

PARK CENTER SERVICES

Park Center is dedicated to providing high quality mental health services to provide individualized and appropriate care.

The Indiana Division of Mental Health and Addictions (DMHA) requires Community Mental Health Centers and Managed Care Providers to have a Continuum of Care which is defined in Indiana Administrative Code (440 IAC 9) to include:

- Individualized treatment planning,
- 24 hour a day crisis intervention,
- Case management,
- Outpatient services (including intensive outpatient services, substance abuse services, counseling and treatment),
- Acute stabilization (including detox),
- Residential services,
- Intensive services for adults,
- Family support services,
- Medication evaluation and monitoring, and
- Services to prevent unnecessary and inappropriate treatment and hospitalization and the deprivation of a person's liberty (including commitment review, gatekeeping, UM).

The following describes the continuum of care provided by Park Center. Three exceptions from the list above are not specific to any program(s) and have been outlined in Section 1 (individualized treatment planning, 24 hour a day crisis intervention, and family support services).

The continuum of clinical services is organized primarily by three Clinical Service Centers: Managed Care Services, Adult Community Services, and Child and Adolescent Services. Park Center received a three-year accreditation from CARF in 2003, 2006, and 2009 and had previously been accredited by the Joint Commission of Accredited Healthcare Organizations (JCAHO). The specific programs for which the 2009 CARF accreditation was awarded were:

- Assertive Community Treatment (ACT),
- Case Management,
- Community-Based Rehabilitation,
- Community Employment Services,
- Community Housing,
- Crisis Stabilization,

- Intensive Family-Based Services,
- Outpatient Treatment, and
- Residential Treatment.

The PSP integrates the CARF program designations with the Park Center Service Centers and program titles. Some CARF programs are provided in more than one Service Center, under different Park Center program titles. Programs are offered in a variety of locations in order to be accessible to diverse populations.

MANAGED CARE SERVICES:

Medical Services: Medical Services is staffed by licensed nurses, clinical nurse specialists and psychiatrists. Park Center provides comprehensive medication services; including assessments, medication reviews, and injections, as well as health education. Nursing Services are organized to provide quality nursing care to all clients served by assisting in the identification of medical issues and consultation on appropriate medical care. The Nursing Coordinator is responsible for obtaining appropriate dietary and pharmacy consultation and services, as well as assuring infection control processes are implemented. Through a grant award, Park Center offers primary care services in the medical services location 2 days per week. The physician is affiliated with Neighborhood Health Clinic. Park Center contracts with Geonox for pharmacy needs, with a retail site located at Park Center.

Addictions Services: Addiction Treatment Services provides recovery and client-focused care to individuals who abuse or are addicted to alcohol, prescription drugs or other drugs. Also served are those who may have co-existing psychiatric conditions and those who have problem gambling concerns. A multi-disciplinary team provides full diagnostic evaluations and uses well established psychiatric and medical treatment methods.

- *Structured Addictions Outpatient Program* - helps individuals maintain abstinence, learn about the addictive disease process, utilize 12-Step recovery resources and tools, develop abstinence-based skills and behaviors, and establish an effective program of recovery. Targeted groups, such as a Women in Recovery group, address unique concerns. Family members and/or significant others are encouraged to become involved.
- *Random Drug Testing Services* – an array of cost-effective alcohol and drug testing is offered for the purpose of helping the individual gain and maintain abstinence for all non-prescribed mood altering substances.
- *Saturday Education Course* - using a nationally recognized education series from Hazeldon, Park Center offers a 12 topic Saturday education course that can be completed in 16 hours over two separate Saturdays. The purpose of the program is to disseminate addiction recovery information to the individual that has a substance abuse diagnosis or may have a substance dependence diagnosis, but could benefit from the course.
- *Residential Programs* – Harmony House and independent living options provide residential services to those individuals needing therapeutic supervision in their lives and a safe environment while in their recovery process.

Addiction Psychiatric Services - Consumers receiving Addictions Services, who have co-occurring psychiatric problems or who may need some medication to assist them with the

withdrawal process, may be seen by a board certified addictionologist.

ADULT COMMUNITY SERVICES

The primary goal of Adult Community Services is to stabilize adult clients experiencing serious mental illness and to assist each in achieving the fullest and most productive life possible.

