrections

**Time Period of Project:** August 1, 2022 – Current

**Contact:**

Daniel Keen  
Director of Corrections  
301 N. Second Street  
St. Charles, Missouri 63301

Phone: 636-949-3003, ext. 4407  
Email: [Dkeen@sccmo.org](mailto:Dkeen@sccmo.org)

**Contractor's Responsibilities/Description:**

- County Adult Corrections Facility (505 Beds; 330 ADP) – plus ICE & US Marshal inmates
- Comprehensive health and mental health care services – 5 years plus 2, 1-yr renewals
- Current contract amount = \$2,119,616.00
- Transitioned from County run services to VitalCore
- Filled nursing positions that County was unable to fill
- Adapted County's EMR system with VitalCore policies and forms
- Streamlined health processes

# NEW MEXICO

## Grant County Detention Center

**Time Period of project:** November 1, 2018 - Current

**Contact:**

Joe Andazola, Administrator  
209 North Black Street  
Silver City, NM 88061

Phone: 575-534-3803  
Email: [jandazola@grantcountynm.com](mailto:jandazola@grantcountynm.com)

**Contractor's Responsibilities / Description:**

- County adult detainees (ADP 89)
- Comprehensive health and mental health care services – 2 years plus 1 yr. renewals
- Current contract amount: \$705,944.00
- Took over operations through a Novation Agreement with the County
- Revamped medical and behavioral health intake screening
- Work with Regional Hospital administration staff and local Stepping Up Committee to refine the process for jail admission clearances
- Revamped suicide precaution levels of placement and observation collaboratively with operations staff
- Implemented a full complement of healthcare access and staffing
- Assisted the County to obtain grant funding for EHR system and other improvements
- Collaborate with New Mexico Association of Counties' auditing and risk management staff regarding the facility's healthcare

## Otero County Detention Center

**Time Period of project:** October 1, 2019 - Current

**Contact:**

Carolyn Barela  
Director, Correctional Services  
1958 Dr. M.L.K. Drive  
Alamogordo, NM 88310

Phone: 575-437-6420  
Email: [cbarela@co.otero.nm.us](mailto:cbarela@co.otero.nm.us)

**Contractor's Responsibilities / Description:**

- County adult detainees (ADP 195; Capacity 208)
- Comprehensive health and mental health care services 2 years plus 6 1-yr renewals
- Current contract amount = \$1,460,695.00
- Implemented a full complement of healthcare & staffing in area where finding qualified staff is difficult

## New Mexico Continued

- Assisting with facility's expansion plans
- Improved clinic conditions and processes; ensure accountability of staff

## OHIO

### Stark County Jail

**Time Period of project:** February 1, 2019 - Current

**Contact:**

Sheriff George T. Maier  
4500 Atlantic Blvd., N.E.  
Canton, OH 44705

Phone: 330-430-3887  
Fax: 330-430-4679  
Email: [maier@starksheriff.org](mailto:maier@starksheriff.org)

**Contractor's Responsibilities / Description:**

- County adult detainees (ADP 489; Capacity 526)
- Comprehensive health and mental health care services – 3 years plus 3 1-yr. extensions
- Current contract amount =\$1,939,048.00
- Hired and trained a full complement of healthcare staff (RN's, Qualified Behavioral Health Professionals)
- Fine-tuned correctional healthcare standards of practice and processes
- Initiated annual Suicide Prevention Training
- Revamped medical and behavioral health intake screening
- Improved processes and mental health programming
- Implemented new STARK Recovery Program with Sheriff and County Courts in 2022

### Warren County Jail

**Time Period of project:** October 11, 2021 - Current

**Contact:**

Sheriff Larry Sims  
822 Memorial Drive  
Lebanon, Ohio 45306  
Phone: 513-695-1126  
Email: [Larry.Sims@wcsooh.org](mailto:Larry.Sims@wcsooh.org)

Major Brett Richardson  
Phone: 513-695-1126  
Email: [Brett.Richardson@wcsooh.org](mailto:Brett.Richardson@wcsooh.org)

## Ohio Continued

### Contractor's Primary Goals / Description:

- County adult detainees (ADP 350 Capacity 499)
- Comprehensive Health and Mental Health Services – 1 year plus 1 yr. renewals
- Current contract amount = \$2,320,487.00
- Implemented CorEMR on Day 1 of contract
- Moved into new jail on 10/23/21
- Provided on-site medical and mental health staff training

## TEXAS

### Galveston County Jail & Juvenile Services Center

**Time Period of project:** October 1, 2020 - Current

#### Contact:

Major Kevin Walker  
Jail Administrator  
5700 Avenue H  
Galveston, TX 77551

Phone: 409-763-7584

Email: [Kevin.Walker@co.galveston.tx.us](mailto:Kevin.Walker@co.galveston.tx.us)

### Contractor's Responsibilities / Description:

- County adult detainees (ADP 1103; Capacity 1,181)
- Juvenile Justice Department/Detention (ADP 45; Capacity 59)
- Comprehensive health and mental health care services – 3 years plus 3 1-yr extensions
- Current contract amount = \$7,034,331.00
- Reduced the need for off-site trips through clinical acumen and telehealth
- Implemented VitalCore's policies and procedures
- Initiated Quality Assurance Performance Improvement Program
- Establish MAC meetings and schedule
- Implemented telehealth with local providers
- Implemented Daily Care Management Calls
- NCCHC Accredited – most recent audit in October 2021
- Implemented Jail-Based Competency Restoration Program with Community Mental Health

# UTAH

## Weber County Jail

**Time Period of project:** April 2, 2020 - Current

**Contact:**

Chief Deputy Phillip Reese  
712 West 12<sup>th</sup> Street  
Ogden, UT 84404

Phone: 801-225-0317  
Email: [preese@co.weber.ut.us](mailto:preese@co.weber.ut.us)

**Contractor's Responsibilities / Description:**

- County adult detainees (ADP 800; Capacity 1,100) plus US Marshal inmates
- Comprehensive health care services and psychiatric services – 1 year plus 4, 1 yr. renewals
- Current contract amount for 2<sup>nd</sup> renewal = \$3,532,964.00
- Hired existing county nursing staff and new staff to bring facility to full staffing
- Implemented VitalCore's policies and procedures
- Initiated Quality Assurance Performance Improvement Program
- Established MAC meetings and schedule
- Work collaboratively with Mental Health Provider
- Implemented Daily Care Management Calls

# VERMONT

## Vermont Department of Corrections

**Time Period of project:** July 1, 2020 – Current

**Contact:**

Nicholas Deml  
Commissioner  
280 State Drive  
Waterbury, VT 05671-2000

Phone: 802-272-2100  
Email: [Nicholas.deml@vermont.gov](mailto:Nicholas.deml@vermont.gov)

**Contractor's Responsibilities / Description:**

- Six state correctional facilities that include adult jail detention and state sentenced inmates (Capacity 1,500) Six facilities hold US Marshal or US Marshal and ICE inmates
- Comprehensive health and mental health care services - 3 years, plus 2, 1 yr. renewals
- Current contract amount = \$19,782,786.00
- Implemented VitalCore's policies and procedures
- Established community contracts for outpatient, hospitalization, laboratory, x-ray, etc.
- Work with current EHR provider and preparing for conversion to new EHR provider
- Implemented Quality Assurance Performance Improvement Program

## Vermont Continued

- Implement new programs as per contract
- Implemented Daily Care Management Calls
- Implemented new Utilization Management Tracking System
- All facilities are NCCHC accredited

## VIRGINIA

### Chesapeake Juvenile Facility, City of Chesapeake, VA

**Time Period of project:** July 1, 2019 - Current

**Contact:**

Morris Barco, Superintendent  
Chesapeake Juvenile Facility  
420 Albemarle Drive  
Chesapeake, Virginia 23322

Phone: 757-382-6440  
Fax: 757-382-8821  
Email: [mbarco@cityofchesapeake.net](mailto:mbarco@cityofchesapeake.net)

**Contractor's Responsibilities / Description:**

- Regional juvenile detainees (ADP 65)
- Comprehensive health care services – 5 years
- Current contract amount = \$503,667.00
- Hired and trained a full complement of healthcare staff
- Fine-tuned correctional healthcare standards of practice and processes
- Initiated annual Suicide Prevention training
- Revamped medical and behavioral health intake screening
- Implemented Quality Assurance Performance Improvement

### Virginia Department of Corrections

**Time Period of project:** December 12, 2021 - Current

**Contact:**

Steve Herrick  
Health Services Director  
Virginia Dept. of Corrections  
6900 Atmore Drive  
Richmond, Virginia  
Phone: 804-887-8428  
Email: [Steve.Herrick@vadoc.virginia.gov](mailto:Steve.Herrick@vadoc.virginia.gov)

## Virginia Continued

### Contractor's Responsibilities / Description:

- State prisoners in 13 facilities – ADP 15,000+
- Comprehensive health and mental health care services – 2 years
- Current contract amount = \$75,000,000.00
- Accepted contract for services on emergency basis from previous vendor
- Fine-tuned correctional healthcare standards of practice and processes
- Implemented Quality Assurance Performance Improvement
- Within first few weeks, raised staffing rates from 30% to 70%

## WISCONSIN

### Outagamie County Jail

**Time Period of project:** October 1, 2020 – Current

#### Contact:

Captain David Kiesner  
Outagamie County Jail  
320 S. Walnut Street  
Appleton, Wisconsin 54911

Phone: 920-832-5617  
Email: [Dave.Kiesner@outagamie.org](mailto:Dave.Kiesner@outagamie.org)

### Contractor's Responsibilities / Description:

- County adult detention (ADP 347; Capacity 556)
- Comprehensive health and mental health care services -5 years plus 1, 3 yr. extension
- Current contract amount = \$1,434,379.00
- Hired and trained a full complement of healthcare staff
- Fine-tuned correctional healthcare standards of practice and processes
- Initiated annual Suicide Prevention training
- Revamped medical and behavioral health intake screening
- Implemented Daily Care Management Calls
- In process of implementing George Washington University Telehealth
- Passed first NCCHC audit in December 2021; Accredited officially in March 2022

## (HSR) HEALTH SERVICES REPORT

Form #153	Revision	Facility: <u>Enter the facility name here</u>	Employee & Title: Name of the individual who completed the form	Date Submitted: <u>Actual Date</u>
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### ALL HEALTH SERVICES REPORTS ARE DUE BY THE 5th OF EACH MONTH

**Formulas/Totals:** The "Total" is the year end Total and the Formulas are already built into the document; the "Formula" column is reference only to know which formula was used.

"Cumulative" = Sum of all the Months    "Average" = Sum of all the months / Divided by the number of months in the report.

