



Internship Manual

Master Level Student Internship Program Guidelines

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Introduction

Thank you for choosing Park Center for your internship or practicum. We are an organization with over 30 years of experience in student training and supervision. During a Park Center internship/practicum, students can expect to gain valuable knowledge and skills under the tutelage of seasoned professionals within a multidisciplinary setting. In addition to weekly internship activities, students are invited to participate in a wide array of additional training opportunities, including the Professional Training Series workshops, featuring national experts in the mental health field; and on-campus events such as the Child & Adult Training Series and the Cultural Proficiency Series. At Park Center, our goal is to provide students with an experiential education to supplement classroom learning in order to prepare students for a career in behavioral health following graduation.

This manual is a resource for prospective and current graduate-level students and our university partners. Park Center's mission, values, vision, and history are included to provide students and universities with a clear picture of our organization. Students will also find information regarding the application process, requirements, and expectations.

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Academic Expectations

Post-graduate students are expected to demonstrate good written and oral communication skills, as well as professionalism. Preference is given to students working toward their final internship prior to graduation. Park Center supervisors are generally looking for a commitment of at least two semesters. Students seeking an internship or practicum at Park Center should meet the academic expectations listed below.

Expectations

- A theoretical foundation to work from, e.g. cognitive behavioral, brief dynamic, and group therapies; models for therapeutic change; motivational interviewing, etc.
- A basic knowledge of the DSM-5 and the ability to formulate diagnostic impressions.
- Prior face-to-face experience with clients.
- Knowledge of one's ethical and professional guidelines.
- Some experience conducting client interviews and summarizing client clinical information to a point where the student is able to formulate a plan for treatment that demonstrates medical necessity.
- Some familiarity with the types of psychological or psychiatric conditions treated in a community mental health setting.
- Population-specific training related to the population the student wants to work with, e.g. child developmental psychology, adolescent psychology, adult life span, addictions psychology, etc.

Placement Benefits

Park Center offers the following supports to help students better apply academic learning to real-world experiences:

- Coverage by Park Center's professional liability insurance to supplement the student's liability insurance.
- Use of Park Center's facilities (staff lounge, intranet, etc.).
- Private office space, when appropriate and available.
- Access to computer and audio-visual equipment.

- General secretarial services and technical support.
- Free access to all training events, including the Professional Training Series workshops, Child & Adult Training Series, Cultural Proficiency Series, and more.
- Opportunities to learn about the various services and programs offered at Park Center.

Liability and Confidentiality Guidelines

Professional Liability Insurance

Park Center's professional liability insurance policy covers post-graduate students during their placement at Park Center. Additionally, Park Center requires post-graduate students, or their academic programs, to share the professional risk by obtaining liability insurance. A copy of the student's professional liability insurance should be submitted prior to the internship start date with other application materials. Liability insurance is affordable and can be easily obtained through any professional credentialing organization, or directly through an insurance agency that specializes in professional liability for interns.

Confidentiality and Client Rights

Graduate students are to adhere to Park Center policies and procedures during their placement at Park Center. This includes the Center's policy on confidentiality and client rights. All students will be required to complete a "*HIPAA, Confidentiality, and Client Rights*" course. Students are also required to sign an agreement form indicating they understand and agree to abide by Park Center's standards concerning HIPAA compliance, state confidentiality regulations, and client rights.

Park Center does *not* permit the utilization of any client protected health information for class assignments. Therefore, students may not take any written, audio-visual, or computer related client information off Park Center's premises. Additionally, faculty advisors or non-Park Center supervisors are not permitted to do on-site observation of students with clients. When observation of a student with the client is a requirement of the internship process, we recommend Park Center's clinical supervisor be used to perform that function on behalf of the faculty advisor or non-Park Center supervisor. Violations of Park Center's HIPAA and Confidentiality policy can result in immediate termination of the student placement.

How to Apply

Please email the following application material to Emily.Liechty@parkcenter.org:

- Student Internship Application (located at the end of this manual)
- Authorization For Obtaining Limited Criminal History form (located at the end of this manual)
- A curriculum vitae or resume
- An official transcript (unofficial may be submitted with the understanding that an official transcript will be provided following acceptance into the program)
- Proof of professional liability insurance coverage
- Two (2) professional letters of recommendation
- An educational contract from the internship or practicum faculty advisor which should include:
 - An educational agreement between the academic institution and Park Center that identifies shared responsibilities for the internship process
 - Internship expectations and goals

Application material should be submitted at least six (6) weeks prior to the expected start date.

