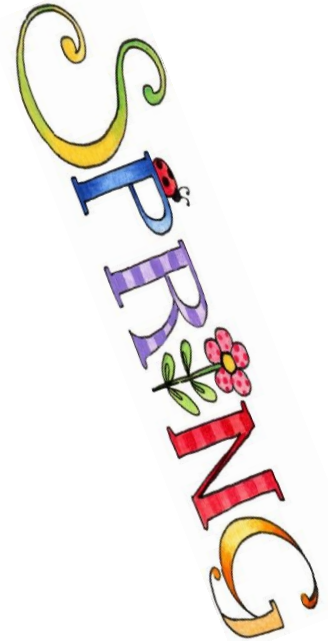


The P.A.T. Center Pipeline is the quarterly newsletter for staff, stakeholders, clients, and referral sources. The Pipeline provides ongoing updates about agency's projects, staff, and our efforts to improve performance and quality of services.

March 2019 | The P.A.T. Center | 870.534.4900

Volume 6, Issue 1
Spring Edition



Employment Opportunities



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The P.A.T. Center actively recruits diverse staff to meet the needs of our clients. Pictured above are the agency's Directors, Mr. Allen Cooper (left) and Mr. Bruce Horton (right) with a booth at St. Mark's Job Fair held on January 27th, 2019.

The P.A.T. Center Expansion



The P.A.T. Center-Little Rock



The P.A.T. Center-Pine Bluff



The P.A.T. Center-Forrest City



The agency is happy to announce we now have four locations throughout Arkansas: Little Rock, Pine Bluff, and Forrest City. To meet the demands of mental health and substance abuse needs plaguing our society the agency is now CARF accredited in four locations. The agency moved the Little Rock location and is now located at 9914 I-30 Frontage Road; Little Rock, Arkansas 72209. In July 2018 the agency opened new locations in Helena and Forrest City.

All locations will offer outpatient mental health and substance abuse treatment services.

1st Quarter Event

Highlights

The agency had a licensed professional to receive the National Health Service Corp Loan Repayment (NHSC) Program. The NHSC repays up to 35,000 in student loan in exchange to a 2-years of service commitment for the licensed mental health professional

The agency was approved for the NHSC Substance Use Disorder Workforce Loan Repayment Program that will pay up to \$75,000 in student loan debt for licensed mental health professionals and substance abuse specialist in exchange for a 2 year commitment.

The agency hired an additional Director, Allen Cooper on 10/1/2018 who specializes in working with adults, chronically mentally ill, and substance abuse issues. The Director is expected to bring in additional clientele, expand adult programming, and assist in hiring additional mental health licensed professionals

The agency added two additional sites for Drug and ETHOL program in Little Rock, Forrest City, and Helena

Events

- Credible Conference February 25th-February 27th
- March 1st, 2019 PASSE Program begins
- UALR Internship Fair March 5th
- NASW Conference March 27th-29th

2019 Plan Highlights

2019 Plans

Cultural Competence and Diversity Plan

- Contract with a Spanish-speaking MHP and/or QBHP
- Hire a Spanish-speaking substance abuse counselor
- Conduct annual staff diversity training

Accessibility Plan

- The agency has 5 new graduate students that will transition into license positions
- The agency plans to purchase two (2) additional vehicles to service new locations
- The agency has the capability to accept clients who have third-party billing sources

Risk Management Plan

- The agency will have all locations fully staff with Office Support Workers, QBHP, and MHP
- Fund CITS to obtain necessary training
- Train additional staff to do inventory control
- Train additional staff in auditing for corporate compliance issues
- Expanding services for compatibility with PASSE models to stabilize revenue

Strategic Plan

- Develop substance abuse program into fully operational program with multiple locations and have it be financially profitable.
- Develop Therapeutic Communities program for Pine Bluff and Little Rock.

Technology Plan

- Goal 1: Develop electronic medical record to support each service location and program for ease of communication of information.
- Goal 2: Develop a computer network for all offices to use for agency functions.
- Goal 3: Use SHARE network and other electronic communication (e-fax, electronic referrals, record requests, etc.) for transmission/receipt of records for to eliminate the need for paper. Please outline what SHARE is so surveyors will know it is an internal transmission for PHI for Arkansas providers.
- Goal 4: Utilize website and social media and other electronic outlets to spread awareness of community events, recruit staff, and advertise services/programs.

