



The Pipeline

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The Year in Review 2014

Stakeholders, clients, parents, and staff 2014 proved to be a good year at The P.A.T. Center. Client, parent, 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 2014 highlights:

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- February accreditation obtained to offer services to adults
- June therapeutic summer programming in Pine Bluff and Little Rock
- March/April attended UALR, UAPB, NASW, MH Conference to recruit licensed staff
- September begin working on substance abuse accreditation
- December submitted applications to accept alternative insurances (QualChoice, Blue Cross Blue Shield, Ambetter, and Medicare)

Thank you for making this a great year!
Mr. Kirby, CEO

Happy New Year!!!!

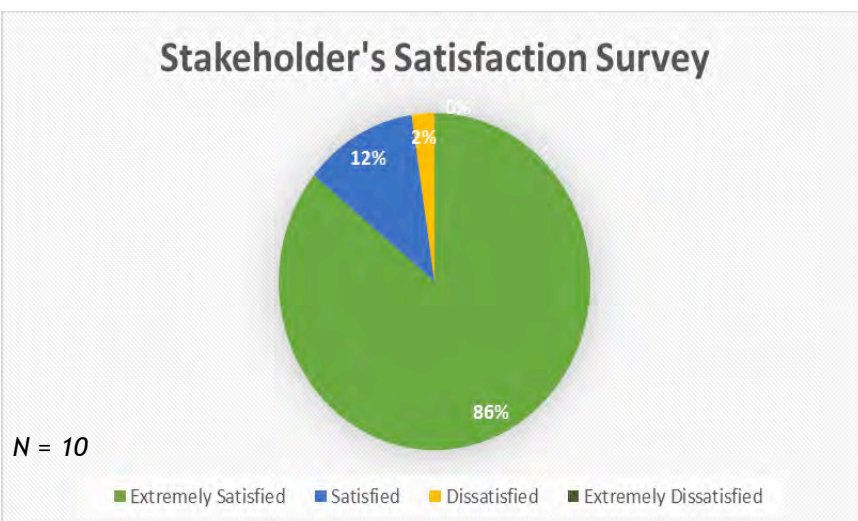
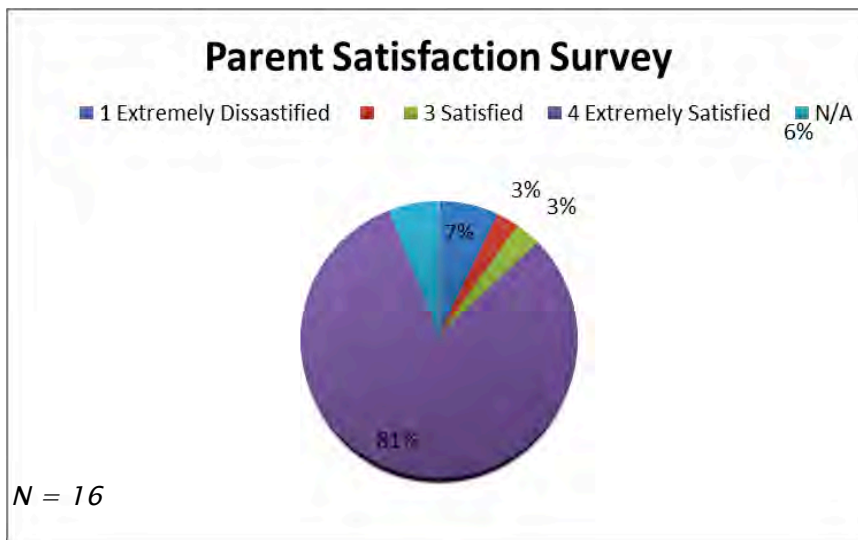
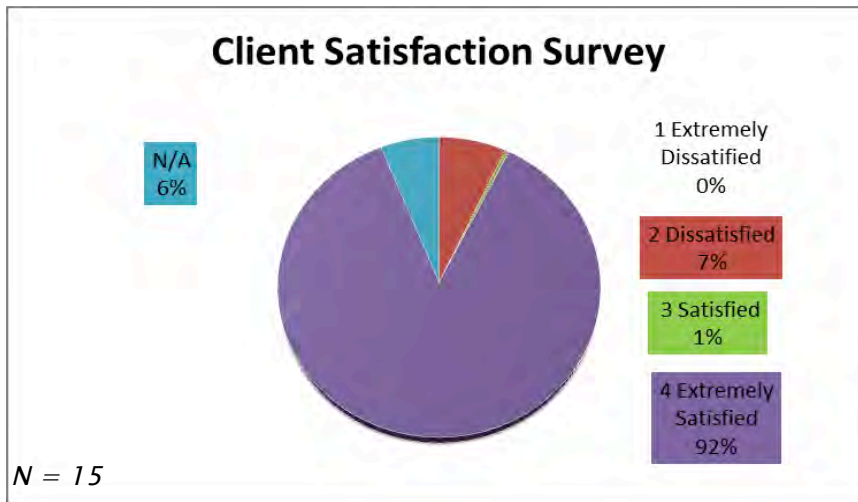
There are many changes coming in 2015 to The P.A.T. Center. We expect a 20% increase in clientele due to a recent facility closing (January 2015) in the Pine Bluff area. P.A.T. Center Leadership has secured a Clinical Supervisor for substance abuse programming, registered P.A.T. staff as counselors in training (CITS) in substance abuse, and will attend the substance abuse conference in April 2015.

BIG NEWS: CARF will visit The P.A.T. Center from March 30th -April 1st for reaccreditation.



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 2015 (Clients, Parents, and Stakeholders)



Surveys: Continual efforts to solicit and monitor client, parent, and stakeholder satisfaction occur at The P.A.T. Center. The 23-question survey asks clients and parents to provide feedback about staff contact, services, confidentially, and overall satisfaction with front line staff services. The Stakeholder Survey has 10 questions about satisfaction with direct staff, office personnel, confidentially, cultural sensitivity, and the referral process. All respondents rate questions with options from Extremely Dissatisfied to Extremely Satisfied.

Client Satisfaction: The P.A.T. Center obtained Client/Parent Satisfaction Surveys between January and March 2015. Of total of 15 surveys returned 92% endorsed extreme satisfaction with services and staff; 1% satisfaction and 7% dissatisfied.

Parent Satisfaction: The P.A.T. Center obtained Parent Satisfaction Surveys between January and March 2015. Of the 16 surveys returned 81% endorsed extreme satisfaction with services and staff; 3% satisfaction and 7% dissatisfied.

Stakeholder Surveys: The P.A.T. Center obtained Client/Parent Satisfaction Surveys between January and March 2015. Of total of 10 surveys returned 86% endorsed extreme satisfaction with services and staff; 2% satisfaction and 12% dissatisfied.

Welcome!

The P.A.T. Center staff would like to recognize and introduce our new employees between January and March 2015.



Shawonda Brown-Irby
LAC/MHP 1/26/2015



India Ledbetter
LAC/MHP 1/27/2015



ShaVonya Stephens
MHPP 2/19/2015



Quarterly Calendar of Events

Upcoming Second Quarter Events

March 2015:

- UALR Job Fair (March 13th)
- ASU Job Fair (March 16th)
- Quarterly Performance Improvement/Quality Assurance Meeting
- Quarterly Advisory Meeting

March/April 2015:

- ***CARF REACCREDITATION***

(March 30th - April 1st, 2015)

Addictions Conference (13th - 16th)

April 2015:

- P.A.T. Center Retreat

June 2015:

- Therapeutic Summer Program



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