Questions should be directed to:

Emily Liechty, MSW, LCSW
Professional Development Coordinator
Emily.Liechty@parkcenter.org
260-481-2700 ext. 2148

What to Expect After Applying

After the student's application material is received, the Professional Development Coordinator will make contact with the student in order to discuss potential placement sites, the placement process, and internship expectations.

The student's application material and preferences will be shared with potential Park Center supervisors. Interested supervisors will conduct an interview with the student. This is an opportunity for the student and supervisor to ensure a good fit between the student's

placement goals, supervision requirements, and what the program can provide. Students should note that multiple interviews may occur if more than one supervisor is interested in hosting a student. Following the interview, the supervisor will make a decision regarding student placement. The student will also make a final placement decision.

The Professional Development Coordinator (PDC) will be notified of the supervisor's decision. If accepted, the student will arrange a time to meet with the PDC to sign Human Resources paperwork prior to starting the internship. The student is responsible for communicating with her/his supervisor to discuss a start date and time.

Background checks are conducted on all students prior to the internship start date. Acceptance for placement is contingent upon an acceptable finding. Park Center will pay for the cost of conducting background checks. Depending on the placement site, a DCS background check may be required. This may include fingerprinting at a separate location.

The Internship Experience

The First Day

Be sure to arrive at the internship site promptly at the agreed upon time. Professional attire is expected; however, the requirement may be adjusted depending on the assigned department. It is always best to consult with the clinical supervisor regarding departmental expectations. An intern badge will be assigned prior to the start date. Students must wear this badge whenever they are on campus.

The clinical supervisor will take as much time with the student as possible on the first day, but she/he may also be pulled in other directions. Students should remember to remain flexible, open-minded, and prepared for new experiences.

The First Week

Within the first week:

- The student and supervisor will complete the *Placement Schedule*, located in the internship folder provided after completing HR paperwork. A copy of the schedule should be sent to the PDC.
- The student and supervisor will complete a *Student Development Plan*, located in the internship folder, in order to form goals and objectives for the internship experience. University documents may be substituted for this form, if available. A copy of the student's goals and objectives should be sent to the PDC.

- The supervisor will orient the student to Park Center using the *Centerwide Orientation Checklist* (a copy is provided in the internship folder). The completed checklist should be returned to the PDC within the first 30 days of starting.
- The supervisor will arrange computer training with IT staff. Students are provided with access to the electronic medical record (EMR). *All EMR entries must be reviewed and approved by your supervisor* as evidenced by the supervisor's signature and date.
- The student should start completing trainings in Relias, Park Center's online learning management system. Students are given login information prior to starting the internship and are expected to complete assigned trainings by the stated due date.

Throughout the Internship

Please keep the following in mind during the internship:

- Students are required to receive at least one hour of face-to-face supervision weekly. Supervision should be documented on a *Student Supervision Documentation Form*, located in the internship folder. Supervision should include direct observation of the student with client(s) on a minimum of two occasions. Supervisors will determine how much additional supervision is necessary based on the student's experience, knowledge, and skill level.
- Students are required to maintain their own log of internship experiences and hours completed.
- Students must comply with Park Center policies and procedures regarding safety, HIPAA & Confidentiality, notification of absence/illness, supervision, professional conduct, computer use, training, and documentation and billing.
- Students are strongly encouraged to regularly attend program staff meetings. In addition to required training, students may attend other training events as deemed appropriate by their supervisor.
- The student's supervisor must complete a midterm and final evaluation of the student's learning and performance during their internship. A copy should be forwarded to the PDC.

Ending the Internship

At the end of the internship the student will arrange an exit interview with the PDC to complete a Corporate Compliance Exit Statement, to terminate computer access, and to return her/his student ID badge. A link to an online survey will be provided for the student to rate their internship experience. The supervisor will forward copies of all documentation and evaluations to the PDC. Records are kept for seven years, as required by law.