Inpatient Services: Park Center contracts with Parkview Behavioral Health for inpatient services. Park Center has an average daily census of 15 clients in Parkview Beacon, most of whom are seriously mentally ill adults. The focus is on stabilization and short lengths of stay. Clients are actively linked with Park Center's services to enable a successful and quick return to the community.

Court Liaison: The Court Liaison service assists clients and the court in dealing with a variety of psychiatric and legal issues such as involuntary hospitalization and guardianship.

Hospital Liaison: Hospital Liaison staff are responsible for the case management of clients' flow through the state and local hospital system. These services prevent unnecessary and inappropriate treatment and hospitalization and the deprivation of a person's liberty. The Hospital Liaison works closely with the Court Liaison, as well as the continuum of care in order to assure the most appropriate treatment for clients.

Intensive Support Services:

- Transitional Care Services: The Transitional Care Services (TCS) is a Crisis Stabilization program. TCS is a 24 hour, 15 bed, sub-acute, transitional, residential unit designed to assist Seriously Mentally Ill (SMI), and/or Substance Abusing (SA) clients in remaining in the least restrictive environment during episodes of psychiatric decompensation. This program is designed to reduce hospitalizations and prevent further psychiatric decompensation. It also provides respite placement for family caregivers, temporary shelter for mentally ill homeless and placement for clients discharged from State Operated Facilities or local hospitals. Emergency services are also coordinated at TCS.
- Assertive Community Treatment (ACT) Team: Located on the same floor as TCS, the ACT Team coordinates closely with emergency services and crisis stabilization services to provide intensive community-based services for the most severely impaired adults. The team focuses on recovery planning and skills training and includes a wide range of staff, including psychiatric and nursing staff, a care coordinator, as well as recovery and peer specialists.
- Adult Intensive Rehabilitation Services (AIRS): Adult Intensive Resiliency Services (AIRS) is an adult, structured group program designed to provide short-term, intensive services to individuals in need of stabilization and supportive services to assist in the successful transition from acute hospital care to outpatient services, or for individuals already in outpatient care. AIRS can provide a daily intensity of services to prevent the need for acute care services. As part of providing AIRS, staff will provide rapid linkage

and coordination of the services a consumer might require to expedite their timely discharge from acute care services. The AIRS program is located at Park Center Carew, on the 2nd floor.

Residential Treatment: Two group homes are available for adults with SMI diagnoses: Haven House and Quinn House. These group homes provide structure and counseling to persons in need of residential services because of emotional or psychiatric problems. Haven House is a coed facility primarily for former patients of a State Operated Facility (SOF), and much of the program takes place at that location. Quinn House (co-ed) assists residents in participating in programs in the Park Center continuum and in the community.

Community Housing: Seddlemeyer, Ouabache Village, Richardville I and II, Waynedale I and II, and Woodside Apartments: In coordination with a federally subsidized apartment living program (Housing and Urban Development or HUD 811), the Seddlemeyer, Waynedale I, Waynedale II, Woodside, Ouabache Village, Richardville I and Richardville II apartments provide independent and financially assisted living, with close supervision and support by casemanagers, to foster the resident's quality of life in the least restrictive environment possible. There are a total of 109 HUD 811 apartments. Ouabache Village is located in Bluffton.

Case Management: The Continuous Treatment Team (CTT) and the Homeless Team assure continuity of care for seriously and persistently mentally ill adults. They consist of Recovery Specialists and a Community Care Specialist. These services are designed to support independent living and to enhance the clients' quality of life. Services include monitoring treatment, contact with community resources, counseling, and helping clients cope with the demands of day-to-day living. The Homeless Team Liaisons provide psychosocial assessment and referral and support services to homeless persons who have serious mental health problems.

Adult Rehabilitation: This program offers rehabilitation services to adult consumers with acute or chronic emotional problems at select community settings. Individual and group, as well as services to family members are available.

Dialectical Behavior Therapy (DBT) is an outpatient service that is provided under the direction of the OPS Lead Staff. DBT is a specific cognitive-behavioral treatment methodology for individuals diagnosed with Borderline Personality Disorder. DBT teaches emotional and interpersonal management skills in individual and group therapies. There are specific protocols for crisis intervention as well. This evidence-based therapy has been expanded to the adolescent population.

