



## **PEOPLE ADVOCATING TRANSITION**

**3<sup>rd</sup> QUARTER NEWSLETTER 2022**

[www.peopleadvocatingtransition.com](http://www.peopleadvocatingtransition.com)

### **COVID-19 PRECAUTIONS**

The P.A.T. Center is doing its part in helping the community by still accepting new clients, even though our buildings remain close to the public. We are offering Telehealth services where the clients can meet with their therapist and their psychiatrist via phone or video chat to continue mental health services and medication management. All staff have completed trainings over COVID-19 and how to properly administer Telehealth services.

For our QBHP's, we are ensuring that they have all the proper PPE needed to continue doing services in schools and at the homes. QBHP's are provided masks, gloves, hand sanitizer, and protective shields for when they are in the field.

To ensure that our office staff is safe, we have provided masks, face shields, desk shields, air purifiers, no touch thermometers, disinfectant wipes/spray and other Personal Protective Equipment (PPE) for each office in our building. We require all personnel to disinfect their office before work begins and before departing each day. Also, we routinely work from home to decrease close contact with in office personnel for safety purposes.

We will be accepting United Healthcare insurance and Medicare later this year. We are still accepting Medicaid insurance including the PASSE. If you have any questions regarding services, Telehealth, or insurances do not hesitate to call the office at (501)-265-0302.

**Remember to stay safe, wash your hands, wear your mask, and social distance!**

#### **COVID-19 Testing Sites**

##### LITTLE ROCK

1. UAMS
2. Baptist Health
3. Med Express Urgent Care (Benton)
4. Walgreens

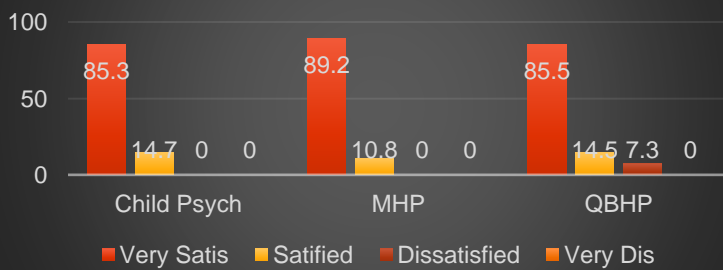
##### PINE BLUFF

1. Walgreens
2. Pine Bluff Medical
3. MedExpress Urgent Care
4. Primary Care 360 (White Hall)

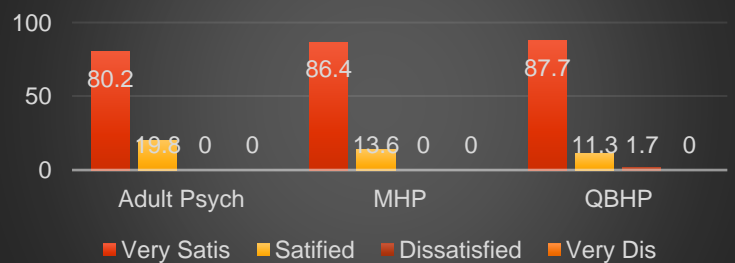
# SATISFACTION SURVEYS

It is our goal and mission to always improve the quality of our services by ensuring that each client is rescheduled for any appointment missed in a timely manner. We will ensure that our psychiatrists, therapists, and QBHP's are exceeding expectations for our clients. Below are the charts created for each location. These numbers are based on percentage. Also included on the following page is our stakeholder Satisfaction Surveys.

