



Ozark Tri-County Health Care Consortium, Inc
Doing Business As
ACCESS Family Care

**Request for Proposals
To Provide**

Auditing and Accounting Services

Issued by the Board of Directors of ACCESS Family Care

The responses shall be addressed and returned to:

Audit & Accounting
ACCESS Family Care
PO Box 758
475 Nelson Ave
Neosho, MO 64850

Responses must be received no later than **Friday, August 17, 2018 at 12:00, Noon**

Six copies of the proposal (the original plus five) should be submitted and the outside of the package must clearly indicate "Audit & Accounting." All proposals must be submitted in sealed packages.

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Overview of Access Family Care’s Mission, Values, and Philosophy

Overview

ACCESS Family Care (ACCESS) works with a current annual organizational budget of \$20 million, which is used to provide medical and dental health care services for low-income individuals in Barry, Barton, Jasper, Lawrence, McDonald, Newton, and Vernon counties, Missouri. Sites include a combined dental and medical facility in Anderson, Cassville, and Joplin; medical only facilities in Aurora, Lamar, and Neosho; dental only facilities in Carthage, Neosho and Nevada, along with a portable dental unit that travels to area schools to provide dental care. Most patients served are low-income uninsured or Medicaid beneficiaries who are unable to find private practice physicians and dentists who will accept them as patients. So that all people can access health care regardless of ability to pay, ACCESS uses a sliding fee schedule of discounts for all patients based upon income, and turns away no one due to insurance status or inability to pay. In 2017, ACCESS’ sites all combined provided 68,830 patient visits to 23,406 different patients. Sixty one percent of our patients fall below 200 percent of the federal poverty level. The following provides the economic demographics of our patients by their method of payment for services:

Uninsured	20.58%
Medicaid	53.97%
Medicare	5.24%
Private Insurance	20.15%

ACCESS is a Federally Qualified Health Center (FQHC) that receives a 330 Federal grant from the Department of Health and Human Services that enables ACCESS to provide sliding fee discounts to patients who demonstrate economic hardship. The grant money doesn’t cover all costs associated with providing care, so ACCESS also relies on an operational budget, state grants, and donations. As a FQHC, ACCESS is highly regulated requiring thorough reporting and an annual audit.

History

In 1995 the county Department of Health Administrators of Barry, McDonald, and Newton Counties (Pat Tichenor, Jerrie Wise, and Mary Ann Bradley) concerned about diminishing state funding for health programs began to collaborate on grant projects that would address their counties’ health concerns. Out of these discussions, George Thomas from the Bureau of Primary Health Care, a department of what was then called Missouri Department of Health, guided the administrators to form a consortium to write a grant proposal from the Primary Health Care Resources (PRIMO). The grant was designed to provide health care for all residents of these counties regardless of income, ethnicity, and inadequate or lack of health insurance.

That grant and a subsequent grant led to applying to the Bureau of Primary Health Care for Federally Qualified Health Center status. The first executive Director was hired and the office moved to a house in Pineville that served as both the clinic and administrative offices. The clinic functioned as a FQHC Look-A-Like until full Community Health Center status was achieved in 1999 when the consortium, originally called Ozark Tri-County Health Care Consortium, would have access to a 330 federal grant allowing them to provide sliding fee discounts to qualifying patients. The following

year, the clinic moved to a storefront in downtown Anderson with the administrative offices moving just down the same street in another building.

ACCESS expanded to provide a medical primary care clinic in Cassville in 2002. It was named in honor of Dr. James D. Warn who served not only in Cassville, but throughout the small communities in southwest Missouri.

In 2002 a dental expansion grant was received and Ozark Dental became a reality in rented facilities in Anderson. Later, a federal grant through the efforts of Missouri Senator Kit Bond and Missouri's Seventh District Representative Roy Blunt allowed construction of a new facility combining the medical and dental facilities which was named in honor of the 40+ years of Mary Ann Bradley's service to the residents of McDonald County, The Mary Ann Bradley Medical/Dental clinic, a 6,900 square foot facility, opened in Anderson in a more accessible location in 2004.

ACCESS expanded into Joplin in 2004 in rented facilities at 2700 McClelland Blvd, near both St. John's and Freeman hospitals and began operating My Clinic, a primary health care facility. The following year, My Dental Clinic opened in other rented space at the same complex.

In November of 2008, the Joplin medical and dental clinics moved into the former Consumer's Grocery Store building located at 530 South Maiden Lane in Joplin. Through a budget allocation to state FQHCs by Governor Matt Blunt, ACCESS was able to purchase and renovate the facility. At the same time, Ozark Tri-County Health Care began doing business as ACCESS Family Care.