FISCAL YEAR 2022	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL	FORMULA <small>(REFERENCE ONLY)</small>
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### FACILITY INFORMATION

Average Daily Population														#####	AVERAGE
Individuals Sent for Medical Clearance Prior to Admission														0	CUMULATIVE
Individuals Not Admitted Due to the Pre-Booking Screening Process <small>(Form #104 or Corrections Approved Alternative.)</small>														0	CUMULATIVE
Individuals Booked In <small>(Every Individual booked in should have a Medical &amp; Behavioral Health Admission Screening Form #105.)</small>														0	CUMULATIVE
Individuals Released from facility during month														0	CUMULATIVE
Individuals Over 50 Years of Age														#####	AVERAGE
Individuals under age 18 <small>(Content for Youth facilities and Adult facilities are tracked separately. See tabs at the bottom. On the "Adult Tab" only record a headcount for Youth if there are Juveniles housed in an adult facility.)</small>														#####	AVERAGE

### MEDICAL PLACEMENT INFORMATION

Infirmary Admissions <small>(Infirmaries are typically in Prison Settings. Indicate N/A if non applicable.)</small>														0	CUMULATIVE
Inpatient Hospitalization offsite <small>(Refer to "Offsite Visits below, these numbers are recorded in separate categories for reporting purposes, but should match if tracked correctly in the facility.)</small>														0	CUMULATIVE
Placement in Isolating Cell <small>(This should reflect any Isolation to include all TB Protocols throughout the month.)</small>														0	CUMULATIVE
Immigration & Custom Enforcement (ICE) Individuals on Medical Observation <small>(Tracking is Required by ICE Officials)</small>														0	CUMULATIVE
Individuals on Medical Observation														0	CUMULATIVE

### MEDICAL ACCESS TO CARE

Health Screening Intakes <small>(Form #105 Medical &amp; Behavioral Health Admission Screening completed as soon as possible, target is within 2-hrs following admit but no later than 4-hrs.)</small>														0	CUMULATIVE
Initial Health Assessments <small>(Form #117 completed on or before the 10th day of admission. Juveniles and US Marshal Individuals on or before the 7th day. ICE Individuals on or before the 3rd day of admission. [Please indicate below in the comments section if your County/Facility has a different requirement for US Marshal or ICE Individuals; include who/what set the standard for your facility and what the timeframe is for completion.]</small>														0	CUMULATIVE
Periodic Health Assessment <small>(Form #117.1 Individuals incarcerated over one (1) year from the time of admission and annually thereafter.)</small>														0	CUMULATIVE
Health Care Requests received <small>(If the number of Health Care Requests is different then the number seen for Sick Call, please indicate below any known reasons for the difference.)</small>														0	CUMULATIVE
Individuals Seen for Sick Call														0	CUMULATIVE
Medical Health Care Practitioner (HCP) Onsite Appointments: Clinic Appointments, Evaluations, or any f/u (HCP) Visit <small>(This reflects the total number of individuals who met with the onsite practitioner this month.)</small>														0	CUMULATIVE
Individuals Seen by (HCP) Through Telehealth														0	CUMULATIVE
Non-HCP Follow-Up Care <small>(Treatment or Evaluation from RN, LPN, EMT etc. outside of the HCP visits. This does not include sick call; however, any follow-up as a result of sick call would be included.)</small>														0	CUMULATIVE
Medical Refusals <small>(Medical and Mental Health Refusals are recorded separately on the HSR see Psych Mental Health below.)</small>														0	CUMULATIVE

### MEDICAL: CHRONIC CARE

<b>Individuals With Chronic Care Diagnosis</b> (This is the total # of Patients with a CC Dx. The type of Chronic Care should recorded below; some Individuals may have multiple CC Dx.)																				#####	AVERAGE
<b>Individuals with Asthma</b>																				#####	AVERAGE
<b>Individuals with CV/Hypertension</b>																				#####	AVERAGE
<b>Individuals with COPD</b>																				#####	AVERAGE
<b>Individuals with Diabetes</b>																				#####	AVERAGE
<b>Individuals with Seizures</b>																				#####	AVERAGE
<b>Individuals with Special Needs/Disabilities</b>																				#####	AVERAGE
<b>Individuals with Dialysis</b>																				#####	AVERAGE
<b>Individuals with Cancer</b>																				#####	AVERAGE
<b>Immigration &amp; Custom Enforcement (ICE) Individuals with Chronic Renal Failure</b> (Tracking is required by ICE Officials)																				#####	AVERAGE
<b>Individuals seen in Chronic Care Clinic by Physician</b> (This number will reflect the total number of CC Patients seen/treated by the practitioner throughout the month regarding their Chronic Care condition.)																				0	CUMULATIVE
<b>Individuals seen in Chronic Care Clinic by PA/NP/RN/Other</b> (This number will reflect the total number of CC Patients seen/treated by the other care staff throughout the month regarding their Chronic Care condition.)																				0	CUMULATIVE
<b>MEDICATIONS</b>																					
<b>Individuals on Medications</b> (Total # of Individuals on Meds in the facility this month; the breakdown by type is below this is the total headcount.)																				#####	AVERAGE
<b>Number of Medical Prescriptions ordered in month</b> (The reason for the Med is not being tracked on the HSR. We need Medical and Psych med totals for the month but reported separately enter Medical here, Psych below.)																				#####	AVERAGE
<b>Psych Medications Ordered in month</b>																				#####	AVERAGE
<b>Home Medications Supplied by the Individuals</b> (Not all facilities allow individuals to bring their own meds. If this does not apply, please enter N/A)																				#####	AVERAGE
<b>Home Psych Medications Supplied by the Individuals</b>																				#####	AVERAGE
<b>OTC Medications ordered by Physician during the month</b>																				#####	AVERAGE
<b>DENTAL</b>																					
<b>Dental Requests for Services</b> (If there is a difference between the number of Dental Requests and number seen, please indicate any known reasons below.)																				0	CUMULATIVE
<b>Dental Tech Visits Onsite</b> (Enter N/A if there is not a Dental Tech onsite.)																				0	CUMULATIVE
<b>Dentist Visits Onsite</b> (Enter N/A if there is not a Dentist onsite.)																				0	CUMULATIVE
<b>Dentist Visits Offsite</b>																				0	CUMULATIVE
<b>Oral Surgeries</b> (Total # onsite and offsite.)																				0	CUMULATIVE
<b>PSYCH/MENTAL HEALTH</b> (All fields must be completed and content collected even if the Mental Health Services are Outsourced; If Outsourced please indicate below.)																					
<b>Mental Health request forms received this month</b> (If Outsourced, enter the # of Individuals who initiated meeting with the Mental Health team or requested services.)																				0	CUMULATIVE
<b>Number of Individuals seen due to the MH Request Form</b> (If Outsourced, enter the # of Individuals who met with a member of the Mental Health team as a result of their request.)																				0	CUMULATIVE
<b>Mental Health Assessments</b> (Form #140 Behavioral Health Intake Assessment to be completed by a QBHP as soon as possible, but no later than 24 hours following a referral, excluding weekends. If the facility has Outsourced Mental Health Services then the number to report is the # of referrals sent to the Outsourced Provider then please indicate as such below in the comments section.)																				0	CUMULATIVE
<b>Number of Individuals who reported (SI) or (HI) Suicidal/ Homicidal Ideations in the month</b> (This should be tracked regardless if Mental Health is Outsourced; obtain a count from the Outsourced Provider if necessary.)																				0	CUMULATIVE
<b>Self-Injury Cases Reported and/or Requiring Medical Tx</b> (This should be tracked regardless if Mental Health is Outsourced; obtain a count from the Outsourced Provider if necessary.)																				0	CUMULATIVE
<b>Number of Individuals on "Safety Watch"</b> (SAFETY WATCH = Place the Patient in a Safety Smock on the Highest Level of Supervision possible in the facility.)																				0	CUMULATIVE
<b>Number of Individuals on "Other Monitored Status"</b> (OTHER MONITORED STATUS = Place on increased monitoring, but a lower level than Safety Watch, as determined by the facility; or call the VitalCore's QBHP/Outsourced Mental Health Provider to receive a disposition decision. Place Pt on the next BH clinic schedule/make referral if BH is Outsourced.)																				0	CUMULATIVE
<b>Individuals seen by Site Psych-(HCP) Onsite</b> (Reflects the total number of individuals who met onsite with Psych-HCP, PA, APRN throughout the month.)																				0	CUMULATIVE
<b>Individuals Seen by the Site Psych-(HCP) for Telehealth</b> (If the facility does not offer telehealth services please record N/A.)																				0	CUMULATIVE



<b>TB Skin Tests</b> (Record the # Administered, not the number of Individuals who remained in the facility long enough to have the test read.)																				0	CUMULATIVE
<b>Positive TB Skin Tests</b>																				0	CUMULATIVE
<b>HIV Tests Given</b>																				0	CUMULATIVE
<b>HIV Positive Test- New Diagnosis</b>																				0	CUMULATIVE
<b>Total Number of HIV Individuals in the Facility this month</b>																				#####	AVERAGE
<b>Positive Hepatitis C Tests- New Diagnosis this month</b>																				0	CUMULATIVE
<b>Individuals Reported Hepatitis Cases</b> (Self-Reported, not confirmed.)																				#####	AVERAGE
<b>Total Hepatitis A in the Facility this month</b>																				#####	AVERAGE
<b>Total Hepatitis B in the Facility this month</b>																				#####	AVERAGE
<b>Total Hepatitis C in the Facility this month</b>																				#####	AVERAGE
<b>Meningitis- Newly Diagnosed</b>																				0	CUMULATIVE
<b>MRSA- Newly Diagnosed during the month</b> (If the Facility does not test for MRSA, record the # of Individuals treated for MRSA.)																				0	CUMULATIVE
<b>Total MRSA cases on site this month</b> (Confirmed or Treated)																				#####	AVERAGE
<b>STD tests given during month</b>																				0	CUMULATIVE
<b>STD tests positive during month</b>																				0	CUMULATIVE
<b>Ectoparasites diagnosed and treated during month</b>																				0	CUMULATIVE
<b>Other Infectious Diseases such as Influenza Like Illness (ILI)</b>																				0	CUMULATIVE

**OFFSITE VISITS**

<b>Emergency Department</b>																				0	CUMULATIVE
<b>Outpatient Clinic</b>																				0	CUMULATIVE
<b>Medical Inpatient Hospitalization Admissions</b> (Refer to medical placement information above. These numbers are recorded in separate categories for reporting purposes, but should match if tracked correctly in the facility.)																				0	CUMULATIVE
<b>Medical Outpatient Surgery One-Day</b>																				0	CUMULATIVE
<b>Mental Health Transfers: Including Transfers to Receive Evaluations, Higher Level of Care/Admission and Facility Transfers</b> (If MH is outsourced and they are tracking this number, please obtain the information if necessary as it must be recorded.)																				0	CUMULATIVE

**INCIDENTS**

<b>Codes, First Aid, Automated External Defibrillator (AED)</b>																				0	CUMULATIVE
<b>Serious Suicide Attempts</b> (Does not refer to level of severity or outcome; this # is based on intent. If the Individual intended/acted on a desire to die or had a behavior that would suggest they planned on taking their life.)																				0	CUMULATIVE
<b>Deaths</b>																				0	CUMULATIVE
<b>Grievances</b>																				0	CUMULATIVE
<b>Use of Force: Pepper Spray, Hands on Contact, Restraint Chair Etc.</b>																				0	CUMULATIVE
<b>Falls/Accidents/Injuries</b>																				0	CUMULATIVE
<b>Staff Workman's Comp Claims</b>																				0	CUMULATIVE
<b>Staff Assaults</b>																				0	CUMULATIVE
<b>Medication Errors</b>																				0	CUMULATIVE
<b>Staff Needle Sticks</b>																				0	CUMULATIVE
<b>Other Major Events this month such as: Severe Weather/Disaster/Faculty Disturbance</b> (Any event that disrupts or changes the normal clinical flow in the facility.)																				0	CUMULATIVE

**PLEASE INDICATE ANY REASONS FOR MISSING CONTENT, CHALLENGES OR COMMENTS BELOW**

## VitalCore's Insurance Coverage

As you will see on VitalCore's Master Certificate of Insurance (COI), coverage for general liability is \$1,000,000 per occurrence and \$2,000,000 in the aggregate. However, we also have a \$5,000,000 umbrella policy general liability coverage which brings the total per occurrence to \$6,000,000 and an aggregate of \$7,000,000.