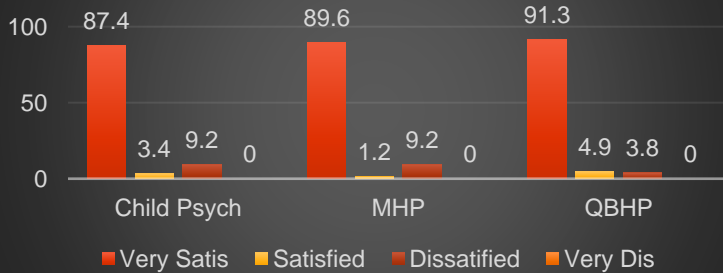
## Pine Bluff Child Services



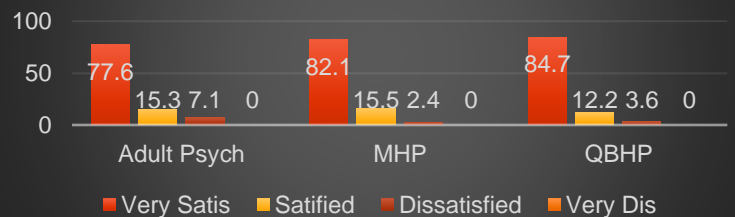
## Pine Bluff Adult Services



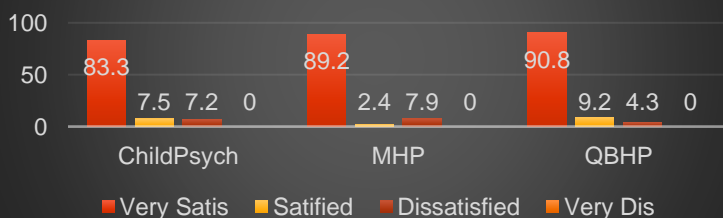
## Little Rock Child Services



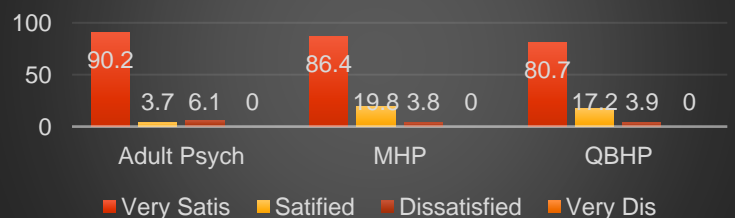
## Little Rock Adult Services



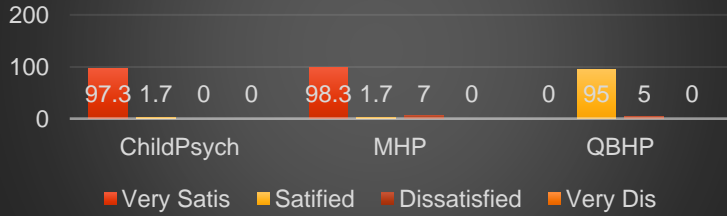
## North Little Rock Child Services



## North Little Rock Adult Services



## Forrest City Child Services



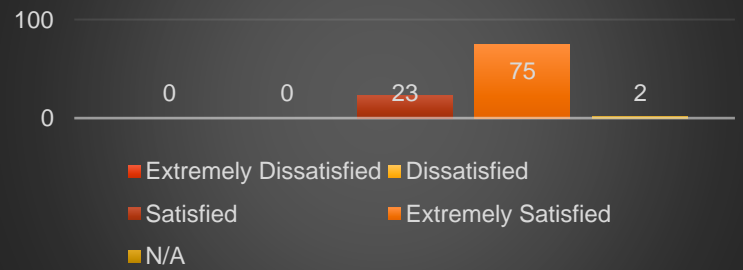
## Forrest City Adult Services



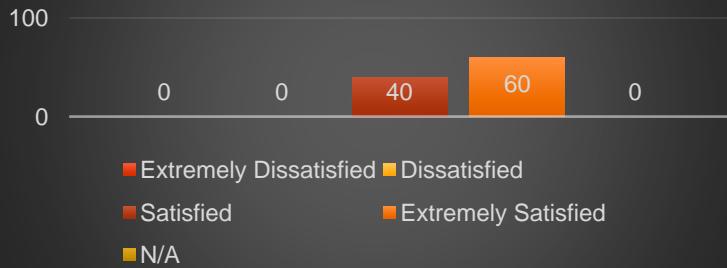
## StakeHolder North Little Rock



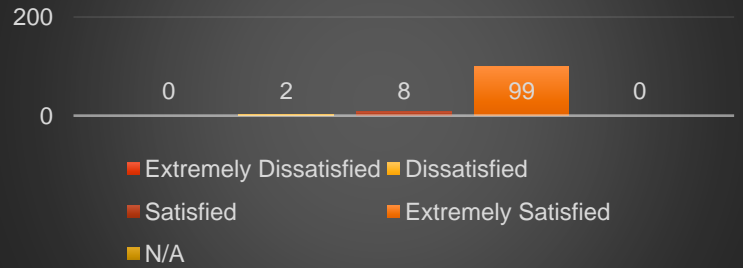
## StakeHolder Little Rock



## StakeHolder Pine Bluff



## StakeHolder Forrest City



# 988

## SUICIDE PREVENTION & MENTAL HEALTH CRISIS LIFELINE

988 is a new three-digit dialing, chat code, and texting number that will route calls to the National Suicide Prevention Lifeline. This three-digit number will provide a direct connection to support for anyone in need of help with mental health distress, suicide ideation, or substance use issues. We join other mental health organization in spreading the word.

