

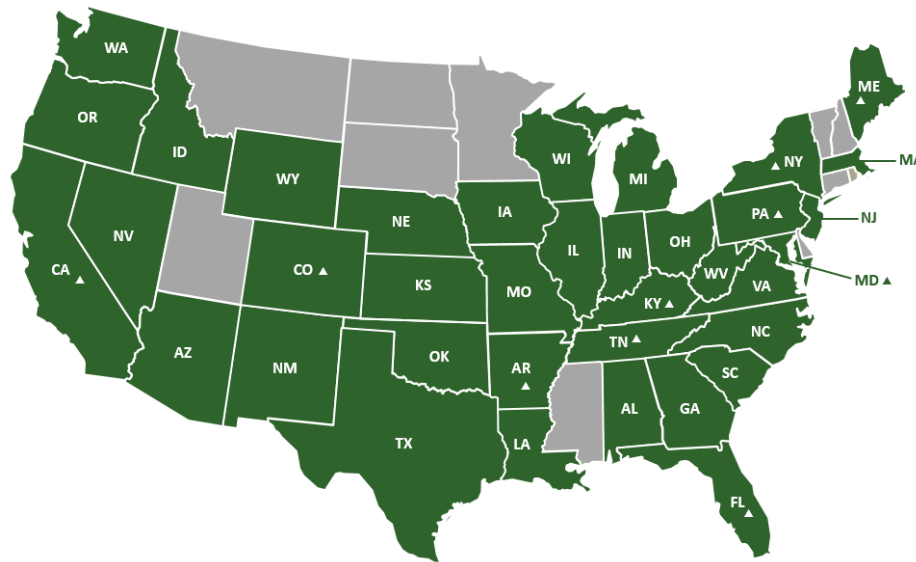


Summary

Correct Care Solutions (CCS) was founded in August 2003 to meet a growing industry need for a correctional health care provider with an innovative approach. Today, CCS is a privately owned Limited Liability Company (LLC) in our 14th year of operation. Our headquarters are located at:

Correct Care Solutions, LLC
1283 Murfreesboro Road, Suite 500
Nashville, TN 37217
Phone: 800-592-2974, Ext. 5777

We have been serving the Lancaster County Youth Service Center (YSC) since 2010. During that time, we have demonstrated the necessary capabilities and resources that make us a qualified and willing partner into the future. Today, more than 11,000 CCS employees care for more than 270,000 patients in 37 states. To expand our public health footprint, CCS acquired GEO Care, now Correct Care Recovery Solutions (CCRS), which greatly enhanced our mental health offerings. Although we have grown, our dedicated professionals continue to learn from their many daily patient encounters across the country, allowing our company to stay on the cutting edge of quality health care and programs. The knowledge we gain from the patients we treat throughout our client base leads to improved care for our patients at each individual site.



CCS at a Glance

- Established in August 2003
- Privately owned—We answer to our clients, not shareholders
- More than 12,000 CCS employees provide health care services for nearly 280,000 patients in 37 states
- More than 60,000,000 patient encounters each year
- Clients include state and federal prison systems, county/regional jails, detention centers, and juvenile facilities
- Annual sales = \$1 billion
- Financially strong and stable
- Impeccable litigation record
- 100% success in our accreditation efforts

Home Office*
1283 Murfreesboro Rd., Ste. 500
Nashville, TN 37217

Maryland Office
Hanover, Maryland

Florida Office
Deerfield Beach, Florida

Mountain States Office
Centennial, Colorado

California Office
Alameda, California

Pennsylvania Regional Office
Lemoyne, Pennsylvania

Maine Regional Office
Augusta, Maine

Arkansas Regional Office
Pine Bluff, Arkansas

Kentucky Regional Office
Louisville, Kentucky

Our company is organized to provide comprehensive correctional health care services to facilities similar to the YSC. Our programs include the design and successful operation of comprehensive medical, dental, and mental health services for juvenile populations. We are committed to providing the same dedicated level of service that you have come to expect from CCS.



1.1 Our Mission

Our mission is to be the premier public health solutions provider for governmental agencies and the premier provider of effective and efficient health care to specialized populations.

1.2 Our Vision

Our philosophy is simple: we listen to our clients; we assess the situation; and we offer targeted, implementable solutions. We focus on creating and maintaining successful partnerships with our clients, and we create value in our partnerships through long-term cost savings and improved patient care. CCS is committed to being a true solutions provider in the health care industry and in the communities we serve. We concentrate on establishing partnerships with county, state, or federal agencies that are experiencing challenges meeting their health care delivery needs in a fiscally responsible way. With a constant focus on patient care, we will continue to offer innovative solutions to the YSC and execute our operational plans in coordination with your program objectives, as well as national, state, county, and local standards.

1.3 The Five Hs

CCS will continue to recruit and retain only the best personnel in the industry. We strive to hire individuals who possess the qualities that we value most in ourselves, our employees, and in others. These attributes are known among the CCS family as The Five Hs:

1. **Hunger:** We have the fire to learn, teach, and grow. We encourage each other and ourselves. Teamwork helps everyone reach their goals, from the smallest unit to the company as a whole.
2. **Honesty:** We uphold the highest level of integrity in all our dealings with each other, with our clients, and with our patients. We treat everyone with respect and dignity.
3. **Hard Work:** We are willing to out-work and out-think the competition so that we remain constant in placing our customers first. We strive for quality in everything we do.
4. **Humility:** No matter how much success we achieve, it is important to remain humble and remember not to lose our roots, vision, values, and identity. We maintain our loyalty to our community by being good citizens in the areas where we live and work.
5. **Humor:** Given the amount of time we put towards our work, it is important to have a sense of humor. This allows us to remain passionate and enjoy our work.