VitalCore's basic medical malpractice coverage is \$2,000,000 per occurrence and \$4,000,000 in the aggregate. With our umbrella policy of \$1,000,000 per occurrence and \$1,000,000 in the aggregate, the totals are raised to \$3,000,000 per occurrence and \$5,000,000 in the aggregate.

Our Worker's Compensation coverage is not listed on the main COI but on a separate one which is also included. It is \$1,000,000 per accident/illness with a policy limit of \$1,000,000.



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/9/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> <b>The Mahoney Group - Mesa</b> <b>1835 South Extension Road</b> <b>Mesa, AZ 85210</b>	<b>CONTACT NAME:</b> <b>Shawni Kingsley</b>
	<b>PHONE (A/C, No, Ext):</b> <b>(480) 214-2720</b>
	<b>FAX (A/C, No):</b> <b>(480) 730-4929</b>
	<b>E-MAIL ADDRESS:</b> <b>skingsley@mahoneygroup.com</b>
	<b>INSURER(S) AFFORDING COVERAGE</b>
	<b>INSURER A :</b> <b>CSU Producer Resources, Inc.</b>
	<b>INSURER B :</b> <b>Illinois Union Insurance Co.</b>
	<b>INSURER C :</b>
	<b>INSURER D :</b>
	<b>INSURER E :</b>
	<b>INSURER F :</b>

<b>INSURED</b>  <b>Vital Core Health Strategies, LLC</b> <b>719 SW Van Buren St. Ste. 100</b> <b>Topeka, KS 66603</b>	<b>NAIC #</b>  <b>27960</b>
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### COVERAGES

### CERTIFICATE NUMBER:

### REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			CSU0198516	11/1/2022	11/1/2023	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
							MED EXP (Any one person)	\$ 0
							PERSONAL & ADV INJURY	\$ 0
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG	\$ 2,000,000
								\$
A	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			CSU0198516	11/1/2022	11/2/2022	COMBINED SINGLE LIMIT (Ea accident)	\$ 1,000,000
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			CSU01985286200	11/1/2022	11/1/2023	EACH OCCURRENCE	\$ 5,000,000
							AGGREGATE	\$ 5,000,000
								\$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		N / A				PER STATUTE	OTH-ER
							E.L. EACH ACCIDENT	\$
							E.L. DISEASE - EA EMPLOYEE	\$
							E.L. DISEASE - POLICY LIMIT	\$
B	Medical Malpractice			MLPG7254644-002	11/1/2022	11/1/2023	Med Mal	2,000,000
B	Med Mal XS			XFLG72574035002	11/1/2022	11/1/2023	Med Mal XS	1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
**Medical Malpractice limit - \$3,000,000 Per Occurrence each incident / \$5,000,000 annual aggregate amount.**  
 These limits include a \$1,000,000 excess insurance placement above the \$2,000,000 / \$4,000,000 medical malpractice liability limit.

### CERTIFICATE HOLDER

### CANCELLATION

<b>PROOF OF COVERAGE</b>	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	<b>AUTHORIZED REPRESENTATIVE</b> 



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/1/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER SUNZ Insurance Solutions, LLC c/o InSource Employer Solutions, Inc. 204 37th Ave N. #318 St Petersburg, FL 33704	ID:(InSource)	CONTACT NAME: Rick Noss
		PHONE (A/C, No, Ext): 470-891-4147 FAX (A/C, No):
		E-MAIL ADDRESS: rickn@insourcees.com
		INSURER(S) AFFORDING COVERAGE
		INSURER A: SUNZ Insurance Company
		INSURER B:
		INSURER C:
		INSURER D:
		INSURER E:
		INSURER F:

**COVERAGES** CERTIFICATE NUMBER: 71074674 REVISION NUMBER:

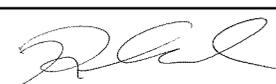
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	WC053-00001-022	6/1/2022	6/1/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

VitalCore Health Strategies, LLC locations: All employees. Eff Date: 11/1/2022

**CERTIFICATE HOLDER** **CANCELLATION**

VitalCore Health Strategies, LLC 301 South Ripley St. Montgomery AL 36130	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE   Rick Leonard

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### Staffing Plan - Jefferson Parish Correctional Center -1193 Beds

Position	FTE	Backfill	Hours	SCHEDULE							
				S	M	T	W	T	F	S	
<b>DAY SHIFT 6:00 a.m. to 6:30 p.m.</b>		<b>0.1 of FTE</b>									
Health Services Administrator	1.00		40		8	8	8	8	8	8	
Administrative Assistant	1.00		40		8	8	8	8	8	8	
Medical Director (Physician)	0.40	0.04	16		8	8					
Mid-level Provider	1.00	0.10	40	8			8	8	8	8	
Psychiatrist	0.20	0.02	8		8						
Psych APRN	1.00	0.10	40			8	8	8	8	8	8
Mental Health Coordinator	1.00		40		8	8	8	8	8	8	
Mental Health Professional	2.40	0.24	96	8	16	16	16	16	16	16	8
Dentist	0.20	0.02	8					8			
Dental Assistant	0.20	0.02	8					8			
Director of Nursing	1.00		40		8	8	8	8	8	8	
Charge RN	2.10	0.21	84	12	12	12	12	12	12	12	12
RN Clinic/Intake	2.10	0.21	84	12	12	12	12	12	12	12	12
LPN	6.30	0.63	252	36	36	36	36	36	36	36	36
Medical Records Clerk	1.00		40		8	8	8	8	8	8	
<b>DAYSHIFT TOTALS:</b>	<b>20.90</b>	<b>1.59</b>	<b>836</b>	<b>76</b>	<b>132</b>	<b>132</b>	<b>132</b>	<b>148</b>	<b>132</b>	<b>132</b>	<b>84</b>
<b>NIGHT SHIFT 6:00 p.m. to 6:30 a.m.</b>		<b>0.1 of FTE</b>									
RN Clinic/Intake	2.10	0.21	84	12	12	12	12	12	12	12	12
Charge RN	2.10	0.21	84	12	12	12	12	12	12	12	12
LPN	6.30	0.63	252	36	36	36	36	36	36	36	36
<b>NIGHT SHIFT TOTALS:</b>	<b>10.50</b>	<b>0.00</b>	<b>420</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>
<b>TOTAL:</b>	<b>31.40</b>	<b>3.05</b>	<b>1256</b>	<b>136</b>	<b>192</b>	<b>192</b>	<b>192</b>	<b>208</b>	<b>192</b>	<b>192</b>	<b>144</b>
<b>Backfill</b>	<b>3.05</b>			Hrs/WK DAY = 1256. = 31.4							
	<b>38.55</b>										

Positions in shading are considered essential and will be backfilled.



### Direct Labor Costs for Base Year - Jefferson Parish

Direct Labor Costs													
Personnel Costs cover all Contract Line Items (CLINs)	Regular Hours			Night Shift Differential		Back Fill			Total Labor Hour Cost	Total Benefit Percent: 20%	Labor Overhead: 01%	Total Annual Direct Labor	
	Estimated Labor Hours Auto Imported from Tab1	Regular Hourly Rate \$	Regular Hours Cost	Estimated Night Shift Hours***	Night Shift Differential Cost* Differential Rate \$2.00	Backfill Hours 0.10 of FTE	Regular Hourly rate	Back Fill Costs					
Health Services Administrator	40	\$ 50.00	\$ 2,000.00				\$ 50.00		\$2,000.00	\$400.00	\$24.00	\$2,424.00	
Administrative Assistant	40	\$ 22.00	\$ 880.00				\$ 22.00		\$880.00	\$176.00	\$10.56	\$1,066.56	
Medical Director (Physician)	16	\$ 150.00	\$ 2,400.00			1.6	\$ 150.00	\$ 240.00	\$2,640.00		\$26.40	\$2,666.40	
Mid-level Provider	40	\$ 75.00	\$ 3,000.00			4	\$ 75.00	\$ 300.00	\$3,300.00	\$660.00	\$39.60	\$3,999.60	
Psychiatrist	8	\$ 200.00	\$ 1,600.00			0.8	\$ 200.00	\$ 160.00	\$1,760.00		\$17.60	\$1,777.60	
Psych APRN	40	\$ 85.00	\$ 3,400.00			4	\$ 85.00	\$ 340.00	\$3,740.00	\$748.00	\$44.88	\$4,532.88	
Mental Health Coordinator	40	\$ 38.00	\$ 1,520.00			4	\$ 38.00	\$ 152.00	\$1,672.00	\$334.40	\$20.06	\$2,026.46	
Mental Health Professional	96	\$ 35.00	\$ 3,360.00			9.6	\$ 35.00	\$ 336.00	\$3,696.00	\$739.20	\$44.35	\$4,479.55	
Dentist	8	\$ 125.00	\$ 1,000.00			0.8	\$ 125.00	\$ 100.00	\$1,100.00		\$11.00	\$1,111.00	
Dental Assistant	8	\$ 25.00	\$ 200.00			0.8	\$ 25.00	\$ 20.00	\$220.00		\$2.20	\$222.20	
Director of Nursing	40	\$ 45.00	\$ 1,800.00			4	\$ 45.00	\$ 180.00	\$1,980.00	\$396.00	\$23.76	\$2,399.76	
Charge RN	168	\$ 42.00	\$ 7,056.00	84	\$ 168.00	16.8	\$ 42.00	\$ 705.60	\$7,929.60	\$1,585.92	\$95.16	\$9,610.68	
RN Clinic/Intake	168	\$ 40.00	\$ 6,720.00	84	\$ 168.00	16.8	\$ 40.00	\$ 672.00	\$7,560.00	\$1,512.00	\$90.72	\$9,162.72	
LPN	504	\$ 30.00	\$ 15,120.00	252	\$ 504.00	50.4	\$ 30.00	\$ 1,512.00	\$17,136.00	\$3,427.20	\$205.63	\$20,768.83	
Medical Records Clerk	40	\$ 22.00	\$ 880.00			4	\$ 22.00	\$ 88.00	\$968.00	\$193.60	\$11.62	\$1,173.22	
	<b>1256</b>											<b>Weekly \$67,421.46</b>	
												<b>Yearly \$3,505,915.88</b>	



## Annual Allocation for Jefferson Parish

Annual Allocation Year 1	
Description Population	1193
Staffing	\$ 3,505,915.88
Employee Education, Recruiting, Orientation	\$ 4,800.00
Lab, Diagnostics and on-site services	\$ 92,000.00
Medical Supplies	\$ 85,000.00
Office Supplies and Equipment	\$ 35,000.00
Pharmacy	\$ 725,000.00
Out of Facility Care (State/County)	
Insurance	\$ 131,230.00
Administration, Overhead and Margin	\$ 375,000.00
Sapphire Conversion and Maintenance	\$ 67,832.00
<b>Total Annual Cost by Population:</b>	<b>\$ 5,021,777.88</b>