## Emailing and Communications System

The P.A.T. Center has updated our email communications system to Microsoft Outlook. We have also changed our meeting platform to Microsoft Teams. This affords us the ability to communicate with the entire company in one place, including shared calendars and multiple meeting groups.

Staff participated in open houses at the beginning of the year. This allows potential clients the opportunity to ask questions and become familiar with staff placed at their local school.

(Staff pictured at J.A. Fair Prep)





### *Quarterly Safety Meeting*

9/14/22

Topics of building safety improvements, Health and Safety policy, critical incidents, Monthly drills, Vehicle maintenance, and property landscaping were discussed for all company sites.

### *Advisory Board Meeting*

6/24/22

Topics discussed were budget, progress with contracts, expansion of services, new programs and projects, while getting the advisory boards input.



The P.A.T Center participated in the Jacksonville health fair, sharing information about mental and behavioral health, and the services we provide. We also participated in the Pine Bluff job fair, spreading the word of career opportunities within our organization.

Employment Opportunities can be found on the next page

# EMPLOYMENT OPPORTUNITIES

The agency continues to search for the highest quality staff to service the needs of our diverse clientele. We are currently hiring for all locations. Full-time and part-time positions are available. To apply, please submit a resume, cover letter, and a list of references to: [ronald.kirby@thepatcenter.org](mailto:ronald.kirby@thepatcenter.org) or [allen.cooper@thepatcenter.org](mailto:allen.cooper@thepatcenter.org) or fax to: (501)-265-0300 for Little Rock , (870)-534-4906 for Pine Bluff.

## **\*Therapist (LICENSED)**

**Minimum Qualifications:** Licensed psychologist, LCSW, LMSW, LPE-I, LPC, LAC, LMFT, APN, OR CNS with a specialty in psychiatry or mental health.

## **\*Qualified Behavioral Health Provider (QBHP) (BACHELOR'S LEVEL)**

**Minimum Qualifications:** Bachelor's degree in a human service-related field.

## **\*Office Support Staff**

What you need to know: Q and A

- I. Does the agency still do school-based, home-based, and in-office services?
  - A. Yes, the agency continues to offer treatment in varied settings to meet the needs of the clients.
  
- II. Will my therapist or case manager change?
  - A. No, we will make every effort to keep clients with their current therapist and QBHP.
  
- III. Are there new services offered by the agency?
  - A. Yes, the agency is doing life skills groups, substance abuse groups for adolescents and adults, and SAFE Care
- IV. Does the agency still provide services during the pandemic?
  - A. Yes, we are still providing services via Telehealth and accepting new clients.

LET'S WELCOME OUR NEW HIRES



Kira Cunningham



Shykekeis Harris



Porsha Gonder-McDonald



Jasmine Mackey

# COMPANY HIGHLIGHTS



PINE BLUFF OFFICE MODIFICAITONS



CELEBRATING OUR CEO'S BIRTHDAY



□ 6210 Baseline Road  
Little Rock, AR 72209  
Phone: 501-265-0302  
Fax: 501-265-0300

□ 620 South Laurel  
Pine Bluff, AR 71601  
Phone: 870-534-4900  
Fax: 870-534-4906

□ 4702 W. Commercial Dr. Suit B1  
North Little Rock, AR 72116  
Phone: 501-353-1414  
Fax: 501-313-2916

□ 304 IZARD STREET  
FORREST CITY, AR 72335  
Phone: 870-540-9300  
Fax: 501-265-0300



The PAT Center II, Inc.



## COMPANY WIDE STAFF TRAINING

On August 12, 2022, the P. A.T. Center hosted a staff retreat and training. The day was filled good food; discussion of upcoming projects and the vision of the agency; and for staff to obtain continuing education credits. This was also an opportunity to discuss our upcoming CARF accreditation visit in 2023. The event had speakers that included John Kelly, accountant, Dr. Abesie Kelly, psychologist, and the P.AT. Center Leadership.



*"Never stop learning, because life never stops teaching."*