In 2007, new access point funding was awarded for a pediatric clinic located in Joplin, MO. The new clinic was opened at 2700 McClelland Blvd in a leased facility in December, 2007. In February, 2009 the Joplin pediatric clinic was relocated to the new facility located at 530 Maiden Lane, Joplin.

In 2009, a van and portable dental equipment was purchased a program to provide services to students in their schools.

In 2012, a new facility in Cassville was built. The funding for this facility was through two Federal Health Care and Other Facility (HCOF) grants and a Capital Improvement Program (CIP) grant. The CIP grant was funded through the American Recovery and Reinvestment Act (ARRA). The new facility was completed in December, 2011. The then current medical facility was relocated to this facility in March, 2012. This facility was also built to include dental services at this location. These new dental services also began in March, 2012.

In November 2013, ACCESS was awarded a new access point which opened in February 2014 in Mt Vernon, MO. In February 2017, the Mt Vernon facility was closed and relocated to Aurora, MO.

In August 2015, a new access point was awarded to ACCESS Family Care to establish a medical clinic, in Barton County, Missouri. In September 2015, the Board of Directors purchased property at 210 W. 10th Street, in Lamar, and the clinic began seeing patients in December 2015.

In January 2016, ACCESS Family Care opened a Pharmacy in the Joplin Clinic. The pharmacy is available for patients of ACCESS Family Care.

In September 2016, Area Community Health Emissaries, Inc (ACHE Dental) merged into ACCESS Family Care. The ACHE dental facilities located in Carthage, Neosho and Nevada, MO continue to provide services under ACCESS Family Care.

Mission and Values

ACCESS Family Care was born out of our founders' hearts' desire to provide health services to people who lacked appropriate health care due, chiefly, to economic reasons. I'm proud to say, that desire is now our mission, and our providers and staff work hard to fulfill this mission. I'm proud to be part of an organization with such purpose.

Our mission states, "ACCESS Family Care is committed to improving the health of the medically underserved of greater southwest Missouri through direct services and collaborative efforts." We know we have a lot of work ahead of us, but we're very excited at the results we've seen so far. We have the following values that ensure our mission continues:

ACCESS is proudly committed to

Compassion

Access

Respect

Excellence

We demonstrate **compassion** for our patients by being sensitive to their socio-economic status and ethnic diversity by providing the healthcare they need through the best and most efficient delivery methods which includes the chronic care model.

We create **access** to primary dental and medical healthcare by seeing patients with or without insurance or who have Medicare or Medicaid. We offer sliding fee discounts for those who qualify financially.

We **respect** our patients. No matter what their background or circumstance, we provide the services they need with equal respect. We as staff respect one another as we diligently serve our patients as servant-leaders.

We seek **excellence** in all we do. We are committed to continuous improvement through review, evaluation, and a performance improvement program that involves all levels of leadership.

Philosophy

We esteem our mission and value's enough to request that any group or agency that works with us not only honor but demonstrate a similar mission and set of values. We believe when groups who are working together on the same project share the same mission and values, then the completed project will reflect the mission and values and the project will be a memorial to this successful group effort and a model for others to emulate.

Providing the best and most accessible health care possible to the medically under-served is our fundamental purpose. As a not for profit entity, our goal is not to increase the wealth of stakeholders, but solely to provide health care to those who need it but can't afford it. Our dental and medical providers, support staff, and administrators count it a privilege to help the economically challenged receive appropriate, accessible, and continued health care. The satisfaction of meeting these needs is a benefit we hold dearly, and to us, makes up for the bigger economic benefits we might find elsewhere.

We observe and hold highly the old axiom as a principal, "Treat others as you would like to be treated." We value character that exhibits honesty, kindness, industry, patience, and humbleness.

We seek groups, organization, or companies of like mind and character to serve with us in completing designated projects.

Project Introduction

Federally Qualified Health Centers or community health centers (CHCs) are becoming the answer to the increasing health care needs of the full community. With the Bureau of Primary Health Care's emphasis on treating the identified Health Disparities in the United States, our facilities must accommodate these federal mandates, the increasing need for quality health care from our community, and the patient education and staff training required to meet these expectations. We receive federal funding to accomplish this mission. We are required to undergo an audit of financial statements annually due to our federal funding. We use our accounting firm as follows:

- Audit of our 401(k) retirement plan for the year ending December 31.
- Audit of the financial statements for the year ending April 30.
- Preparation of the related management letter.
- Presentation of the results of the audit and the management letter at the Board of Director's meeting in September of each year, unless other times arranged.
- Consultation on financial and other matters related to the organization as required annually related to our federal grants.
- Preparation of the company's Form 990 and Form 990 T
- Preparation of the company's Medicaid and Medicare Cost Reports.
- Preparation of the single audit submission.
- Any other form preparation or special reporting as needed

The primary users of the financial statements are ACCESS Family Care's Board of Directors, ACCESS Family Care's Finance Committee, the Bureau of Primary Health Care's (BPHC) division of Health Resources and Services Administration (HRSA), bank institutions and other grant making entities.