Annual Allocation Year 4	
Description Population	1193
Staffing	\$ 3,831,008.94
Employee Education, Recruiting, Orientation	\$ 5,245.09
Lab, Diagnostics and on-site services	\$ 100,530.88
Medical Supplies	\$ 92,881.80
Office Supplies and Equipment	\$ 38,245.45
Pharmacy	\$ 792,227.08
Out of Facility Care (State/County)	\$ -
Insurance	\$ 143,398.56
Administration, Overhead and Margin	\$ 409,772.63
Sapphire Conversion and Maintenance	\$ 59,232.17
<b>Total Annual Cost by Population:</b>	<b>\$ 5,472,542.59</b>

**% Increase From Year 3**

3%

3%

3%

3%

3%

3%

3%

3%

3%

3%

3%

Annual Allocation Year 2	
Description Population	1193
Staffing	\$ 3,611,093.35
Employee Education, Recruiting, Orientation	\$ 4,944.00
Lab, Diagnostics and on-site services	\$ 94,760.00
Medical Supplies	\$ 87,550.00
Office Supplies and Equipment	\$ 36,050.00
Pharmacy	\$ 746,750.00
Out of Facility Care (State/County)	\$ -
Insurance	\$ 135,166.90
Administration, Overhead and Margin	\$ 386,250.00
Sapphire Conversion and Maintenance	\$ 55,832.00
<b>Total Annual Cost by Population:</b>	<b>\$ 5,158,396.25</b>

**% Increase From Year 1**

3%

3%

3%

3%

3%

3%

3%

3%

3%

2.7%

Annual Allocation Year 5	
Description Population	1193
Staffing	\$ 3,945,939.21
Employee Education, Recruiting, Orientation	\$ 5,402.44
Lab, Diagnostics and on-site services	\$ 103,546.81
Medical Supplies	\$ 95,668.25
Office Supplies and Equipment	\$ 39,392.81
Pharmacy	\$ 815,993.89
Out of Facility Care (State/County)	\$ -
Insurance	\$ 147,700.52
Administration, Overhead and Margin	\$ 422,065.80
Sapphire Conversion and Maintenance	\$ 61,009.13
<b>Total Annual Cost by Population:</b>	<b>\$ 5,636,718.86</b>

**% Increase From Year 4**

3%

3%

3%

3%

3%

3%

3%

3%

3%

3%

Annual Allocation Year 3	
Description Population	1193
Staffing	\$ 3,719,426.16
Employee Education, Recruiting, Orientation	\$ 5,092.32
Lab, Diagnostics and on-site services	\$ 97,602.80
Medical Supplies	\$ 90,176.50
Office Supplies and Equipment	\$ 37,131.50
Pharmacy	\$ 769,152.50
Out of Facility Care (State/County)	\$ -
Insurance	\$ 139,221.91
Administration, Overhead and Margin	\$ 397,837.50
Sapphire Conversion and Maintenance	\$ 57,506.96
<b>Total Annual Cost by Population:</b>	<b>\$ 5,313,148.14</b>

**% Increase From Year 2**

3%

3%

3%

3%

3%

3%

3%

3%

3%

3%

**Total Cost in Year 2 is 2.7% increase from Year 1, rather than 3% because initial interface charges for Sapphire are not needed in second and subsequent years.**



*Tab 4*

## General Professional Services Questionnaire

**A. Project Name and Advertisement Resolution Number:**

Resolution No. 140422 Health Care Services for the Jefferson Parish Correctional Center

**B. Firm Name & Address:**

VitalCore Health Strategies, LLC  
719 S.W. Van Buren Street, Suite 100  
Topeka, Kansas 66603

**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:**

Viola Riggin, Chief Executive Officer  
VitalCore Health Strategies, LLC  
719 S.W. Van Buren Street, Suite 100  
Topeka, Kansas 66603  
  
785-246-6840 (office) or 785-260-1875 (mobile)

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

VitalCore Health Strategies, LLC  
719 S.W. Van Buren Street, Suite 100  
Topeka, Kansas 66603

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

YES  NO

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  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. Diamond Pharmacy Services 645 Kolter Drive Indiana, Pennsylvania 15701	Correctional Pharmacy Services	Yes
2. Sapphire Health Subsidiary of Diamond See address above	Correctional Electronic Medical Records System	Yes
3. LabCorp 2585 South Church St. Burlington, NC 27215	Specimen pick-up and diagnostic testing.	Yes
4. Express-Ray, Inc. 3400 Division Street Matairie, LA 70002	Mobile x-ray and ultra sound services.	No
5. Stericycle 2355 Waukegan Road Bannockburn, IL 60015	Hazardous Waste Collection and Disposal	Yes

6. Mckesson Medical Supplies 6555 State Hwy 161 Irving, Texas 75039	Medical Supplies	Yes
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## General Professional Services Questionnaire

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

10-15 Corporate and Regional Staff for Implementation

**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:**

Viola Riggin, Chief Excecutive Officer

**Name of Firm with which associated:**

VitalCore Health Strategies, LLC

**Description of job responsibilities:**

Serves as Chief Executive Officer for the organization and directs the development of proposals, negotiates contracts, and assigns start up teams for new contract implementations.

**Years' experience with this Firm:**

M. Riggin established the organization in January 2015 so she has almost 8 years experience with this organization. However, she now has over 37 years of experience in the administration of correctional health care in prisons and jails.

**Education: Degree(s)/Year/Specialization:**

Ms. Riggin has a Bachelor's Degree in Health Care Administration and has been working towards her Ph.D. in Public Health and Epidemiology.

**Other experience and qualifications relevant to the proposed Project:**

Ms. Riggin served as the Health Care Administrator for the Kansas Department of Corrections for 26 years. She has served on several national committees where she has shaped compliance standards in correctional health care. She holds Certification as National Auditor-Inspector for the U.S. Dept. of Justice, U.S. Military, American Correctional Association (ACA), and is a certified educator for the National Institute of Corrections (NIC). Her reputation for excellence and expertise in correctional health care is well-known throughout the nation.

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 2</b>
<b>Name &amp; Title:</b>
Dr. Lorelei Ammons, PsyD Chief Operating Officer - Clinical Services
<b>Name of Firm with which associated:</b>
VitalCore Health Strategies, LLC
<b>Description of job responsibilities:</b>
Dr. Ammons' responsibilities includes development and design of clinical programs for VitalCore. She then follows with oversight of all of the clinical programs in the company's contracted facilities. Dr. Ammons is directly responsible for the development and oversight of the company's behavioral health services.
<b>Years' experience with this Firm:</b>
Dr. Ammons has been in this role for VitalCore since March 2018, however she has many more years of experience in the field. Dr. Ammons began working in 1998 for the Kansas Department of Corrections providing clinical supervision of behavioral health, prior to joining VitalCore. She has also worked for the Veteran's Administration performing Quality Management services while maintaining a private clinical practice.
<b>Education: Degree(s)/Year/Specialization:</b>
Dr. Ammons received her Doctor of Psychology in 1991 from the Forest Institute of Professional Psychology in Springfield, Missouri and her Bachelor of Arts in Psychology in 1990 from Washburn University in Topeka, Kansas.
<b>Other experience and qualifications relevant to the proposed Project:</b>
Dr. Ammons has represented Kansas as a member of the Mental Health Network through the National Institute of Corrections. She has also served as a member of the American Correctional Association's Commission on Accreditation. Nationally, Dr. Ammons serves as a member of the Behavioral Health and Substance Abuse Disorder Committee for ACA, and she has conducted behavioral health certification training in at least eight correctional programs across the United States.

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 3</b>
<b>Name &amp; Title:</b>
Dr. Deborah Schult, Ph.D. President of Behavioral Health
<b>Name of Firm with which associated:</b>
VitalCore Health Strategies, LLC
<b>Description of job responsibilities:</b>
Dr. Schult's responsibilities include the development of behavior health programs for VitalCore and the oversight and supervision of VitalCore's regional behavioral health directors. She participates in the development of behavioral health programs and in the implementation of new contract facilities.
<b>Years' experience with this Firm:</b>
Dr. Schult joined VitalCore in May 2019, but she has over 25 years of experience in correctional and healthcare leadership. Prior to joining Vitalcore, she was the Assistant Director of the Health Services Division of the Federal Bureau of Prisons in Washington, DC.
<b>Education: Degree(s)/Year/Specialization:</b>
Dr. Schult received her Ph.D. in Counseling Psychology from the State University of New York at Albany; her M.A. in Counseling Psychology from the University of North Texas, and her B.A. in Psychology from Boston University.
<b>Other experience and qualifications relevant to the proposed Project:</b>
During her service as Asst. Director of the the Health Services Division of the Federal Bureau of Prisons, she provided oversight of the billion dollar nationwide correctional healthcare system for a population of 155,000 inmates housed in 122 institutions, including 7 Joint Commission accredited prison hospitals. She is experienced in managing a workforce of civil servants and U.S. Public Health services personnel and overseeing the National Correctional Healthcare Governing Board.

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 4</b>
<b>Name &amp; Title:</b>
John Tomarchio, MD MPH MBA Regional Medical Director
<b>Name of Firm with which associated:</b>
VitalCore Health Strategies, LLC
<b>Description of job responsibilities:</b>
Dr. Tomarchio serves as a Regional Medical Director to provide oversight to VitalCore's contracted providers in many of VitalCore's contracted facilities within the Southeastern Region of the U.S. In this role, he trains site physicians and mid-level providers in correctional medicine and in appropriate decision-making. He assists with each facility's formulary development and in other medical decisions.
<b>Years' experience with this Firm:</b>
Dr. Tomarchio joined VitalCore in 2019. He has over 10 years of experience in correctional medicine and served as the Medical Director of the South Carolina Department of Corrections.
<b>Education: Degree(s)/Year/Specialization:</b>
Dr. Tomarchio received his Bachelor's Degree in Biology from Furman University and received his Doctor of Medicine from the Medical University of South Carolina.
<b>Other experience and qualifications relevant to the proposed Project:</b>
Dr. Tomarchio is Board Certified in three areas including: Addiction Medicine, Preventive Medicine, and Environmental and Occupational Medicine. These certifications serve VitalCore extremely well and especially in his expertise in the development and oversight of VitalCore's Medication Assisted Treatment (MAT) programs.

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 5</b>
<b>Name &amp; Title:</b>
Paul Millette Senior Vice-President - Jail Operations
<b>Name of Firm with which associated:</b>
VitalCore Health Strategies, LLC
<b>Description of job responsibilities:</b>
Mr. Millette is responsible for the oversight of VitalCore's contracted jail facilities in the Southeastern Region of the U.S. If VitalCore is awarded the Jefferson Parish Correctional Center contract, Paul will serve as its Regional Director of Operations. He is based in the Mississippi Regional Office in Jackson, Mississippi which is only 191 miles from Gretna, Louisiana, an approximate 3 hour drive.
<b>Years' experience with this Firm:</b>
Paul joined VitalCore in October 2019. Previous to joining VitalCore, he owned his own company that provided consulting services to sheriffs throughout Mississippi regarding inmate medical care.
<b>Education: Degree(s)/Year/Specialization:</b>
Paul holds a Master's Degree in Business Administration and Finance.
<b>Other experience and qualifications relevant to the proposed Project:</b>
Paul has become a very trusted resource for sheriffs in Mississippi and neighboring states. Many of these sheriffs still contact Paul for advice regarding the operation of their jail's medical programs. He is known for his positive, outgoing personality and exceptional customer services. Paul also has an excellent reputation for dependability and attention to detail. If Jefferson Parish officials contact any of VitalCore's current Mississippi jail contract sites, they will find that the Sheriffs and Jail Administrators are extremely pleased with Paul's services and responsiveness.