Student Internship Responsibilities

- Students are expected to demonstrate professional conduct at all times, which includes behavior, conversation, and appearance.
- Students are to abide by Park Center's Employee Code of Ethics, the ethical standards of their profession, and the policies and procedures of Park Center.
- Students are expected to disclose to clients with whom they work their student status, current credentials, the approximate duration of placement, and who their clinical supervisor is. Clients have the right to know this information under the Client Bill of Rights Act so they can make informed treatment decisions. They have the right to refuse treatment by a student.
- Students should be flexible when scheduling supervision time. It is best to schedule supervision at least six weeks out to reduce the frustration of scheduling conflicts. It is also good practice to schedule the midterm and final evaluation dates at the beginning of placement to avoid scheduling hassles.
- Students must schedule time to regularly staff their cases, either with their supervisor or during the department clinical staffing time. This includes reviewing diagnostic impressions, client assessments, treatment plans and interventions, and progress updates. It is not acceptable for students to do this work on their own without direct clinical supervision. Students are strongly encouraged to participate in clinical staff meetings on a regular basis.
- Students are expected to maintain attendance according to their placement schedule and follow the Center's policies on attendance. Any changes in the placement schedule should be approved by the student's supervisor. If a student is ill, she/he must take responsibility for ensuring that appointments are covered and to notify the supervisor of their absence. If a student is away for more than two weeks, it could result in termination of placement depending on the circumstances.
- Students must allow time for closure with clients. Clients often become close to students over time and forget they will be leaving. It is important for the student to take time during their last few weeks to say good-bye to those with whom they are working, including staff. Students should consult with the supervisor to decide what responsible action needs to be taken with their caseload, e.g. transfer of clients to another clinician, or termination. Students should complete any remaining documentation requirements prior to leaving.

Disciplinary Procedures

In the rare event that disciplinary action is required, the following procedure applies.

The Professional Development Coordinator should be notified of any problems between Park Center, the student, or the academic institution. Park Center's policy and procedure for corrective action and/or termination is applicable to student interns.

- **Serious violations** of Park Center policies and procedures may result in immediate termination. These violations may include breach of confidentiality or ethics violations such as sexual misconduct with a client, etc. In this case, a discussion or meeting will be arranged by the PDC with the student, student's supervisor, and faculty advisor, when an internship needs to be terminated.
- **Less serious violations** where student performance is not in conformance with expected standards will first require a corrective action plan. The student and the student's supervisor, as well as the PDC, will receive a copy of the corrective action. If the student is unable to satisfy the requirements of the corrective action plan within the specified timeframe (generally 30 days), the internship may be terminated.

Supervision Definitions

Student Supervision is a process whereby a seasoned professional has the responsibility for oversight, training, and evaluation of a professional-in-training, within a related profession, who is seeking to acquire knowledge and skills from a field placement experience.

Oversight involves the monitoring of a student's placement for adjustment and adaption and includes:

- Placement and environmental adjustment
- Ability to apply academic learning to the placement experience
- Ability to satisfy internal and external documentation requirements
- Ability to establish and maintain effective relationships with clients
- Compliance with Park Center's policies, procedures, and ethical standards

Training includes learning opportunities the student receives to further her/his professional development. Park Center training opportunities include:

- Orientation to Park Center's service delivery system (i.e. intake, transfer, referral, emergency care, and discharge processes).
- Training on the electronic medical record, billing practices, clinical training, online training, etc.

- Learning how to gather and document clinical information, conduct a client assessment, formulate a diagnostic impression, create a treatment plan, etc.
- The chance to personally learn about the dynamics of the therapeutic relationship.
- Interacting with seasoned professionals during clinical staff meetings, department and service center training events, supervision sessions, etc.

Park Center, Inc. Mission Vision & Values

Park Center is a Community Mental Health Center and Inpatient Hospital in Northeast Indiana, established in 1953. With an annual budget of more than 32 million dollars and over 500 employees, Park Center served 10,568 consumers in FY 2016-2017 through 40 consumer service programs. Services are provided through four clinical service centers: Managed Care Services, Inpatient Services, Adult Community Services and Child & Adult Services. In addition, Medical Services, which is staffed by psychiatrists and clinical nurse specialists, provides psychiatric and medical services to these clinical service centers. Support for the clinical service centers is provided by Administrative and Corporate Services staff.

Park Center’s Mission: The mission of Park Center is to restore lives. By partnering with consumers, we strive to support and facilitate their journey toward health.

Vision:

- Park Center’s vision is a community where:
- Behavioral health challenges are no longer in the shadows,
- People who experience the pain of a behavioral health issue have easy access to effective care,
- The burden of unaddressed behavioral health challenges no longer reduce the productivity and vibrancy of our community, and
- Park Center is recognized as a vital contributor to this new reality.

Supporting Values:

- **Listening to Consumers:** We recognize that our customers are in charge of their recovery journey. Whenever possible, we will arrange services dictated by their strengths, dreams and desires.
- **Commitment to Excellence:** We are committed to excellence in every part of our organization and in our relationships to the communities and the consumers we serve.

