



QUARTERLY Newsletter **The Pipeline**

Quarter 1 | March 2025 | The Pipeline

Welcome to Our March 2025 Newsletter

As we step into March, we want to thank you for being a part of The P.A.T. Center community. Our mission remains steadfast: to provide quality mental health and substance abuse treatment, support, and resources to individuals and families in need. This newsletter will keep you informed about our services, upcoming events, and valuable tips for mental well-being and recovery.

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National Nutrition Month

March is National Nutrition Month – Nourish Your Mind and Body

Nutrition is important for your mental health! What we eat can affect how we feel, think, and even how well we can manage stress. This month, we want to remind you that eating healthy can help improve your mood and keep your mind and body strong.

Eating a balanced diet with fruits, vegetables, lean proteins, and whole grains helps keep our brains healthy. Foods like salmon, walnuts, and flaxseeds are great for brain health and can help boost your mood. Also, drinking plenty of water is essential, as dehydration can make you feel tired, grumpy, and less focused.

Mindful Eating

One way to improve your nutrition is by practicing mindful eating. This means taking the time to slow down and really pay attention to your food. By doing so, you can make better choices and enjoy your meals more, helping your body get the nutrients it needs.

Simple Tips for Healthy Eating

Here are a few easy tips to help you eat better:

- **Plan Your Meals:** Try planning your meals ahead of time so you have healthy food options ready to go.
- **Drink Water:** Drinking water throughout the day is important for keeping your mind and body functioning well.
- **Choose Healthy Snacks:** Opt for snacks like fruits, nuts, or yogurt instead of chips or candy.

At **The P.A.T. Center**, we believe in the importance of holistic well-being, which includes physical health as a key component of mental health and recovery. Our team is here to provide resources, including nutritional counseling, to support you on your journey toward better mental and physical health.

Celebrating National Women's Month: Honoring Women in Mental Health!

March is National Women's Month, a time to celebrate the incredible contributions of women to all areas of life, including mental health. At The P.A.T. Center, we recognize the unique challenges women face in accessing mental health support and are committed to creating an inclusive environment where every woman can feel heard, understood, and supported.

This month, we want to highlight Dr. Mamie L. Parker, a renowned Black psychiatrist and advocate for mental health awareness. Dr. Parker has dedicated her career to helping individuals navigate the complex intersections of race, gender, and mental health, especially within marginalized communities. She is passionate about reducing stigma and ensuring that mental health services are accessible to all.

“Mental health is just as important as physical health. We must continue working to reduce stigma, especially in communities of color, to ensure everyone has access to the care they need.”
– Dr. Mamie L. Parker

As we celebrate National Women's Month, The P.A.T. Center honors the work and resilience of women like Dr. Parker, who have made lasting contributions to the mental health field. Their dedication to providing compassionate care and advocating for mental health rights serves as an inspiration for us all.



2024 Employment Overview

Newly Hired Employees at The P.A.T. Center in 2024

At **The P.A.T. Center**, we are thrilled to welcome many new faces to our team this year. With the growth of our organization, we are proud to introduce new mental health professionals, office staff, and other dedicated team members who are passionate about making a difference in the lives of those we serve.

Mental Health Professionals (MHP)

Total: 15

Qualified Behavioral Health Professionals (QBHP)

Total: 24

Office Support Staff

Total: 3

Welcome Our New Team Members in 2024

We are excited to introduce the newest members of our team at **The P.A.T. Center**! In 2024, we have welcomed a diverse group of professionals across various roles who bring unique talents and experiences to our organization. These dedicated individuals include **Mental Health Professionals (MHP)**, **Qualified Behavioral Health Professionals (QBHP)**, and **Office Support Staff**. With their help, we continue to provide excellent services to support the mental health and recovery needs of our community.

Each new member of our team plays a vital role in advancing our mission to provide high-quality care and support. Whether through one-on-one counseling, administrative support, or leadership in clinical care, they are committed to making a positive impact on the lives of those we serve. We look forward to the amazing work they will do and the valuable contributions they will bring to our team.