Profile of Firm

- A. Proposer will provide proof of professional licensure.
- B. Describe the firm on an overall basis, both locally and nationally.
- C. Summarize the firm's qualifications regarding nonprofit organizations from an audit and tax perspective including an emphasis on Federal Qualified Health Centers.
- D. Give the firm's present complement of personnel by specialty, division, and employment classification in the office that will service this account.
- E. Describe your local audit staff turnover experience within the past three years and how you would provide continuity of assigned personnel on this engagement.
- F. Describe the overall results of your firm's most recent peer review.
- G. Proposer must demonstrate experience in serving or providing services to the economically underprivileged and a commitment to a similar mission and values as ACCESS.
- H. References—Proposer will provide a minimum of five references of clients/agencies with requirements similar to those of ACCESS. At a minimum, the name of the client, contact person, and telephone number shall be provided. ACCESS reserves the right to contact additional references not provided by the proposer. Preference will be given for those references that are most similar in profile and type requested.

Quality of Audit

- A. Describe the firm's approach, including the review of internal controls.
- B. Describe how your firm will obtain a basic understanding ACCESS Family Care's operations and activities for planning the audit.
- C. Describe the local office's experience in dealing with other nonprofit clients similar to ACCESS Family Care.
- D. Describe the local office's capability to audit in a computer environment.
- E. Describe the key personnel to be utilized on the engagement along with resumes of key personnel. Indicate their degree of expertise and prior experiences as appropriate for the engagement.
- F. Describe any services, other than audits, offered by the local office.
- G. Describe your firm's staff training and development policies and programs.

Responsiveness

- A. Describe procedures utilized to monitor the progress of the work for periodic evaluation and communication to management of ACCESS Family Care so that problems can be resolved.
- B. Identify key local engagement personnel who will be continuously available for consultation or discussion.
- C. Describe any relationships with your existing clients that might jeopardize your objectivity or independence.
- D. Estimate total fees and hours by employment classification and out of pocket costs annually for each of the three years, given the services required as outlined. Please list fees for each service requested on an individual basis.
- E. Estimate the "first time through" hours, which would be required of your firm and our staff.
- F. Provide any other information you deem necessary.

Proposal Assessment Criteria

The following criteria will be utilized to assess proposals for these projects:

- Actual firm experience with federal grant funding and with funding under the American Recovery and Reinvestment Act
- Qualifications and commitment of key individuals
- Evidence of strong client/contractor relationships in a team-oriented approach
- Success with similar engagements substantiated by client and user references
- Demonstrated service to the economically disadvantaged and commitment to similar mission and values as ACCESS Family Care.

Submission Requirements

The responses shall be addressed and returned to:

Audit & Accounting
ACCESS Family Care
PO Box 758
Neosho, MO 64850

The following components are required for a successful proposal submission:

- Cover letter
- A-H of Profile of Firm listed above
- A-G of Quality of Audit listed above
- A-F of Responsiveness listed above
- Fee structure

Responses must be received no later than **Friday, August 17, 2018 at 12:00, Noon**

1. Six copies of the proposal (the original plus five) should be submitted and the outside of the package must clearly indicate "Audit & Accounting." All proposals must be submitted in sealed packages.
2. Proposals may be withdrawn at any time prior to the time and date set for opening
3. No department or office of ACCESS has the authority to solicit official proposals other than the executive office.
4. ACCESS reserves the right to conduct discussions with proposers, to accept revisions of proposals, and to negotiate price changes. ACCESS shall not disclose any information derived from proposals submitted or from discussion with other proposers
5. Proposers submitting proposals, which meet the selection criteria and which are deemed to be the most advantageous to ACCESS may be requested to give an oral presentation to a selection committee; this may include the Board of Directors or be in addition to a Board of Directors presentation
6. ACCESS reserves the right to reject any or all proposals or any part thereof, or to accept any proposal, or any part thereof, at aware and to waive or decline to waive irregularities in any proposal when it determines that it is in its best interest to do so. ACCESS also reserves the right to hold all proposals for a period of ninety days after the opening date and the right to accept a proposal not withdrawn before the scheduled proposal opening date and to negotiate with any proposer considered qualified or make any aware without written discussion.
7. Prospective proposers may submit requests for any changes to ACCESS's terms and conditions. However, proposals that shall be contingent upon any changes to ACCESS's terms and conditions shall be at a competitive disadvantage in the proposal evaluation process. Further, if ACCESS chooses not to accept the alternate terms and conditions, ACCESS may reject such proposal as non-responsive.
8. ACCESS shall not reimburse the proposer the costs associated with responding to the Request for Proposal.