Please see our Biographies and Resumes of Key Leaders, attached.

## General Professional Services Questionnaire

**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:
<p>Weber County Jail 712 West 12th Street Ogden, Utah 84404</p> <p>Chief Deputy Phillip Reese Phone: 801-225-0317 preese@co.weber.ut.us</p>	<ul style="list-style-type: none"> <li>• County adult detainees (ADP 800; Capacity 1,100) plus US Marshal inmates</li> <li>• Comprehensive health care services and psychiatric services – 1 year plus 4, 1 yr. renewals</li> <li>• Hired existing county nursing staff and new staff to bring facility to full staffing</li> <li>• Implemented VitalCore's policies and procedures</li> <li>• Initiated Quality Assurance Performance Improvement Program</li> <li>• Established MAC meetings and schedule</li> <li>• Work collaboratively with another contracted Mental Health Provider</li> <li>• Implemented Daily Care Management Calls</li> </ul>
Length of Services Provided:	Cost of Services Provided:
<p>Since April 2, 2020 (2 years and 8 months)</p>	<p>Current contract for 2nd renewal = \$3,532,964.00</p>

### PROJECT NO. 2

Project Name, Location and Owner's contact information:	Description of Services Provided:
<p>Harrison County Adult Detention Center 10451 Larkin Smith Drive Gulfport, Mississippi 39503</p> <p>Warden Evan Hubbard Phone: 228-216-3499 Evan.hubbard@harrisoncountysheriff.com</p>	<ul style="list-style-type: none"> <li>• County adult jail detainees (Capacity 760 Beds) plus ICE &amp; US Marshal inmates</li> <li>• Comprehensive health and mental health care services – 4 years plus 2, 1 yr. renewals</li> <li>• Hired and trained a full complement of healthcare staff (H.S.A., RNs, Qualified Behavioral Health Professional, Physician, Psychiatrist)</li> <li>• Implemented correctional healthcare standards of practice and processes</li> <li>• Provided ACA Behavioral Health Certification Training</li> <li>• Revamped medical and behavioral health intake screening</li> <li>• Utilize CorEMR system and reduced cost of hosting</li> <li>• Implemented Quality Improvement Processes</li> <li>• Implemented Daily Care Management Calls</li> <li>• Successfully managed COVID-19 Pandemic</li> <li>• Improved processes and communication with County and site staff</li> </ul>
Length of Services Provided:	Cost of Services Provided:
<p>January 1, 2020 to present (3 years)</p>	<p>Current contract amount = \$3,288,759.00</p>

## General Professional Services Questionnaire

<b>PROJECT NO. 3</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Kent County Correctional Facility 703 Ball Avenue NE Grand Rapids, MI 49503</p> <p>Chief Deputy Lyndsie Cole Phone: 616-458-9660 Lyndsie.cole@kentcountymi.gov</p> <p>Michelle Young, Sheriff Phone: 616-632-6107 Michelle.young@kentcountymi.gov</p>	<ul style="list-style-type: none"> <li>• County jail detainees (ADP 843; Capacity 1,478)</li> <li>• Comprehensive health and mental health care services – 3 years plus 1-year renewals</li> <li>• Current contract amount = \$6,648,935.00</li> <li>• Fine-tuned correctional healthcare standards of practice and processes</li> </ul> <p>VitalCore has added additional staff at our own cost since we learned that this facility's medical services were not centralized in the medical unit but instead provided on each living unit. Sheriff is working with VitalCore to amend contract for the future.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
<p>Since January 1, 2021 (two years)</p>	<p>Current contract amount = \$6,648,935.00</p>

<b>PROJECT NO. 4</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Johnson County Adult Detention Centers</p> <p>New Century Detention Center 27745 West 159th Street New Century, Kansas 66031</p> <p>Captain Michael Levin Phone: 913-715-5528 Michael.Levin@jocogov.org</p>	<ul style="list-style-type: none"> <li>• Sheriff's Adult Detention Centers (ADP 856 1081 Beds) – Adult Detainees</li> <li>• Comprehensive Healthcare Services including psychiatric services – 3-year contract plus 2, 2-year extensions</li> <li>• Hired and trained a full complement of staff in four facilities</li> <li>• Implemented new EHR system (CorEMR) on first day of contract</li> <li>• Implemented telehealth in first 90 days</li> <li>• Work collaboratively with Dept. of Mental Health</li> <li>• Reduced the need for off-site trips through wise decisions and Telehealth</li> <li>• Implemented Quality Improvement Activities</li> <li>• Follow NCCHC and ACA Standards – Achieved NCCHC Re-accreditation in October 2020</li> <li>• Increased nursing coverage</li> <li>• Provide transparent reporting</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
<p>Since January 1, 2020 (3 years)</p>	<p>Current contract amount = \$6,732,754.00</p>

## General Professional Services Questionnaire

<b>PROJECT NO. 5</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Jefferson County Adult Detention Center 200 Jefferson Parkway Golden, CO 80401</p> <p>Polly Abernathy Detention Services Manager Phone: 303-271-5422 plabernathy@co.jefferson.co.us</p>	<ul style="list-style-type: none"> <li>• Adult Detention Centers (Capacity = 1500; ADP = 950) – County plus ICE &amp; US Marshal</li> <li>• Comprehensive Health and Mental Health Services – 1 year plus 1-year renewals</li> <li>• Provide Medication Assisted Treatment</li> <li>• Reduced the need for off-site trips through wise decisions and Telehealth</li> <li>• Implemented Quality Improvement Activities</li> <li>• Implemented new CorEMR system</li> <li>• Filled most vacant positions in difficult market within 8 weeks</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
Since January 1, 2022 (One year)	Cost of current services (1/1/23) = \$6,158,402.00

<b>PROJECT NO. 6</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Sedgwick County Sheriff Adult Detention Facility &amp; Annex 141 W. Elm Wichita, KS 67203</p> <p>Colonel Jared Schechter Jail Administrator Phone: 316-250-7806 Jared.Schechter@sedgwick.gov</p>	<ul style="list-style-type: none"> <li>• County jail detainees (ADP 1,450) (1,350 in Main Jail and 100 in Annex)</li> <li>• Comprehensive Health and Mental Health Care – 3 years plus 2 possible 1-year extensions</li> <li>• Eliminated all temporary agency staff used by previous provider</li> <li>• 87% staffed on Day One – a significant increase from previous provider</li> <li>• Implemented new EMR system (CorEMR) on Day One of contract</li> <li>• Reducing need for off-site trips through on-site services and telehealth</li> <li>• Held first Medical Administrative Committee (MAC) within first month</li> <li>• Implementing Quality Improvement practices immediately</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
July 17, 2022 to present (1/2 year)	Current contract amount = \$7,643,842.00

## General Professional Services Questionnaire

<b>PROJECT NO. 7</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Stark County Jail 4500 Atlantic Blvd., N.E. Canton, Ohio 44705</p> <p>Sheriff George T. Maier Phone: 330-430-3887 maier@starksheriff.org</p>	<ul style="list-style-type: none"> <li>• County adult detainees (ADP 489; Capacity 526)</li> <li>• Comprehensive health and mental health care services – 3 years plus 3 1-yr. extensions</li> <li>• Hired and trained a full complement of healthcare staff (RN's, Qualified Behavioral Health Professionals)</li> <li>• Fine-tuned correctional healthcare standards of practice and processes</li> <li>• Initiated annual Suicide Prevention Training</li> <li>• Revamped medical and behavioral health intake screening</li> <li>• Improved processes and mental health programming</li> <li>• Implemented new STARK Recovery Program with Sheriff and County Courts in 2022</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
February 1, 2019 to present (app 4 years)	Current contract amount = \$1,939,048.00

<b>PROJECT NO. 8</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Galveston County Jail 5700 Avenue H Galveston, TX 7751</p> <p>Major Kevin Walker Jail Administrator Phone: 409-763-7584 Kevin.Walker@co.galveston.tx.us</p>	<ul style="list-style-type: none"> <li>• County adult detainees (ADP 1103; Capacity 1,181)</li> <li>• Comprehensive health and mental health care services – 3 years plus 3 1-yr extensions</li> <li>• Reduced the need for off-site trips through clinical acumen and telehealth</li> <li>• Implemented VitalCore's policies and procedures</li> <li>• Initiated Quality Assurance Performance Improvement Program</li> <li>• Establish MAC meetings and schedule</li> <li>• Implemented telehealth with local providers</li> <li>• Implemented Daily Care Management Calls</li> <li>• NCCHC Accredited – most recent audit in October 2021</li> <li>• Implemented Jail-Based Competency Restoration Program with Community Mental Health</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
October 1, 2020 to present (2 1/4 years)	Current contract amount = \$7,034,331.00

## General Professional Services Questionnaire

<b>PROJECT NO. 9</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Mississippi Department of Corrections 301 N. Lamar Street Jackson, MS 39201</p> <p>Burl Cain, Commissioner Phone: 225-719-2020 bcain@mdoc.state.ms.us</p>	<ul style="list-style-type: none"> <li>• State Department of Corrections Facilities – ADP 17,300 adult male and female inmates in 6 state facilities and 15 regional facilities (Sentenced State Inmates)</li> <li>• Took over operations from previous provider at request of MDOC – 1 year plus extensions/amendments - 3rd Amendment completed in April 2022 to begin additional services to RDU and 4th Amendment July 2022 to increase services and price</li> <li>• Hired and trained a full complement of healthcare staff</li> <li>• Implemented NCCHC correctional healthcare standards of practice and processes</li> <li>• Immediately addressed improvements needed in quality of care provided</li> <li>• Implemented Quality Assurance Performance Improvement program</li> <li>• Ensured that all facility medical areas are organized, clean, and sanitary</li> <li>• Collaborated with MDOC Officials to ensure that VitalCore staff are as safe as possible on duty</li> <li>• Revamped previous staffing plans to ensure adequate staffing in all facilities</li> <li>• Implemented Daily Care Management Calls</li> <li>• Inspected and ensured good working status for all facility medical equipment</li> <li>• In process of implementing Telehealth</li> <li>• Four state facilities are accredited by ACA: Three state facilities are accredited by NCCHC</li> <li>• Took over operations of Reception and Diagnostic Unit in 2022</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
October 6, 2020 to present (2 1/4 years)	Current contract amount = \$91,939,120.00

<b>PROJECT NO. 10</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Virginia Department of Corrections 6900 Atmore Drive Richmond, Virginia</p> <p>Steve Herrick Health Services Director Phone: 804-887-8428</p>	<ul style="list-style-type: none"> <li>• State prisoners in 13 facilities – ADP 15,000+</li> <li>• Comprehensive health and mental health care services – 2 years</li> <li>• Accepted contract for services on emergency basis from previous vendor</li> <li>• Fine-tuned correctional healthcare standards of practice and processes</li> <li>• Implemented Quality Assurance Performance Improvement</li> <li>• Within first few weeks, raised staffing rates from 30% to 70% and now at 95% plus.</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
December 12, 2021 to present (One year)	Current contract amount = \$75,000,000.00

**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. NONE		
2.		
3.		
4.		

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

VitalCore has much experience in providing correctional health and mental health care services in jails, prisons, and juvenile facilities. We have listed within this Questionnaire the facilities that are most similar in size to the Jefferson Parish Correctional Center, but please review our attached Company Profile to see all our contract sites. Jefferson Parish officials are welcome to contact any of these sites. Our current contract sites greatly appreciate our approach to services.