- **Most in Need as Priority:** Park Center places those consumers who are most in need as our highest priority.
- **Customer Satisfaction:** We are committed to consumer satisfaction by being respectful, flexible, responsive, friendly, and by placing the customer first.
- **Mutual Respect:** We respect staff in a way that promotes a sense of ownership, motivation, growth, trust, and shared responsibility for creating our own future.
- **Financial Strength:** Park Center is best able to fulfill its mission through a position of financial strength. Strong business practices will promote a healthy bottom line.

Park Center, Inc. History (Updated October, 2018)

Park Center, Inc. (formerly the Mental Health Center at Fort Wayne) has a long history of providing mental health services and collaborating with other organizations to improve the system of care in the community. Significant events include:

1947: Volunteer community group forms the first Board of Directors for the Fort Wayne Child Guidance Clinic.

1950: Staff is hired and services begin at the first Fort Wayne Child Guidance Clinic.

1954: The Child Guidance Clinic is reorganized under standards established by the American Association of Psychiatric Clinics for Children. Robert L. Greenlee, M.D., Child Psychiatrist, is hired as Executive Director.

1959: Adult Psychiatric Clinic is formed separately from the Child Guidance Clinic under the direction of a volunteer Board of Directors.

1962: Services begin at the Adult Psychiatric Clinic with the mission to serve seriously mentally ill adults.

1967: Child Guidance Clinic and Adult Psychiatric Clinic are merged into a single entity, The Mental Health Center at Fort Wayne, as the first step towards becoming a comprehensive mental health center under the 1963 Federal Mental Health Centers Act.

1975: The Mental Health Center is designated a comprehensive mental health center by the State of Indiana, and services are expanded significantly to include five basic services required by federal legislation. Allen, Wells, and Adams counties are designated as the primary service area for the Center.

1976: The present building complex at 909 East State Boulevard in Fort Wayne is completed and occupied by the Mental Health Center.

1977: Funding is obtained through an eight-year declining Federal Operations Grant, which allows the Center to significantly expand services.

1982: A new Chief Executive Officer, James L. McKee, Ph.D., is hired to lead the Center through its next developmental phases. Dr. Robert Greenlee, previous Chief Executive Officer, transitions to Medical Director.

1983: The corporate name is changed to Park Center, Inc., consistent with the goal of reaching all at-risk populations, including those who are unable to pay. The previous name was perceived by many as a barrier to requesting services.

1985: Daybreak, Inc. is acquired and incorporated into the Child and Adolescent Division of Park Center, Inc.

1986: Park Center acquires the Three Rivers Youth Shelter, formerly operated by Switchboard, Inc. The shelter is renamed New Directions and becomes part of the Child and Adolescent Division.

1987: Park Center's new office in Decatur is completed and occupied. Park Center's Day Therapy building is dedicated and renamed the Greenlee Building in honor of Dr. Greenlee, who retired from Park Center after 32 years of service.

The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) awards the Center with a three-year accreditation.

1989: Construction of Park Center's new office in Bluffton is completed and ready for occupancy. Two new adult coed group homes, Harmony and Haven House, open to make a total of four adult group homes. Harmony House is staffed as a crisis stabilization setting to be used as an alternative to hospitalization.

1990: A third child and adolescent group home, Noel House, is opened and named after Richard W. Noel, ACSW, who retired from Park Center in 1990 after 35 years of service. The Center received a second three-year accreditation from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

1991: Services are reorganized into three clinical Service Centers: Managed Care Services, Adult Community Services, and Child & Adult Services. A central intake process begins to improve consumer access to services. A major purpose of the reorganization is to minimize the impact of downsizing on consumer care.

1993: The Mobile Intervention Team is initiated to improve on-site emergency services to consumers in the community. A Professional Advisory Group is formed to provide direction to the service. The group is made up of community representatives including hospitals, the Alliance for Mentally Ill, the Mental Health Association, law enforcement and others. The initiative is part of the Center's successful effort to reduce hospital use.

Continuous Treatment Teams are initiated in Adult Community Services to better serve seriously mentally ill (SMI) adults. These teams are designed to improve continuity of care for consumers receiving several different services.

Total Quality Management is initiated throughout the Center. The purpose is to support continuous quality improvement. The Center receives a third three-year accreditation from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

1994: Inpatient Service is closed and Park Center enters into an agreement with Lindenview Regional Behavioral Services (Parkview Behavioral Health) for inpatient care to Park Center consumers.