Adult Satisfaction Survey Results-1st Quarter 2019 (Psychiatrist, MHP & QBHP)

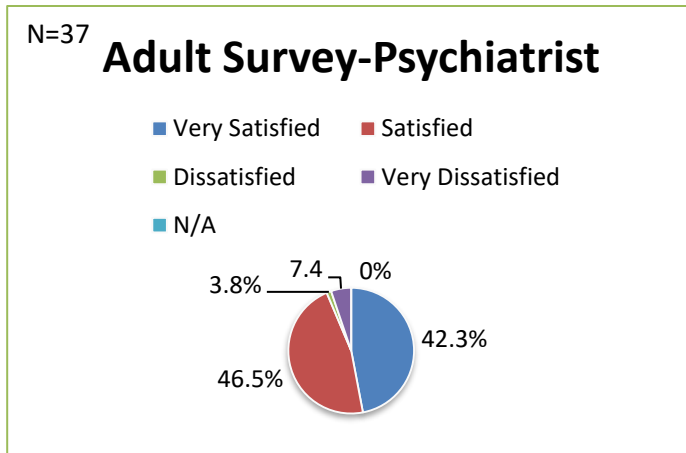


Figure 1: 88.8% of Adult clients were very to satisfied with psychiatric services.

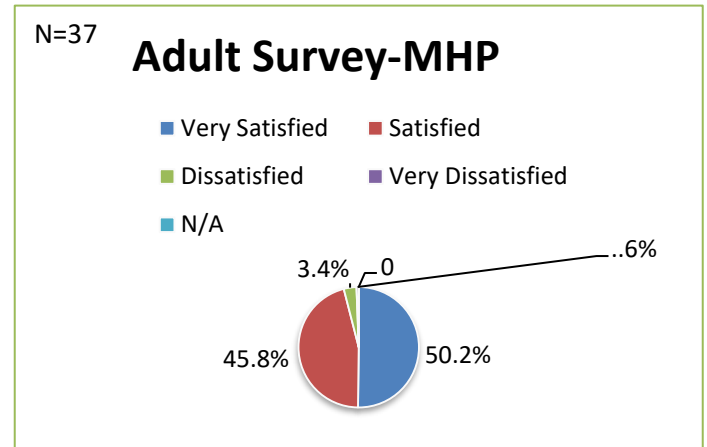


Figure 2: 96% of adult clients were very satisfied to satisfied with services from MHP.

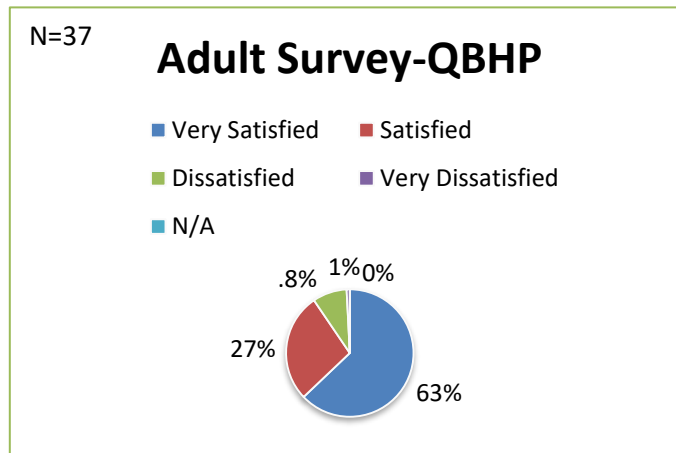


Figure 3: 90% of Adult clients completed the survey were very satisfied to satisfied with QBHP services.

Sample Questions:

- I believe that any information shared is confidential.
- My therapist treats me with dignity and respect.
- I have seen a reduction in symptoms, complaints, or problems.
- The QBHP seems able to help with problems or concerns presented.
- I receive helpful information about resources in the community
- The hours for appointments are convenient.
- The amount of time to wait for the **first** appointment with the paraprofessional was not too long.
- The location of the office is convenient

Child/Adolescent/Parent Satisfaction Survey Results-1st Quarter 2019 (Psychiatrist, MHP & QBHP)