You should choose VitalCore also because we focus on high-quality patient care and doing the right thing the first time. Even though Jefferson Parish does not pay for most inmate specialty and hospital services, VitalCore will reduce the need for and cost of off-site specialty care and hospitalizations that will reduce not only the costs to the State but also for Jefferson Parish off-site transport costs. We also reduce the cost of pharmaceuticals in most of our contract sites.

VitaCore also has an exceptional behavioral health program that will ensure that your inmate patients are treated holistically, and our Utilization Management and Quality Management programs are exceptional.

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

Signature:  Print Name: Viola Riggini  
 Title: Chief Executive Officer Date: 1/04/23

## General Professional Services Questionnaire

**A. Project Name and Advertisement Resolution Number:**

Health Care Services 22-052 in a subcontracting role to VitalCore for the provision of pharmacy services.

**B. Firm Name & Address:**

Diamond Drugs, Inc. d/b/a Diamond Pharmacy Services  
645 Kolter Drive, Indiana, PA 15701

Pharmacy subcontractor to VitalCore

**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:**

Mark Zilner, R.Ph  
President and CEO, Owner  
724-349-1111 x 1003  
mzilner@diamondpharmacy.com

Jefferson  
Parish  
State of Louisiana

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

645 Kolter Drive, Indiana, PA 15701

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

YES  NO

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.**

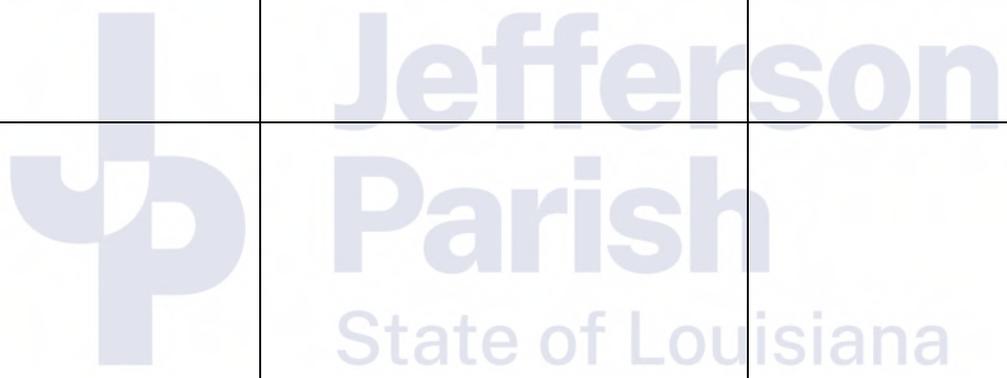
1. VitalCore Health Strategies  
Comprehensive Health Care Services and contract management
2. Diamond Pharmacy Services  
Medication dispensing and pharmacy program management services

## General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES  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.  N/A	Medication dispensing and pharmacy services will be provided by Diamond without need of additional subcontractors	
2.		
3.		
4.		
5.		

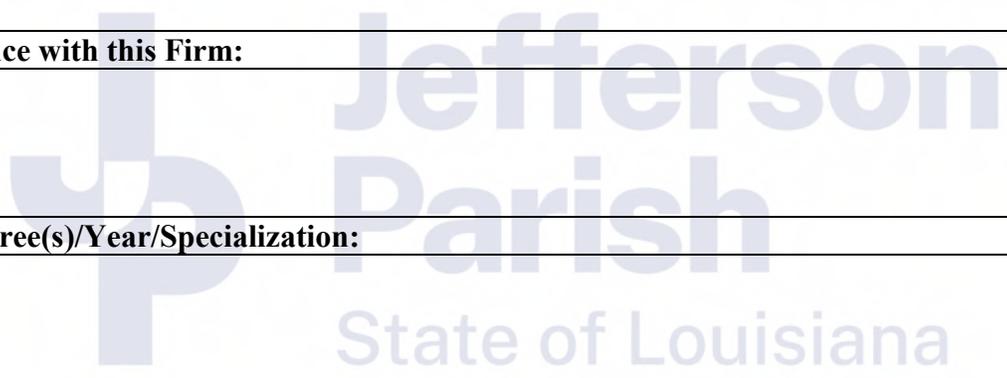


## General Professional Services Questionnaire

<b>I. Please specify the total number of support personnel that may assist in the completion of this Project:</b> <u>approx. 1000</u> (Diamond Pharmacy Services pharmacist and support personnel at the Kolter location)
<b>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.</b>
<b>PROFESSIONAL NO. 1</b>
<b>Name &amp; Title:</b> Tammy Conroy, R.Ph, CCHP
<b>Name of Firm with which associated:</b> Diamond Pharmacy Services
<b>Description of job responsibilities:</b> <ul style="list-style-type: none"><li>• Oversight of daily pharmacy operations in managed facilities, assuring efficient and effective operations</li><li>• Implementation of electronic ordering, reconciliation, and medication management systems</li><li>• Responsible for maintaining formulary exception and prior authorization processes</li><li>• Clinical and financial data analysis and reporting</li><li>• Communicates and assesses pharmacy performance metrics</li><li>• Medication room inspections</li><li>• Responsible for resolution of facility-level issues or concerns</li><li>• Identifies areas where system modifications or changes could result in operational improvements</li></ul>
<b>Years' experience with this Firm:</b> Tammy has 21 years of correctional pharmacy experience at Diamond.
<b>Education: Degree(s)/Year/Specialization:</b> Graduate, University of Pittsburgh School of Pharmacy
<b>Other experience and qualifications relevant to the proposed Project:</b> 10 years of experience as Jefferson Parish Correctional Center's Pharmacist Account Executive

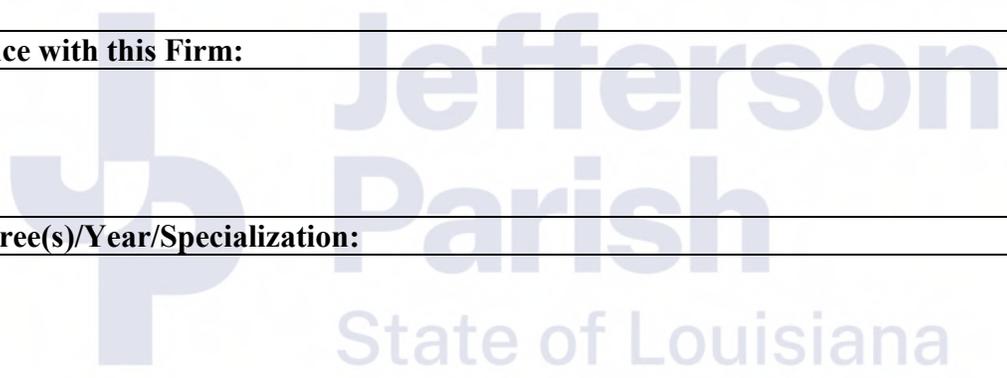
**General Professional Services Questionnaire**

<b>PROFESSIONAL NO. 2</b>
<b>Name &amp; Title:</b>
<b>Name of Firm with which associated:</b>
<b>Description of job responsibilities:</b>
<b>Years' experience with this Firm:</b>
<b>Education: Degree(s)/Year/Specialization:</b>
<b>Other experience and qualifications relevant to the proposed Project:</b>



**General Professional Services Questionnaire**

<b>PROFESSIONAL NO. 3</b>
<b>Name &amp; Title:</b>
<b>Name of Firm with which associated:</b>
<b>Description of job responsibilities:</b>
<b>Years' experience with this Firm:</b>
<b>Education: Degree(s)/Year/Specialization:</b>
<b>Other experience and qualifications relevant to the proposed Project:</b>







## General Professional Services Questionnaire

**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.**

<b>PROJECT NO. 1</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
Jefferson Parish Correctional Center 100 Dolhonde Street Gretna, LA 70053	Medication Dispensing and Pharmacy Program Management Electronic Medical Record System
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
10 years (2012 - Present)	\$373,001.85 (Current Contract Period)

<b>PROJECT NO. 2</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
Plaquemines Parish Detention Center 16801 Highway 15 Braithwaite, LA 70040  Lisa Martin, RN HSA, Site Manager Lisa.martin@correcthealth.org	Medication Dispensing and Pharmacy Program Management
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
7 years (2015 - Present)	\$101,884.72 (Current Contract Period)

**General Professional Services Questionnaire**

<b>PROJECT NO. 3</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
Calcasieu Correctional Center 5410 East Broad Street Lake Charles, LA 70615  Scott Deason HSA 337-602-3833 bdeason@cpsos.com	Medication Dispensing and Pharmacy Program Management Online Reporting Access Electronic Reconciliation
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
4 years (2018 - Present)	\$49,556.37 (Current Contract Period)

<b>PROJECT NO. 4</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
Nelson Coleman Correctional Center 5061 Highway 3127 Killona, LA 70057  Kecia Charles, RN HSA 985-783-1422 kcharles@stcharlesssheriff.org	Medication Dispensing and Pharmacy Program Management Online Reporting Access Electronic Reconciliation
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
3 years (2019 - Present)	\$93,968.56 (Current Contract Period)

**General Professional Services Questionnaire**

<b>PROJECT NO. 5</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
1,800 correctional facilities currently contract with Diamond nationwide for medication dispensing and pharmacy program management services	medication dispensing, clinical consultations, formulary management, operational consulting, cost-avoidance initiatives, technology support, reporting, analytics
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>

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

**General Professional Services Questionnaire**

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

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

**General Professional Services Questionnaire**

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

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

**General Professional Services Questionnaire**

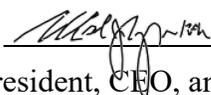
**L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.**

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

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

Jefferson Parish  
State of Louisiana

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

Signature:  Print Name: Mark Zilner, R.Ph  
 Title: President, CEO, and Owner Date: 12/13/22

## General Professional Services Questionnaire

**A. Project Name and Advertisement Resolution Number:**

Resolution No. 140422 Health Care Services for Jefferson Parish Correctional Center

**B. Firm Name & Address:**

Laboratory Corporation of America  
532 S. Spring St.  
Burlington, NC 27215

**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:**

Christopher Pyle  
Director, National Accounts  
703-727-2105  
[pylec@labcorp.com](mailto:pylec@labcorp.com)

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

Jefferson Parish Correctional Center,  
100 Dolhonde Street  
Gretna, Louisiana

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

YES  NO

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  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. N/A	N/A	N/A
2.		
3.		
4.		
5.		