2024 Plans

In 2024, The P.A.T. Center has plans to improve many areas of our services and operations. Our **Cultural Competency, Diversity, and Inclusion Plan** focuses on making sure everyone feels welcome, with ongoing training and hiring to support this. We are also working on our **Strategic Plan**, which includes creating new programs and improving the services we already offer. For **accessibility**, we've made progress by fixing physical barriers at our locations and offering more telehealth services to help clients get the care they need. In terms of **technology and systems**, we've been updating our website and email systems with the help of outside contractors. We're also reviewing our **risk management** strategies every year to make sure we're ready for any challenges. Lastly, we are improving our **performance measures and management** to make sure we are providing the best care and always working toward our goals. The P.A.T. Center is committed to growing and improving in every area of our organization this year.

Cultural Competency, Diversity, and Inclusion Plan

Goal 1: All staff will participate in the “Think Cultural Health” offered through the US. Department of Health & Human Services. [Login - Behavioral Health \(hhs.gov\)](https://www.hhs.gov) or complete Relias Training on cultural competency, diversity, and inclusion (**Priority** = 1) (**Met**)

Strategic Plan

- 1. Develop and implement a residential community integration program at the Little Rock location**
 - **Status:** Not met (Financial costs and liability were too high with the available staff).
- 2. Develop the substance abuse program into a fully operational program with multiple locations and achieve financial profitability**
 - **Status:** Not met (Limited number of qualified substance abuse professionals in the state made staffing difficult).
- 3. Develop the CSSP program into a fully operational program with multiple locations and achieve financial profitability**
 - **Status:** Partially met (CSSP clients were served at three locations, but no profit was made, and the grant application was not approved).
- 4. Ensure each location operates independently with its own revenue, staff, and management**
 - **Status:** Partially met (Each site now has assigned MHPs and QBHPs, but high turnover makes it difficult to find qualified administrative support staff).

Goal 2: All direct line staff will participate in trainings on Implicit Bias (**Priority** = 1) (**Met**)

Goal 3: Hold a cultural, competency, diversity, and inclusion forum (**Priority** = 1) (**Not Met**)

Accessibility Plan

Pine Bluff Location

Potential Barrier 1: Wider Doorways for Wheelchair Accessibility

- Met or Not Met: This barrier has not been fully met yet, as the cost and feasibility of modifications are still being assessed.

Potential Barrier 2: Limited Public Transportation

- Met or Not Met: This barrier has been partially met by increasing home and school visits and offering telehealth services, which help address transportation issues.

Little Rock Location

Potential Barrier 1: Finding Qualified Spanish-Speaking MHPs and QBHPs

- Met or Not Met: This barrier has not been fully met yet, as recruitment efforts for Spanish-speaking staff are ongoing.

Potential Barrier 2: Unused Space in the Building

- Met or Not Met: This barrier has not been fully met, as discussions with potential renters are still in progress.

North Little Rock Location

Potential Barrier 1: Need for Panic Buttons and Visual Alert System

- Met or Not Met: This barrier has not been fully met yet, as quotes for installation are still being gathered.

Potential Barrier 2: Building Limitations (Not Owning the Building)

- Met or Not Met: This barrier has not been fully met, as the search for a new location is ongoing.

Forrest City Location

Potential Barrier 1: Limited Transportation

- Met or Not Met: This barrier has been partially met by increasing telehealth services and forming partnerships with the school district to provide in-school services.

Technology and System Plan

Goal 1: Hire a Full-Time IT Person

Update: We don't have a full-time IT person yet, but we have someone taking care of our website and hired a company to help with our email and technology needs.

Corrective Action: We'll continue to work with the companies that help with our website, email, and other tech needs. Our goal is to find a full-time IT person by the end of 2025 to manage our technology and improve system support.

Goal 2: Create a Training Department Using Credible

Update: All staff are trained via Credible.

Corrective Action: N/A

Goal 3: Build a Billing Department

Update: We tried to create a billing department but had some challenges due to staff turnover in 2022. At one point, we only had two office support staff. We've hired new staff, and they are learning office tasks. Currently, the Office Manager is handling billing. The CEO, Office Manager, and Clinical Director meet regularly with PASSEs to solve billing issues.

Corrective Action: We plan to hire one full-time staff member to assist with billing by the end of 2025. New office staff will also be trained on billing tasks. Our goal is to reduce billing delays by 20% within the next 6 months.