Eagle Employment Services: Community Employment Services are available from Eagle Employment Services (EES), a supported employment program operating under a Purchase of Service Agreement with the Indiana Department of Vocational Rehabilitation Services. Individualized assessment, goal development, job seeking, on-the-job coaching, and follow-along services are provided to customers who choose EES. EES staff are embedded in other Park Center programs to facilitate access and support of consumer efforts toward vocational goals.

Community-Based Rehabilitation: The Carriage House Clubhouse provides rehabilitation services to optimize their personal, social, and vocational competency in order to live successfully in the community. The setting of this program is informal, and a high degree of participation is encouraged, in order to reduce barriers between staff and members who participate in the programs. Transitional Employment is also available through the Carriage House.

Eagle Resource Center: An ancillary program located at Park Center Carew that strives to provide recovery and support to adult clients who are working toward vocational readiness and/or community volunteerism. Services are non-billable, open to any adult client in a pre-vocational readiness stage.

CHILD AND ADULT SERVICES

The Child and Adult Services Center provides a wide array of services to adults and Severely Emotionally Disturbed (SED) children 1 – 18 years of age who required outpatient mental health service. Helping children and adolescents through the stresses of growing up often includes counseling for parents and other family members.

Residential: Park Center offers three residential options for youth: Leslie House for adolescent males 12-18 years old; and Noel House for boys 7-12 years of age, and the Redwoods for adolescent males 12- 18 years old. The Leslie House and Noel House group home treatment programs are focused on youth needing treatment for sexual abuse/perpetration issues. The Redwoods is a more restrictive staff secure facility for adolescent males with the same treatment issues as those who reside in Leslie House and Noel House who are not yet ready to be integrated with the community.

Family Education Center: FEC offers intensive services for children from preschool age through high school. This program collaborates with the local Head Start for the preschoolers and with Fort Wayne Community School's special education department for the grade school through high school program. The program provides students and their families with education, therapy, social skills training, and parent support. FEC also offers an afternoon treatment program for high-school age adolescents coping with emotional regulation, interpersonal problems, family stress and instability. These structured programs are designed as a step-down from hospitalization or as hospitalization prevention.

Intensive Family-Based Services: Home-based Services and Placement Diversion are two intensive programs directed toward restoration of the family.

- Home-based Services: This service provides alternatives to placement of a child or adolescent in an institutional setting. Intensive case management services (for example, home visits, family counseling) are used to support highly troubled families.
- Placement Diversion Program: Park Center contracts with the Allen County Office of Family and Children to divert children and adolescents from hospital and intensive

residential settings. The program offers a full array of services including home based services, outpatient services, emergency intervention and emergency assessments, group homes, and brief respite care.

Outpatient: Included are the following: Individual, Group, and Family Therapy; Adolescent Addictions; Psychology Internship; Psychological Testing; and School Intervention Services. A full array of services is provided in two additional counties: the Bluffton office services Wells County, and the Decatur office services Adams County.

- Individual, Group, and Family Therapy: A full array for outpatient therapy is available for all ages. The goal of these services is to support the individual and/or their families to promote maximum satisfaction and functioning. The services focus on the strengths of family unity and individual functioning, and are provided in the least restrictive level of quality therapeutic care appropriate to fit their individual needs.
- Psychology Internship: The internship program offers a one year supervised internship for up to four doctoral students in counseling or clinical psychology. The internship is accredited by the American Psychological Association.
- Psychological Testing: The Psychological Testing Service provides a comprehensive assessment of intellectual and personality functioning for clients as an adjunct to treatment or to assist in making a differential diagnostic and treatment plan. Assessment includes personality, intelligence, developmental, neuropsychological, and vocational testing.

Bluffton and Decatur Offices: These offices are fully staffed with professionals who provide adult and child outpatient counseling, case management, addiction services, and emergency interventions. School services focus on working with troubled children and consulting with teachers in the school setting to assist in the education process.

ADMINISTRATIVE SERVICES:

The goal of this Service Center is to support clinical services and to monitor the financial and service delivery performance of Park Center.