## General Professional Services Questionnaire

<b>I. Please specify the total number of support personnel that may assist in the completion of this Project:</b> <u>10-15</u>
<b>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.</b>
<b>PROFESSIONAL NO. 1</b>
<b>Name &amp; Title:</b> Christopher Pyle Director National Accounts
<b>Name of Firm with which associated:</b> Laboratory Corporation of America
<b>Description of job responsibilities:</b> Corporate point of contact for our National client relationships. Primary responsibilities include coordination of local operations for clients, including correction care vendors, pricing and billing reconciliation, general account maintenance and account performance review.
<b>Years' experience with this Firm:</b> 14+
<b>Education: Degree(s)/Year/Specialization:</b> 32+ in Sales, Operations, Management
<b>Other experience and qualifications relevant to the proposed Project:</b> 5+ years personal experience with coordinating diagnostic lab testing and operations with our Correctional Care partners.



**General Professional Services Questionnaire**

<b>PROFESSIONAL NO. 3</b>
<b>Name &amp; Title:</b>
<b>Name of Firm with which associated:</b>
<b>Description of job responsibilities:</b>
<b>Years' experience with this Firm:</b>
<b>Education: Degree(s)/Year/Specialization:</b>
<b>Other experience and qualifications relevant to the proposed Project:</b>

**General Professional Services Questionnaire**

<b>PROFESSIONAL NO. 4</b>
<b>Name &amp; Title:</b>
<b>Name of Firm with which associated:</b>
<b>Description of job responsibilities:</b>
<b>Years' experience with this Firm:</b>
<b>Education: Degree(s)/Year/Specialization:</b>
<b>Other experience and qualifications relevant to the proposed Project:</b>

**General Professional Services Questionnaire**

**PROFESSIONAL NO. 5**

**Name & Title:**

**Name of Firm with which associated:**

**Description of job responsibilities:**

**Years' experience with this Firm:**

**Education: Degree(s)/Year/Specialization:**

**Other experience and qualifications relevant to the proposed Project:**

## General Professional Services Questionnaire

**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:
Mississippi Dept. of Corrections 34 Locations.  Christopher Pyle 703-727-2105 pylec@labcorp.com	<ul style="list-style-type: none"> <li>• Providing supplies to its customers for sample collection</li> <li>• Specimen pickup from client sites</li> <li>• Shipment and storage of human specimens that Labcorp will test;</li> <li>• Preparation of test samples for testing</li> <li>• Routing of samples to the appropriate laboratories</li> <li>• Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories</li> <li>• Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>• Timely and accurately billing customers, patients and third-party payors</li> </ul>
Length of Services Provided:	Cost of Services Provided:
2+ years Services are ongoing.	Contracted rates for laboratory testing services are billed to the vendor via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.

### PROJECT NO. 2

Project Name, Location and Owner's contact information:	Description of Services Provided:
Virginia Dept. of Corrections 14 Locations  Christopher Pyle 703-727-2105 pylec@labcorp.com	<ul style="list-style-type: none"> <li>• Providing supplies to its customers for sample collection</li> <li>• Specimen pickup from client sites</li> <li>• Shipment and storage of human specimens that Labcorp will test;</li> <li>• Preparation of test samples for testing</li> <li>• Routing of samples to the appropriate laboratories</li> <li>• Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories.</li> <li>• Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>• Timely and accurately billing customers, patients and third-party payors</li> </ul>
Length of Services Provided:	Cost of Services Provided:

## General Professional Services Questionnaire

1+ years Services are ongoing	Contracted rates for laboratory testing services are billed to the vendor via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.
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## General Professional Services Questionnaire

<b>PROJECT NO. 3</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
Vermont Dept. of Corrections 6 Locations  Christopher Pyle 703-727-2105 pylec@labcorp.com	<ul style="list-style-type: none"> <li>Providing supplies to its customers for sample collection</li> <li>Specimen pickup from client sites</li> <li>Shipment and storage of human specimens that Labcorp will test</li> <li>Preparation of test samples for testing</li> <li>Routing of samples to the appropriate laboratories</li> <li>Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories</li> <li>Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>Timely and accurately billing customers, patients and third-party payors</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2+ Years Services are ongoing	Contracted rates for laboratory testing services are billed to the vendor via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.

<b>PROJECT NO. 4</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
Federal Marshal Services-Inmates 111 E. Broadway, #A-106 Del Rio, Texas 78840  Michelle Ballentine 615-762-9515 balenm@labcorp.com	<ul style="list-style-type: none"> <li>Providing supplies to its customers for sample collection</li> <li>Specimen pickup from client sites</li> <li>Shipment and storage of human specimens that Labcorp will test</li> <li>Preparation of test samples for testing</li> <li>Routing of samples to the appropriate laboratories</li> <li>Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories</li> <li>Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>Timely and accurately billing customers, patients and third-party payors</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
2+ Years Services are ongoing	Contracted rates for laboratory testing services are billed to the vendor/payer via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.

## General Professional Services Questionnaire

<b>PROJECT NO. 5</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Val Verde Correctional Facility 2523 HAMILTON LN DEL RIO, Texas 78840</p> <p>Michelle Ballentine 615-762-9515 balenm@labcorp.com</p>	<ul style="list-style-type: none"> <li>• Providing supplies to its customers for sample collection</li> <li>• Specimen pickup from client sites</li> <li>• Shipment and storage of human specimens that Labcorp will test</li> <li>• Preparation of test samples for testing</li> <li>• Routing of samples to the appropriate laboratories</li> <li>• Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories</li> <li>• Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>• Timely and accurately billing customers, patients and third-party payors</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
<p>2+ Years Services are ongoing</p>	<p>Contracted rates for laboratory testing services are billed to the vendor/payer via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.</p>

<b>PROJECT NO. 6</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Casper Re-Entry Center 10007 Landmark Lane Casper, Wyoming 82604</p> <p>Christopher Pyle 703-727-2105 pylec@labcorp.com</p>	<ul style="list-style-type: none"> <li>• Providing supplies to its customers for sample collection</li> <li>• Specimen pickup from client sites</li> <li>• Shipment and storage of human specimens that Labcorp will test</li> <li>• Preparation of test samples for testing</li> <li>• Routing of samples to the appropriate laboratories</li> <li>• Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories</li> <li>• Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>• Timely and accurately billing customers, patients and third-party payors</li> </ul>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
<p>2+ Years Services are ongoing.</p>	<p>Contracted rates for laboratory testing services are billed to the vendor via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.</p>

## General Professional Services Questionnaire

### PROJECT NO. 7

Project Name, Location and Owner's contact information:	Description of Services Provided:
<p>FANNIN COUNTY DETENTION CENTER 725 County Road 4200 Bonham, Texas 75418</p> <p>Christopher Pyle 703-727-2105 pylec@labcorp.com</p>	<ul style="list-style-type: none"> <li>• Providing supplies to its customers for sample collection</li> <li>• Specimen pickup from client sites</li> <li>• Shipment and storage of human specimens that Labcorp will test</li> <li>• Preparation of test samples for testing</li> <li>• Routing of samples to the appropriate laboratories</li> <li>• Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories</li> <li>• Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>• Timely and accurately billing customers, patients and third-party payors</li> </ul>
Length of Services Provided:	Cost of Services Provided:
<p>&lt;1 year Services are ongoing</p>	<p>Contracted rates for laboratory testing services are billed to the vendor via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.</p>

### PROJECT NO. 8

Project Name, Location and Owner's contact information:	Description of Services Provided:
<p>Mesa Verde ICE Processing Ctr. 425 Golden State Ave Bakersfield, California 93301</p> <p>Michelle Ballentine 615-762-9515 balenm@labcorp.com</p>	<ul style="list-style-type: none"> <li>• Providing supplies to its customers for sample collection</li> <li>• Specimen pickup from client sites</li> <li>• Shipment and storage of human specimens that Labcorp will test</li> <li>• Preparation of test samples for testing</li> <li>• Routing of samples to the appropriate laboratories</li> <li>• Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories</li> <li>• Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>• Timely and accurately billing customers, patients and third-party payors</li> </ul>
Length of Services Provided:	Cost of Services Provided:
<p>1+ Years Services are ongoing.</p>	<p>Contracted rates for laboratory testing services are billed to the vendor/payer via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.</p>

## General Professional Services Questionnaire

### PROJECT NO. 9

Project Name, Location and Owner's contact information:	Description of Services Provided:
NAVAJO COUNTY SHERIFF'S OFFICE 100 E CODE TALKERS DR HOLBROOK, Arizona 86025  Christopher Pyle 703-727-2105 pylec@labcorp.com	<ul style="list-style-type: none"> <li>• Providing supplies to its customers for sample collection</li> <li>• Specimen pickup from client sites</li> <li>• Shipment and storage of human specimens that Labcorp will test</li> <li>• Preparation of test samples for testing</li> <li>• Routing of samples to the appropriate laboratories</li> <li>• Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories</li> <li>• Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>• Timely and accurately billing customers, patients and third-party payors</li> </ul>
Length of Services Provided:	Cost of Services Provided:
< 1 Year Services are ongoing	Contracted rates for laboratory testing services are billed to the vendor/payer via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.

### PROJECT NO. 10

Project Name, Location and Owner's contact information:	Description of Services Provided:
Northern Correctional Facility 112 Northern Regional Correctional Moundsville, West Virginia 26041  Christopher Pyle 703-727-2105 pylec@labcorp.com	<ul style="list-style-type: none"> <li>• Providing supplies to its customers for sample collection</li> <li>• Specimen pickup from client sites</li> <li>• Shipment and storage of human specimens that Labcorp will test</li> <li>• Preparation of test samples for testing</li> <li>• Routing of samples to the appropriate laboratories</li> <li>• Performing the full range of clinical laboratory tests in CLIA and CAP approved laboratories</li> <li>• Delivering test results in various formats (including interfaces with hundreds of commercial and custom-built health/medical information systems)</li> <li>• Timely and accurately billing customers, patients and third-party payors</li> </ul>
Length of Services Provided:	Cost of Services Provided:

## General Professional Services Questionnaire

2+ Years Services are ongoing.	Contracted rates for laboratory testing services are billed to the vendor/payer via a monthly invoice. Labcorp provides, at no additional charge, all supplies, items, and devices necessary to ensure specimen integrity as allowed by applicable law or regulation and consistent with Labcorp policy.
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**L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary. Labcorp Response:** As one of the largest independent clinical laboratories in the United States, Labcorp is involved from time to time in various claims and legal actions arising in the ordinary course of its business. Some of these matters include commercial and contract disputes, professional liability claims, employee-related matters, and inquiries from governmental agencies and private and public payers. To the best of Labcorp's knowledge, such matters would not have any material effect on Labcorp's ability to perform the services being requested by Jefferson Parish. For additional information regarding various pending claims and actions involving Labcorp, please refer to Labcorp's Form 10-K (Annual Report) filed with the U.S. Securities and Exchange Commission.

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.**

## General Professional Services Questionnaire

Labcorp currently services 600+ correctional facilities nationwide. Labcorp is a leading global life sciences company that provides vital information to help doctors, hospitals, pharmaceutical companies, researchers, and patients make clear and confident decisions. With over 70,000 employees, Labcorp serves clients in more than 100 countries and provides diagnostic, drug development, and technology-enabled solutions for more than 160 million patient encounters per year.

