



The Pipeline

March 2016
Volume 4/Issue 1

The P.A.T. Center, 620 Laurel, Pine Bluff, AR 71603 <http://www.peopleadvocatingtransition.com/>;
email: thepatcenter@yahoo.com; Phone: 870-534-4900; Fax: 870-534-4906

2015 YEAR IN REVIEW

INSIDE THIS ISSUE

- 1 The Year in Review 2015
- 1 Upcoming Events 2016
- 2 Quarterly Stakeholder/ Client Surveys January – March 2016
- 3 Training/Employment
- 4 Calendar of Events

We have done it again!!! The P.A.T. Center had a phenomenal year in 2015. The PAT Center received re-accreditation in April 2015. Client, parents, and stakeholder surveys were positive. There was an increase in clientele and service provision. In addition, we implemented and put in the works programs that will expand our services and connections. Here are some of the 2015 highlights:

- **Commission on Accreditation for Rehabilitation Facilities (CARF) in April 2015**
- **Servicing over 500 clients in the Pine Bluff and Little Rock areas**
- **Increased number of licensed staff**
- **Job Fair participants @ UALR, ASU**

I would like to thank our clients, supporters, and stakeholders for your continued support
Mr. Kirby, CEO

A large, stylized graphic of the year '2016' written vertically in blue. To the right of the numbers is a red and blue swoosh that curves around the text.

UPCOMING EVENTS

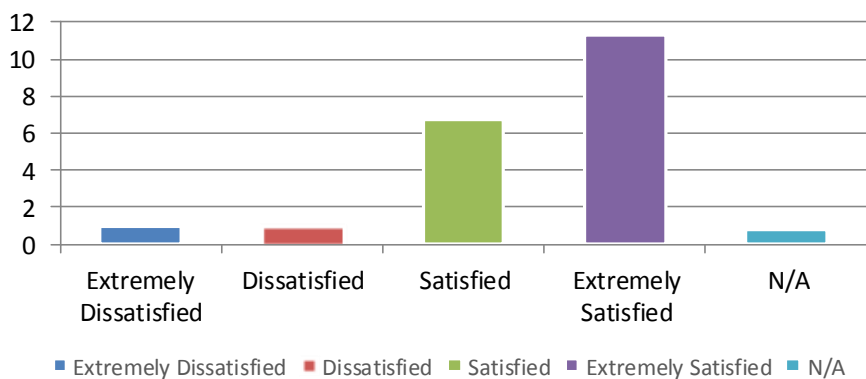
- **Advisory Board Meeting June 2016**
- **MidSouth Summer Conference - June 8th - 10th**
- **CARF training - June 13th**
- **Summer Therapeutic Program June 13th**

The P.A.T. Center Pipeline is the quarterly newsletter for stakeholders, clients, parents, community agencies, and referral sources. The Pipeline provides ongoing updates about P.A.T. Center projects, introduction of staff, and our efforts to improve performance and quality of services. Our aim is to have a spirit transparency about internal workings by holding staff and Leadership accountable for day to day operations.

Satisfaction Results 1ST Quarter 2016 (Clients, Parents, and Stakeholders)

Surveys: If any agency wants to improve services, it must solicit feedback from stakeholders/clients served. The P.A.T. Center gathers satisfaction involvement through the year to address effectiveness, efficiency, and accessibility of services. All respondents rate questions with options from Extremely Dissatisfied to Extremely Satisfied. We gather information on services provided by mental health professionals, paraprofessionals, and psychiatric services. Stakeholder/client feedback demonstrates commitment to services and that our consumers are partners by disclosing information. The tables below are from data collected for the 1st quarter of 2016 (January to March 2016).

P.A.T. Center Client Surveys MHP



Client Satisfaction Surveys (Mental Health Professionals): 23 clients completed the survey. Of the completed surveys on effectiveness, efficiency, and accessibility the following showed:

- 53% - Extremely Satisfied
- 30% - Satisfied
- 3% - Dissatisfied
- 9% - Extremely Dissatisfied
- 5% - N/A

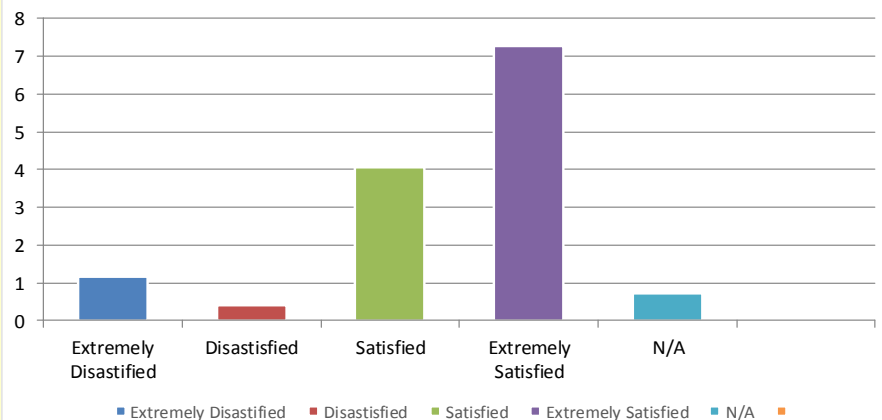
N=23

Client Satisfaction Surveys (Mental Health Para Professionals): 23 clients completed the survey. Of the completed surveys on effectiveness, efficiency, and accessibility the following showed:

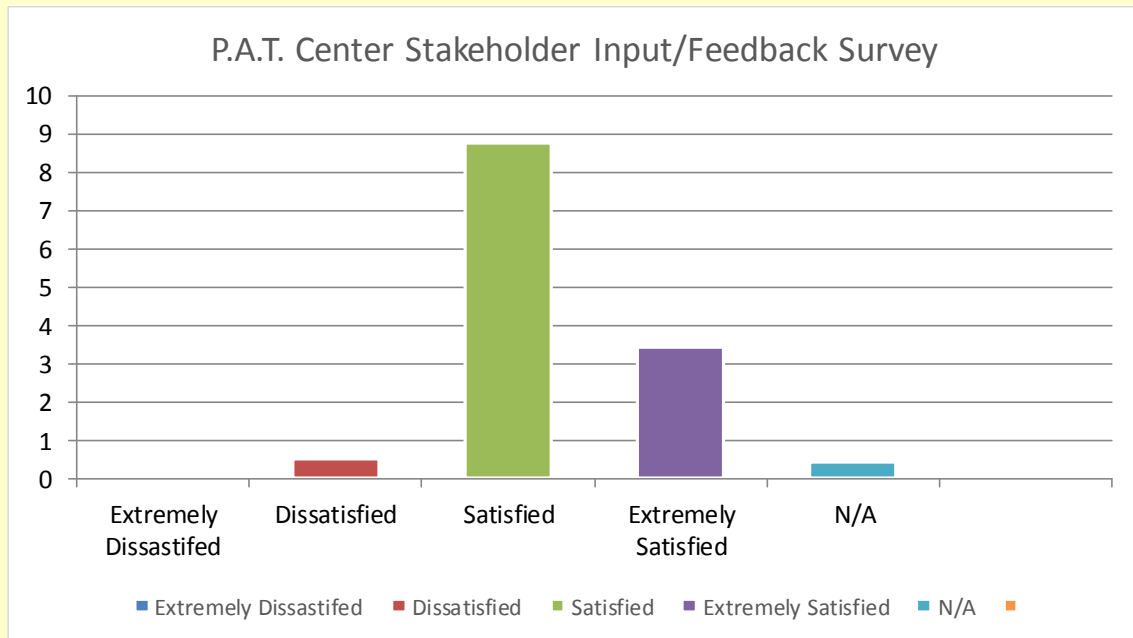
- 55% - Extremely Satisfied
- 32% - Satisfied
- 5% - Dissatisfied
- 4% - Extremely Dissatisfied
- 4% - N/A

N=23

P.A.T. Center Client Surveys - MHPP



Stakeholder Surveys: The P.A.T. Center solicits feedback from referral sources, school personnel, and physicians to assess effectiveness, efficiency, and accessibility of services. The P.A.T. Center wants to assure the public that we are viable and stable and fulfilling our mission. The table below is from data collected for the 1st quarter of 2016 (January to March 2016).



STAKEHOLDER SURVEYS: There were 12 stakeholders completing the 1st quarter survey. Of the completed surveys on effectiveness, efficiency, and accessibility the data shows the following:

- **26% - Extremely Satisfied**
- **67% - Satisfied**
- **4% - Dissatisfied**
- **0% - Extremely Dissatisfied**
- **5% - N/A**



Staff Activities

The P.A.T. Center staff has been heavily engaged in community outreach activities and promoting wellness amongst the staff.

- MLK potluck January 15th
- National Social Workers Week March 6th -12th
- On March 17th staff wore green to celebrate St. Patrick's Day.
- Easter Egg Hunt on March 24th for clients. Our office staff stuffed over three hundred eggs.



From Left to Right: Amber Whitfield (Office Support); Tiana Wesley (Medical Records Assistant); Leosha Williams (Billing); Brionna Gibson (Office Support)

Training

We pride ourselves on staying current in the field. Please check out some of the trainings our staff has attended or scheduled to attend:

- Wraparound Training - February 22nd-23rd
- Value Options - March 11th
- National Associations of Social Workers - March 30th - April 1st
- MidSouth Summer School - June 2016

The P.A.T. Center is always looking for qualified staff. We participated in recruitment fairs at:

- University of Arkansas (Little Rock) - March 9th



Current Openings:

Full Time Mental Health Professionals (MHP): Full-time positions for Licensed Therapists for the Little Rock and Pine Bluff areas. Minimum Qualifications: Psychologist, LCSW, LMSW, LPE, LPE-I, LPC, LMFT, or an APN or CNS with a specialty in psychiatry or mental health.

Full Time Mental Health Para-Professionals (MHPP): Full-time positions for MHPPs for the Little Rock and Pine Bluff areas. Minimum Qualifications: Bachelor's degree in social sciences or related field and experience in mental health field preferred.

To apply please submit a resume, cover letter and list of references via email to thepatcenter@yahoo.com or fax to [\(870\) 534-4906](tel:8705344906).