1995: The Crisis Center is opened in the building previously used for Inpatient Services. The Crisis Center adds 24-hour service respite care for seriously mentally ill adults, and short-term housing for homeless mentally ill persons. The Mobile Intervention Team also becomes part of the Crisis Center to better integrate emergency services.

1996: Paul Wilson, ACSW, is named to the position of President and CEO after the departure of Dr. McKee in 1995. Park Center successfully completes and is awarded a fourth three-year accreditation by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Woodside Apartments, the first of seven federally subsidized apartment buildings sponsored by Park Center, opens on the south side of Fort Wayne to very favorable reviews by consumers.

1997: Waynedale Apartments, our second federally subsidized apartment building, opens to 24 consumers (October).

Family Education Services begin.

1998: A new structure for Daybreak is constructed at 909 East State Boulevard. The Family Education Center began operation as a joint effort between Park Center and the Fort Wayne Community Schools.

Park Center works with the Fort Wayne Alliance for the Mentally Ill to develop the Carriage House Clubhouse. The Clubhouse is incorporated separately. It opens its doors for members in early 1998. This Clubhouse provides psychosocial rehabilitation for the seriously mentally ill.

Park Center becomes a member of the Associated Service Providers of Indiana (ASPIN). ASPIN is an accredited statewide behavioral health network. The mission of ASPIN is to provide innovative educational programs, resource management, program development, and network management in collaboration with all healthcare entities to address health disparities.

1999: Park Center acquires a contract to manage the psychiatric services of Parkview Hospital. Paul Wilson, CEO of Park Center, is appointed as Executive Director of Parkview Behavioral Health and becomes a member of Parkview's senior management team.

Indiana Vocational Rehabilitation Services awards Park Center a grant for the development of Supported Employment Services.

2000: Seddlemeyer Apartments open. It is the third federally subsidized apartment building developed in the area with Park Center's assistance. It provides 18 consumers with their own long-term homes.

Daybreak, Park Center's shelter for abused and neglected children, opens a respite program to house infants and their teenage mothers.

A grant is awarded by the Indiana Division of Mental Health and Addiction Services (DMHA) for intensive community-based services for individuals coming from State Operated Facilities (SOF), and leads to the redesign of Haven House to serve these individuals.

The grant for Supported Employment (SE) is awarded for the second year to Indiana Vocational Rehabilitation Services. The Commission on Accreditation of Rehabilitation Facilities (CARF) awards the SE program a three-year accreditation for Employment and Community Services.

Park Center is awarded three-year accreditation by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). The Affiliated Service Providers of Indiana (ASPIN), of which Park Center is a member, is awarded network accreditation by JCAHO.

2001: Efforts are continued to deinstitutionalize patients from the State Operated Facilities (SOF) with the establishment of the Community Reintegration Program.

An Assertive Community Treatment (ACT) team is established to provide additional intensive outreach for SMI consumers in the community.

Park Center is instrumental in establishing a partnership to provide training for Fort Wayne's City Police Department in the "Memphis Model," forming the Crisis Intervention Team (CIT).

Day Treatment at Byron Health Center is established.

Collaboration to provide treatment services to those on Work-Release begins.

2002: Family Education Center (FEC) expands programming and moves to a new location at 3225 North Wells Street. Services include adolescents, Head Start children, elementary children on-site at school, and day treatment to children and adolescents.

Summer Day Treatment programs for children are developed in both Decatur and Fort Wayne.

Leslie House develops a collaborative effort with Phoenix Associates for services to sexually maladaptive boys.

A collaborative effort with Fort Wayne Women's Bureau is initiated to address the clinical needs of its residential program for addicted women with children.

Gambling Addiction Treatment Program is developed as an additional outpatient service.

2003: The Commission on Accreditation Rehabilitation Facilities (CARF) conducts a site visit to provide accreditation of the Center and a three-year accreditation is awarded.

Transitional Care Services (TCS) opens on Carew Street, providing additional space to double the capacity of the former Crisis Center to 30.

The Assertive Community Treatment (ACT) Team is certified by the State of Indiana and moved to the same facility as TCS to provide a coordinated continuum of services.

2004: New Freedom, a day treatment program, is established at the Wells Street facility for those with co-occurring mental illness and chemical abuse or addiction.

The Family Education Program moves to the State Boulevard campus, and grows significantly to serve more children and adolescents and the coordination of transportation with several schools.

Noel House shifts populations to address sexual maladaptive behaviors in young males due to increased demand for sexual offender services.