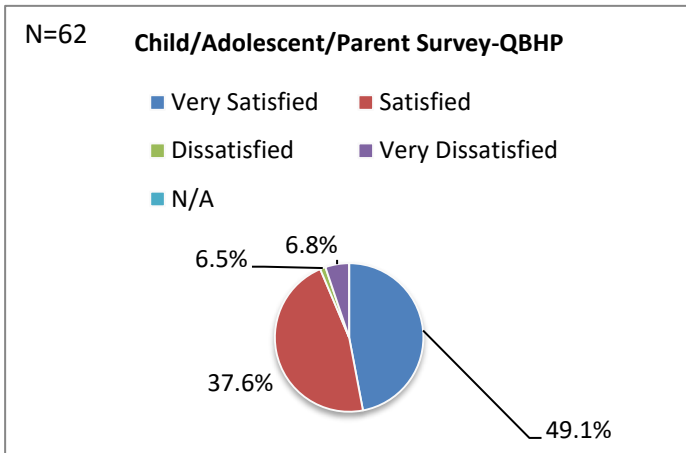


Figure 1: 86.7% Of child/adolescent/parent who completed the survey were very satisfied or satisfied with QBHP services.

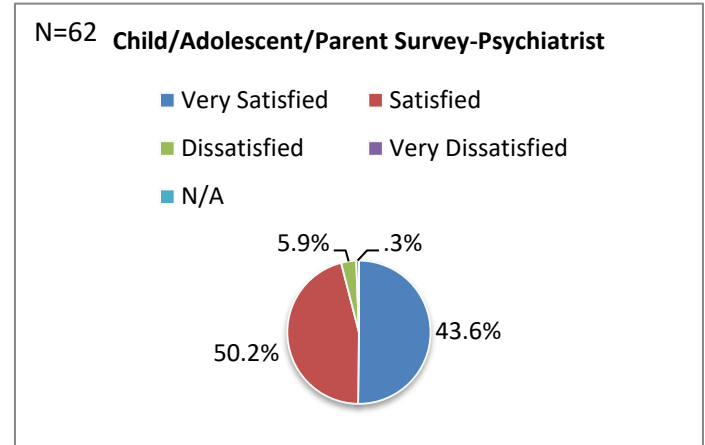
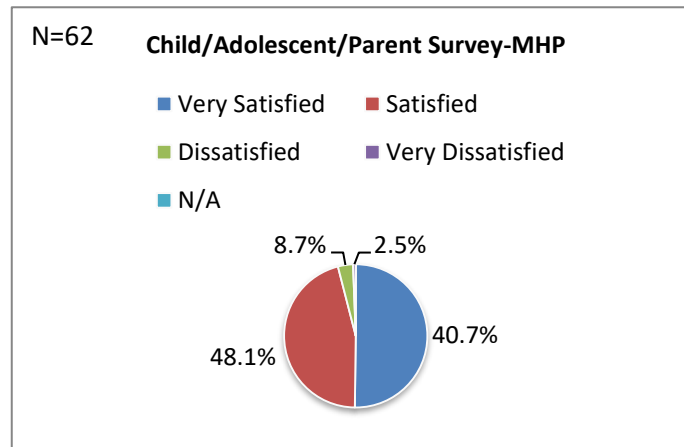


Figure 2: 93.8% of those surveyed were satisfied to very satisfied with psychiatric services.



Performance Improvement Efforts Based on Results

- Shorten the wait for psychiatric appointment by adding a psychiatrist
- Telemedicine is offered at all sites and locations
- Moving Little Rock site to a more centralized location for easier access to services

Employment Opportunities



Full-Time Mental Health Positions (Licensed)

Therapists: for all locations.

Minimum Qualifications: Licensed Psychologist, LCSW, LMSW, LPE-I, LPC, LAC, LMFT, APN or CNS with a specialty in psychiatry or mental health. To apply please submit a resume, cover letter and list of references via email to thepatcenter@yahoo.com or fax to (870) 534-4906.

Full-Time Mental Health (Bachelor's Level)

Qualified Behavioral Health Providers (QBHPs): Full-time positions for all locations.

Minimum Qualifications: Bachelor's degree in a human services related field. To apply please submit a resume, cover letter and list of references via email to thepatcenter@yahoo.com or fax to (870) 534-4906.

Full-Time Office Support Staff

Office Support Staff (OSS): Full-time positions for all locations.

Minimum Qualifications: Bachelor's degree in business, economics, or human resources related 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.

Locations

Administrative and Pine Bluff Office:

The P.A.T. Center-Pine Bluff

620 South Laurel

Pine Bluff, AR 71603

870-534-4900 (phone)

870-534-4906 (fax)

Email: thepatcenter@yahoo.com

Little Rock Office

The P.A.T. Center-Little Rock

9914 I-30 Frontage Road

Little Rock, AR 72227

Forrest City

The P.A.T. Center-Forrest City

304 North Izard

Forrest City, AR 72336