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

Signature:  Print Name: Brad Collier

Title: Vice President, Labcorp Date: January 4, 2023

## General Professional Services Questionnaire

**A. Project Name and Advertisement Resolution Number:**

Resolution # 140422 Health Care Services for the Jefferson Parish Correctional Center

**B. Firm Name & Address:**

Stericycle - Reserve Plant  
517 W. 19th Street  
Reserve, LA 70084

**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:**

Chris Michel - Compliance Solutions Specialist

Chris Michel@stericycle.com

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

517 W. 19th Street  
Reserve, LA 70084

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

YES  NO

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.

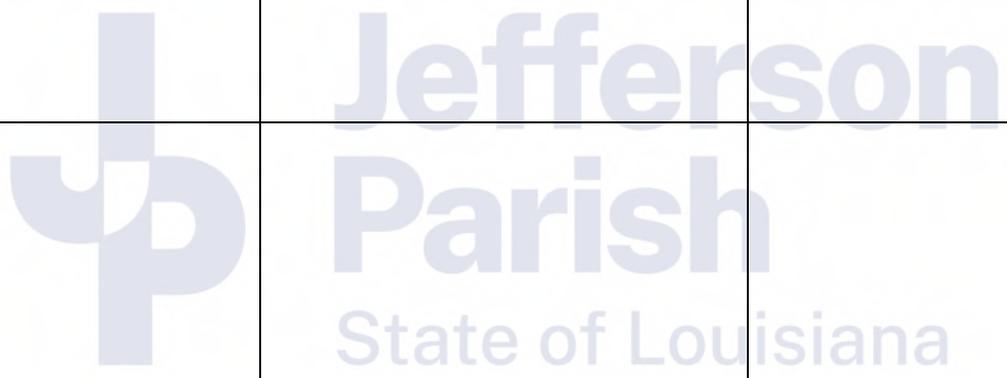
2.

## General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES  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.  None		
2.		
3.		
4.		
5.		



## General Professional Services Questionnaire

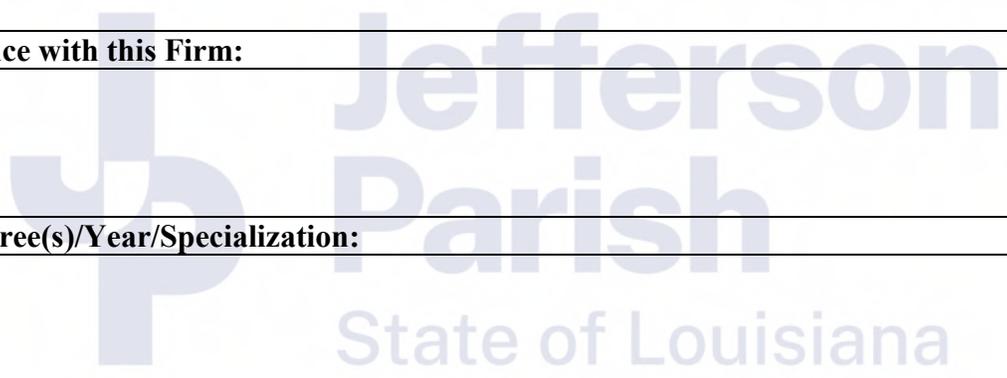
<b>I. Please specify the total number of support personnel that may assist in the completion of this Project:</b> 55 Total Employees at Reserve Plant
<b>J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates 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.</b>
<b>PROFESSIONAL NO. 1</b>
<b>Name &amp; Title:</b>  Carlos Bodan - Transportation Manager
<b>Name of Firm with which associated:</b>  Stericycle
<b>Description of job responsibilities:</b>  Manage all transportation/collection of waste
<b>Years' experience with this Firm:</b>  10 years
<b>Education: Degree(s)/Year/Specialization:</b>  2 Bachelor's Degrees - BM and Computer Science
<b>Other experience and qualifications relevant to the proposed Project:</b>  NA

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 2</b>
<b>Name &amp; Title:</b>
Chris Todd - Plant Manager
<b>Name of Firm with which associated:</b>
Stericycle
<b>Description of job responsibilities:</b>
Manage all waste processing/disposal
<b>Years' experience with this Firm:</b>
6 years
<b>Education: Degree(s)/Year/Specialization:</b>
Master's Degree in Business Administration State of Louisiana
<b>Other experience and qualifications relevant to the proposed Project:</b>
EVS Director

**General Professional Services Questionnaire**

<b>PROFESSIONAL NO. 3</b>
<b>Name &amp; Title:</b>
<b>Name of Firm with which associated:</b>
<b>Description of job responsibilities:</b>
<b>Years' experience with this Firm:</b>
<b>Education: Degree(s)/Year/Specialization:</b>
<b>Other experience and qualifications relevant to the proposed Project:</b>







**General Professional Services Questionnaire**

**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**

<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
None	
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>

**PROJECT NO. 2**

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

**General Professional Services Questionnaire**

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

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

**General Professional Services Questionnaire**

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

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

**General Professional Services Questionnaire**

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

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

**General Professional Services Questionnaire**

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

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

## General Professional Services Questionnaire

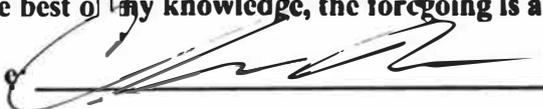
**L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.**

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1.  None	—	—
2.		
3.		
4.		

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

Stericycle has been in operation since 1988 and is the industry leader in medical waste disposal.

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

Signature:  Print Name: Charic Michel

Title: Compliance Solutions Specialist Date: 12-22-22

## General Professional Services Questionnaire

**A. Project Name and Advertisement Resolution Number:**

No. 140422 - Health Care for the Jefferson Parish Correctional Center

**B. Firm Name & Address:**

XPRESS RAY INC  
3400 Division St.  
Metairie, LA 70002

**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:**

Edward Asaro, LRT - 49 years  
Vincent Asaro, LRT - 30 years

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

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

YES  NO

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.

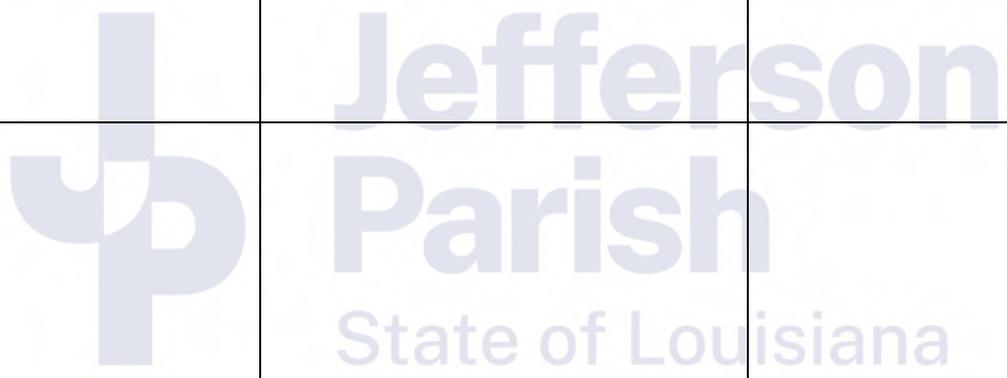
2.

## General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES  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.		

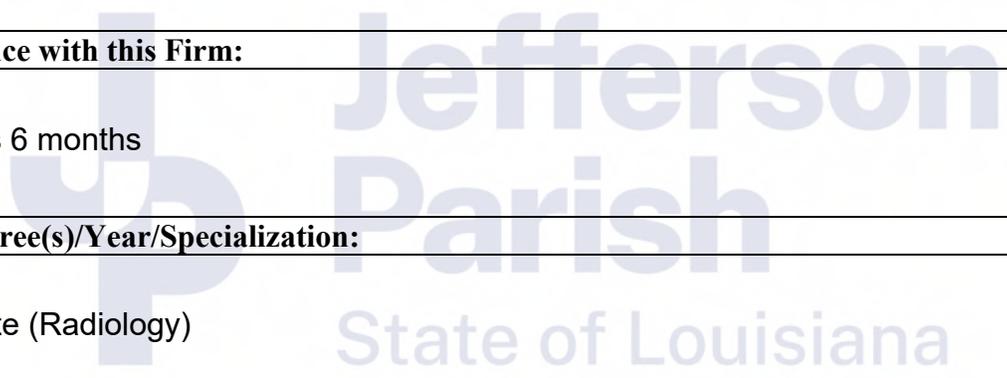


## General Professional Services Questionnaire

<b>I. Please specify the total number of support personnel that may assist in the completion of this Project:</b> <u>    2    </u>
<b>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.</b>
<b>PROFESSIONAL NO. 1</b>
<b>Name &amp; Title:</b>
Edward Asaro - General Manager Vincent Asaro - COO/Owner
<b>Name of Firm with which associated:</b>
XPRESS RAY INC 3400 Division St. Metairie, LA 70002
<b>Description of job responsibilities:</b>
Own and operate the everyday operation as well as administrative duties.
<b>Years' experience with this Firm:</b>
29 years 6 months
<b>Education: Degree(s)/Year/Specialization:</b>
EA - Assoc. Degree 1973 VA - Assoc. Degree 1989
<b>Other experience and qualifications relevant to the proposed Project:</b>
XPRESS RAY has done x-ray in several correctional facilities for over 30 years.

**General Professional Services Questionnaire**

<b>PROFESSIONAL NO. 2</b>
<b>Name &amp; Title:</b>
Vincent Asaro
<b>Name of Firm with which associated:</b>
XPRESS RAY INC 3400 Division St. Metairie, LA 70002
<b>Description of job responsibilities:</b>
Own and operate XPRESS RAY, INC
<b>Years' experience with this Firm:</b>
29 years 6 months
<b>Education: Degree(s)/Year/Specialization:</b>
Associate (Radiology)
<b>Other experience and qualifications relevant to the proposed Project:</b>



**General Professional Services Questionnaire**

<b>PROFESSIONAL NO. 3</b>
<b>Name &amp; Title:</b>
Edward Asaro - Gen Mgr/Owner to 2021
<b>Name of Firm with which associated:</b>
XPRESS RAY INC 3400 Division St. Metairie, LA 70002
<b>Description of job responsibilities:</b>
Owned and Operate
<b>Years' experience with this Firm:</b>
29 years 6 months
<b>Education: Degree(s)/Year/Specialization:</b>
Associate (Radiology)
<b>Other experience and qualifications relevant to the proposed Project:</b>





**General Professional Services Questionnaire**

**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**

<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
Orleans Parish Jail	X-Ray Services
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
32 years	

**PROJECT NO. 2**

<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
Jefferson Parish Correctional Center	X-Ray Services
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
15 years	

**General Professional Services Questionnaire**

<b>PROJECT NO. 3</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
St. Charles Jail	X-Ray Services
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
20 years	

<b>PROJECT NO. 4</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
St. Tammany Jail	X-Ray Services
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
20 years	

**General Professional Services Questionnaire**

<b>PROJECT NO. 5</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
Bridge City Juv. Jail	X-Ray Services
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
15 years	

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

**General Professional Services Questionnaire**

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

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

**General Professional Services Questionnaire**

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

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

## 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.  NA		
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:  Print Name: EDWARD R ASARO

Title: GEN. MGR Date: 12-12-22