Risk Management Plan

- 1. Providing Services at All Locations**
 - **Preventative Measurable Reduction:** Monitor and assess service delivery regularly across all locations, ensuring at least 90% of scheduled services are provided without interruptions.
- 2. Lack of Referral Sources for Substance Abuse**
 - **Preventative Measurable Reduction:** The agency is looking to partner with the AR Minority Commission and other like-minded organizations to increase referral sources by 25% within the next year.
- 3. Changes in Billing Practices**
 - **Preventative Measurable Reduction:** Conduct quarterly audits to ensure 100% compliance with updated billing practices, with no more than a 5% error rate in claims.
- 4. Human Resources - Not Fully Staffed in All Offices**
 - **Preventative Measurable Reduction:** Achieve 100% staffing for all offices within six months and maintain a turnover rate of less than 10% annually.
- 5. Needing Onsite IT Support**
 - **Preventative Measurable Reduction:** The agency has contracted with outside contractors to manage emails and maintain the website, ensuring an average system downtime of less than 2 hours per month.
- 6. Client Attrition Due to Noncompliance, Excessive Discharges, Client Dissatisfaction**
 - **Preventative Measurable Reduction:** Reduce client attrition rates by 15% within the next year by improving client engagement through monthly follow-ups and satisfaction surveys.

Performance Measurement and Management Plan

The P.A.T. Center shows accountability for its performance and management by using different methods to improve its services and business operations. The center has a Performance Improvement/Quality Assurance Committee that meets quarterly to check how well the services are being provided and assess business functions. This committee is made up of the Leadership Team, the Medical Director, and the Clinical Director. The agency solicits input from the advisory board of community leaders and stakeholders who provide valuable input. The committee gathers feedback from staff, clients, and other stakeholders to understand what is working well and what needs improvement. Clients can submit satisfaction surveys both in the office and online via the website, ensuring multiple ways for feedback. The center also offers other options like forums and paper-based feedback forms. Staff are trained on how to properly use these tools so the information collected is accurate and helpful. This helps the center stay accountable and continue to improve its services.

The P.A.T. Center identifies gaps and opportunities for improvement in our performance measurement and management plan by regularly gathering input from persons served, personnel, and other stakeholders. Here's how we do it:

- 1. Feedback from Persons Served:**

We collect feedback through satisfaction surveys from clients every 3 months. If the satisfaction rate is below 85%, we look for patterns in the responses to find areas where we can improve. For example, if clients say they are unhappy with appointment wait times, we will work to shorten wait times for future clients.
- 2. Employee Feedback:**

Every year, we send out surveys to our staff asking about their job satisfaction, workload, and ideas for improvement. If more than 15% of staff report being unhappy or overworked, we will address the issues by offering more support or training. This feedback helps us find areas where we need to provide better resources or work conditions.
- 3. Stakeholder Feedback:**

We hold meetings with community partners, referral sources, and other stakeholders twice a year. We ask them for their opinions on how we are doing and what we could improve. If they suggest we need better communication or more services, we will work on those areas.

Stay Connected

Remember to follow us on social media and visit our website for the latest updates, news, and resources.

You can find us on:

- **Facebook:** @ThePATCenter: People Advocating Transition
- **Instagram:** @thepatcenter
- **Website:**
<http://peopleadvocatingtransition.com/>
- **Phone:** [501-265-0302]



Thank you for your continued support of The P.A.T. Center! We're here for you, every step of the way, on your journey toward mental wellness and recovery.

*-- With warmth and care,
The P.A.T. Center Team*

Employment Opportunities at The P.A.T. Center

We are currently seeking both full-time and part-time mental health professionals to join our team at various locations, including North Little Rock, Little Rock, and Pine Bluff.

Full-Time and Part-Time Licensed Therapist Positions (MHPS)

We are hiring licensed therapists for our North Little Rock, Little Rock, and Pine Bluff locations. Minimum qualifications include a Licensed Psychologist, LCSW, LMSW, LPE-I, LPC, LAC, LMFT, APN, or CNS with a specialty in psychiatry or mental health. To apply, please submit your resume, cover letter, and list of references via email to ronald.kirby@thepatcenter.org, download the application, or apply online.

Full-Time Mental Health (Bachelor's Level) - Qualified Behavioral Health Providers (QBHPs)

We are also hiring full-time QBHPs for the Little Rock and Pine Bluff areas. Minimum qualifications include a Bachelor's degree in a human service-related field. To apply, please submit your resume, cover letter, and list of references via email to ronald.kirby@thepatcenter.org, download the application, or apply online.

We look forward to hearing from you and welcoming new team members to The P.A.T. Center!