Human Resources: Services include all personnel functions, including employee recruitment and retention, employee benefits administration, and administration of all human resources systems and processes.

Information Systems: Information Systems includes Medical Records and the Management Information System. Medical Records are designed to be clinically relevant and easy to use for clinical staff. A computerized information system provides up-to-date services delivery and financial information for use in making service and management decisions.

Marketing and Public Relations: Services include community and referral source liaison, advertising, speaker's bureau, and media relations.

Purchasing: Services include centralized coordination and efficient purchasing of the organization's equipment, supplies, and services.

Word Processing: Transcription services provide standardized and expeditious clinical documentation.

Property Management: Park Center is proud of its attractive campus. Maintenance of over twenty structures and the grounds, and new building projects are managed by this team.

Risk Management/Safety: Functions include preventative safety training, management of critical incidents, and management of the organizations corporate insurance coverage.

Accounting and Business Office: The Accounting Department handles the Center's general accounting system – general ledger, payroll, accounts payable, financial reporting and budgeting, fixed assets, depreciation, grants and contract management, and cash management. The Business Office handles client billing, claim processing, accounts receivable management, claims auditing, regulatory oversight, and billing software maintenance.

CORPORATE SERVICES

The primary role of Corporate Services is to support Park Center's vision, strategic business plan, and operational priorities.

Corporate Services supports service delivery in four primary areas:

- Professional and Management Development
- Total Quality
- Customer Relations
- Regulatory Interface (accreditation)

Professional and Management Development focuses on identifying training needs of staff and championing an annual training program that responds to the training needs within the organization. A wide variety of training opportunities is provided each year for both clinical and non-clinical staff. The Professional Development Department coordinates student training from associate through doctoral level interns. Training and other developmental opportunities are also offered to management staff.

Total Quality (TQ): Total Quality focuses on continuous quality improvement of clinical services and business processes using a variety of activities that support ongoing development evaluation, planning, and improvement of processes throughout the organization. The use of quality indicators and Quality Improvement Teams (QITs) and Project Teams are primary methods for bringing about such changes.

Customer Service: The needs and perspectives of Park Center's customers are a top priority. The active involvement and satisfaction of customers are important dimensions of meeting Park

Center's objectives in providing high quality, profession and ethical services. Clinical services and business operations are regularly monitored, evaluated and improved based on customer feedback.

Regulatory Interface – Accreditation from CARF: Park Center was initially accredited by the Joint Commission on Accreditation of Health Care Organizations (JCAHO) in 1987.. In 2000, the Eagle Employment Services (EES) was awarded CARF accreditation. As part of that process, the Center demonstrated compliance with their standards in Organizational leadership, Management, Quality Improvement, and General Program Standards. Following CARF accreditation of EES, the leadership of the Center made the decision to seek accreditation from CARF for the entire Center and drop the JCAHO accreditation. Following a site visit in 2003, a three year accreditation was awarded by CARF. In 2006 and in 2009, Park Center was awarded another three-year accreditation.

Corporate Compliance Program: Park Center is committed to conducting itself as a good organizational citizen with the utmost of professional integrity and honesty. The Center specifically recognizes a responsibility to assure that all its activities and those of its employees and agents meet the highest standards of conduct in conformity with federal and state law; and federal, state, and private payor requirements. The Corporate Compliance Program is designed to detect and advance the prevention of fraud, abuse, and waste, while at the same time furthering the quality of care of clients.

Health Insurance Portability and Accountability Act of 1996 (HIPAA): Park Center recognizes, through policies and procedures, that health information privacy is a fundamental right of each client. The Center is committed to preserving and protecting the privacy of all client health information to the highest degree possible. Park Center has formally adopted a HIPAA Compliance Plan (HCP) to ensure that it is in compliance with the requirements of the privacy, security, and the transactions provision of the final HIPAA Privacy Rule, which was published in the Federal Register on December 28, 2000; certain amendments to the HIPAA Privacy Rule, which were published on August 14, 2004; and all other federal and state laws related to the privacy and security of health information.

EXECUTIVE SERVICES: Executive Services includes: the Chief Executive Officer (CEO) and the Executive Secretary, and the Chief Financial Officer (CFO).