

THE P.A.T. CENTER

3rd Quarter 2026 Newsletter • People • Access • Treatment

Stronger Communities. Better Access. Continued Progress.

A Message from Mr. Kirby

Thank you to our clients, families, staff, schools, community partners, and stakeholders. The third quarter has been busy and productive. We are pleased to share that The P.A.T. Center completed a successful CARF survey in September. Our team worked hard to prepare, answer questions, organize information, and demonstrate the services we provide every day. We appreciate everyone who helped make the survey successful.





Welcome to Our Little Rock Interns

New Interns

We welcomed new interns during the third quarter. Internships help future behavioral health professionals learn in real service settings while supporting the agency's commitment to workforce development.

Q3 PERFORMANCE AT A GLANCE

What our 2026 data are telling us

Performance information helps us understand what is working and where we need to keep improving. These are year-to-date or most recently available 2026 results.

Measure	2026 Result
Client treatment effectiveness	20 of 20 positive responses = 100%
Stakeholder effectiveness	12 of 13 positive responses = 92.3%
Telehealth / Doxy satisfaction	165 of 171 responses positive = 96.5%
Overall telehealth satisfaction	100%
Telehealth compared with face-to-face	16 of 19 positive = 84.2%
Psychiatric access	Appointments maintained within the 3-month goal

Fewer Missed Appointments

Earlier in 2026, missed appointments were an area of concern. The agency changed its reminder and outreach process. Since the new process was put into place, no-show rates have dropped. We will continue using reminders, follow-up, and staff support to help clients keep important appointments.

What the Telehealth Results Mean

Most clients who completed a telehealth survey were satisfied with Doxy and felt it helped them get services. Some people still prefer face-to-face care. We will continue to listen to client preferences and help people get the type of service that works best for them.

BACK TO SCHOOL & IN THE COMMUNITY

Building relationships where children and families are

We are also excited to be back in schools. Our staff attended several open houses, welcomed new interns, and continued building relationships throughout Little Rock, North Little Rock, and Pine Bluff. We remain committed to listening to the people we serve and using feedback to make services better.

The P.A.T. Center is active in the major school districts in Little Rock, North Little Rock, and Pine Bluff. During the third quarter, our team attended school open houses, met families and school staff, shared information about services, and strengthened community partnerships.



Back to School: Little Rock Open House



Community Connection: eSTEM Open House



Judge Brown's Annual Meeting - Pine Bluff Juvenile Court

Community Partnership Spotlight: Judge Brown's Annual Meeting

The P.A.T. Center was pleased to participate in **Judge Brown's Annual Meeting at the Pine Bluff Juvenile Court**. The meeting provided an opportunity to connect with court and community partners, share information about behavioral health services, and strengthen relationships that support youth and families in Pine Bluff. **Working together helps connect young people with services and support when they need them most.**

OUR 2026 STRATEGIC PLAN

Where we are going and what we are working toward

Our Strategic Plan guides the agency's major goals and priorities. No 2026 strategic goals were changed during the third-quarter review.

✓ **Improve access to treatment:** Continue using office, school-based, and telehealth services to help people receive care.

✓ **Strengthen our workforce:** Recruit and retain qualified staff and support professional growth.

✓ **Support financial stability:** Monitor revenue, expenses, billing, reimbursement, and resources so services remain sustainable.

✓ **Use technology well:** Maintain safe and reliable technology, EHR systems, and telehealth services.

✓ **Improve quality and outcomes:** Use client, stakeholder, and performance information to improve services.

✓ **Build community partnerships:** Continue relationships with schools, courts, families, referral sources, and community organizations.

✓ **Maintain strong services:** Focus resources on quality outpatient and care coordination services in Little Rock, North Little Rock, and Pine Bluff.

Professional Growth

Congratulations to two members of our team - one from Little Rock and one from Pine Bluff - who passed the LCSW examination during the third quarter. Their achievement strengthens our clinical workforce and supports continued access to licensed behavioral health professionals.

CLIENTS & FAMILIES: YOUR VOICE MATTERS

Tell us what is working and what could be better

We want clients, parents, guardians, and stakeholders to tell us about their experience with The P.A.T. Center. Feedback can be positive, a concern, a request, or an idea for improvement.

- Tell us how services are going.
- Ask for changes you would like to see in your services.
- Tell us if you need a reasonable accommodation.
- Tell us if technology or Doxy is making it hard to attend an appointment.
- Share ideas that could make the agency or services better.
- Ask questions when something is unclear.

Need Help With Doxy?

If you or your child has a telehealth appointment and you are not comfortable using Doxy, please tell us before the appointment. Staff can help you understand how to connect and can assist when you have connection problems. We especially want older guardians and anyone who is not comfortable with technology to ask for help. You do not have to figure it out alone.

How to Give Feedback

You may speak with your therapist, QBHP, office support staff, supervisor, or another P.A.T. Center staff member. You may also give feedback during client surveys and agency follow-up calls. We use this information to improve services.

JOIN THE P.A.T. CENTER TEAM

Make a Difference in Your Community

We Are Growing!

The P.A.T. Center is always interested in qualified, caring professionals who want to help children, adolescents, adults, and families. Our team provides behavioral health services in Little Rock, North Little Rock, Pine Bluff, schools, offices, and through telehealth.

Employment Opportunities

- ✓ Mental Health Professionals (MHPs)
- ✓ Qualified Behavioral Health Providers (QBHPs)
- ✓ Licensed and provisionally licensed behavioral health professionals
- ✓ Office Support Staff (OSS)
- ✓ Other behavioral health and support positions as available

What We Look For

We look for people who are dependable, respectful, willing to learn, able to work as part of a team, and committed to providing quality services. We value staff who understand that every person served deserves dignity, choice, access, and compassionate care.

Interested in Working With Us?

People Helping People. Careers With Purpose.

Ways to Contact Us

- **Call:** Little Rock/North Little Rock — **501-265-0302**
- **Call:** Pine Bluff — **870-534-4900**
- **Visit our website:** peopleadvocatingtransition.com
- **Stop by one of our offices:** Little Rock, North Little Rock, or Pine Bluff
- **Ask about current openings:** Contact our office staff for information about available positions and how to apply.

THANK YOU TO OUR COMMUNITY

Together we make a difference

The third quarter reflected what The P.A.T. Center is about: people, access, treatment, and community. We appreciate our clients and families for trusting us, our schools and community partners for working with us, and our staff and interns for supporting the people we serve.

Looking Ahead

- ✓ Continue improving appointment attendance and access to care.
- ✓ Continue gathering client and stakeholder feedback.
- ✓ Support clients and families who need help using telehealth.
- ✓ Continue our work in Little Rock, North Little Rock, and Pine Bluff schools and communities.
- ✓ Monitor progress on the 2026 Strategic Plan.
- ✓ Use performance results to guide quality improvement through the end of the year.

The P.A.T. Center **People • Access • Treatment**

Serving Little Rock • North Little Rock • Pine Bluff

Thank you for helping us build stronger people, healthier communities, and brighter tomorrows.