1.4 Services Provided

CCS provides a wide range of health care services, ancillary services, and products for our clients, including:

- Medical, dental, optical care
- Mental health care
- On-site care
- Intake screenings
- Triage and sick call
- Suicide prevention/intervention
- Substance abuse/detox programs
- Health assessments
- Radiology and laboratory services
- Medically necessary diet programs
- Special needs and chronic care
- Continuity of care and discharge planning
- Telemedicine services
- Collaboration with community agencies
- Network development
- Hiring/staffing/recruitment/retention
- Juvenile health education and awareness
- Facility/custody/law enforcement staff training programs
- Off-site coordination/arrangements
- Utilization management
- Pharmaceutical supply and medication management
- Third-party reimbursement
- Co-pay programs
- Cost recovery programs
- Catastrophic re-insurance coverage
- Quality Improvement
- Electronic Record Management Application (ERMA)
- Accreditation (NCCHC/ACA/CALEA)

1.5 Core Competencies and Strengths

CCS is committed to maintaining a mutually beneficial partnership with the YSC based on continued communication to create cost savings while helping you meet your program objectives.

1.5.1 Cost Containment

In all programs we design and operate, our objective is to uncover all possible areas of savings without sacrificing quality. As your partner, CCS negotiates contracts for goods and services to benefit the YSC medical program. We work to create efficiencies in staffing, pharmacy, and off-site costs for the YSC. Our vendor contracts commonly offer an economy of scale to generate savings that we are able to pass on to our clients. Because we care for nearly 280,000 patients nationwide, we have significant buying power and we negotiate to secure the best possible rates with all on-site and off-site providers.

1.5.2 Employee Advocates

Our employees are our most valued assets, and we are committed to equipping CCS team members with the necessary tools for success. CCS provides our site leaders with management training that allows them to foster the proper culture for working in a challenging environment. It is our belief that in order to be the company that clients want to work with, we must be the company that employees want to work for.



1.5.3 Community Connection

A successful health care program has a positive community impact and CCS is dedicated to establishing relationships within the communities we serve. We collaborate with local organizations in Lincoln to maximize continuity of care for each patient; we work with local agencies to develop training programs for nursing students and new correctional staff; and we seek out local charities that allow us to give back to the community. CCS will always extend continuity of care by helping connect patients with community resources and having an impact on recidivism.

We currently have a relationship with Walgreen's for back-up pharmaceutical needs, Bryan East and West Hospitals for off-site care, and Lincoln Fire and Rescue for ambulance services.

1.5.4 Hands-On Approach

The CCS Executive Team is closely involved with the operation of services in Lancaster County. Continuous communication between the YSC and CCS supports professionalism through mutual understanding of decisions and protocols. The members of our proposed Regional Management Team continue to be hands-on partners with the YSC on-site medical team and facility staff.

1.6 Litigation History

CCS maintains a strong and successful litigation history. We feel this is directly reflective of not only the high standard of care we provide, but also the emphasis CCS places upon quality and effective risk management. Using a collaborative and cross-functional team approach, CCS proactively identifies areas of risk before they develop into serious problems, and then works to eliminate and mitigate those risks. This, coupled with a stringent quality assurance and patient safety program, enables CCS and its partner clients to avoid negative outcomes and costly litigation. We view this as a major differentiator between CCS and other companies that sets us apart in our industry.

No pending or expected litigation or other conditions would affect the stability of our company in any way. CCS has no judicial or administrative proceedings that are material to our business or financial capability, or our ability to perform the work requested in the RFP. We have provided the requested litigation history in **Proprietary Attachment 1**. This information is **CONFIDENTIAL AND PROPRIETARY**.

1.6.1 Litigation Details

CCS has in place valid procedures for defending litigation brought by residents related to the provision of health care. Our procedures sufficiently address pro se as well as represented cases.

CCS has had approximately 1,300 professional liability lawsuits filed against our company over the past 13+ years. Of these, more than 750 were dismissed without payment to the plaintiff. Another 95 have been settled, for an average of fewer than eight settled cases per year, with an average of approximately \$20,000 paid on closed cases. CCS has not had an adverse verdict entered against it in any professional liability lawsuit that has gone to trial. The final disposition of each settled lawsuit is subject to legally binding bilateral confidentiality agreements and cannot be disclosed.



Approximately 70% of the professional liability lawsuits filed against CCS are pro se, where the plaintiff is not represented by legal counsel. Most of these suits are filed by inmates in our prison population, who tend to be individuals who are incarcerated for longer periods than those who are incarcerated in jails and detention centers. Nearly all of these cases are dismissed with no finding of liability against CCS.

Litigation in the governmental health care industry is common, as it is in non-governmental health care businesses. As one of the nation's largest providers of correctional health care, a certain amount of litigation is to be expected. Nevertheless, we believe our litigation history reflects relatively modest losses for a business of our size and scope, and is indicative of the high quality services we provide. We encourage you to discuss our litigation experience with our references.