Administrative Services leads the charge to comply with federal laws regarding protected health information through the Health Insurance Portability and Accountability Act (HIPAA).

As a result of grants awarded by HUD, Richardville I and Richardville II Community Housing apartments open, adding an additional 28 units to the community housing continuum, which raises the total to 85 units in this program.

A partnership with Whittington is established to provide treatment services for its residential programs.

Daybreak Children's Shelter is closed and assumed by SCAN with major program modifications.

Three Wishes Early Childhood Therapeutic Day Treatment is established as a program of the Family Education Center. It is a licensed therapeutic program, serving preschool children with significant behavioral and psychiatric disorders.

2005: Evidence-Based Practices (EBPs) are implemented in the following areas: Illness Management and Recovery (IMR), Assertive Community Treatment (ACT), Supported Employment (Eagle Employment Services) and Integrated Dual Diagnosis Treatment (IDDT). EBP is the integration of clinical expertise, patient values, and the best research evidence into the decision making process for patient care.

Lee House, Park Center's residential group home for adolescent females, closes.

New Hope is developed in conjunction with the New Freedom Dual Diagnosis Day Treatment program. It serves the treatment needs of consumers with less severe psychiatric and addiction issues than those who are currently served by the New Freedom program.

Ground is broken in Bluffton, Indiana with the award of a sixth HUD grant for a 14-unit community housing apartment building. Completion is anticipated by winter of 2006.

2006: Ouabache Village Apartments, a Bluffton community housing complex for SMI with 14 individual units, officially opens in February of 2006.

The Chemical Dependency-Assertive Community Treatment Team (CD-ACT) is certified by the State of Indiana.

Park Center purchases the former Lindenvue building on Carew Street from Parkview Health Systems (March). The newly remodeled structure, which formerly housed Transitional Care Services (30 bed sub-acute unit) and the Assertive Community Treatment Team under a lease agreement, reopens (July) as a Park Center facility and grows to include CD/Addiction Services.

The Commission on Accreditation of Rehabilitation Facilities (CARF) conducts its second site accreditation. It awards the Center its second three-year accreditation. Several programs and processes receive exemplary commendations.

Park Center signs a contract with Genoa Pharmacy to establish an on-site pharmacy to serve consumers. The pharmacy offers consumers increased convenience and is an opportunity for medical staff to spend less time tracking medications and more time focusing on patient care.

The Bluffton office opens an early childhood therapeutic day treatment program, modeled after the Ft. Wayne program.

2007: In collaboration with Neighborhood Health Clinics, Inc., Park Center begins offering on-site primary care services. The service is provided on a part-time basis to Park Center consumers with physician and staff provided by Neighborhood Health Clinics. Our goal with the integration of primary care and mental health is improved care for consumers, who will benefit from the collaborative treatment of their physical and mental health.

Chemical Dependency-Assertive Community Treatment Team consumers are transitioned to receive services from the Assertive Community Treatment team.

A new residential facility, The Redwoods, begins treatment for adolescent males with sexually maladaptive behaviors. Community safety and prevention of future abuse is

the number one priority of treatment programming for this population. This staff-secure program is a collaborative effort with Phoenix Associates, Inc.

LifePlan, ParkCenter's employee assistance program, begins offering EAP services as a business entity no longer attached to Park Center.

After much time spent in development, an electronic medical record system is fully implemented.

A seventh HUD grant is awarded to Park Center for a 10-unit Community Housing Apartment building for SMI consumers adjacent to Waynedale Apartments.

2008: The Drop-In Center on S. Calhoun Street in Fort Wayne closes in July. A modified program is established at the Greenlee building, named the Greenlee Resource Center, to focus on ancillary, pre-vocational activity options for consumers.

Ground is broken for Waynedale II HUD 811 Apartments in fall of 2008. Occupancy anticipated in spring of 2009.

The Decatur office establishes an early childhood day treatment program in conjunction with the Decatur area school district. It is modeled after the Three Wishes program in Fort Wayne.

2009: Waynedale II HUD 811 Apartment construction is completed and occupied in May.

Park Center contracts with Essential Learning (EL), one of the few cost-effective learning management systems (LMS). It exclusively focuses on e-learning for behavioral health organizations to help meet training and accreditation requirements.

Park Center is awarded a three-year accreditation through the Commission on Accreditation of Rehabilitation Facilities.

Two adult residential group homes change locations to improve service to consumers. Haven House locates to the main campus. The move provides three additional placement opportunities and enables residents to make better use of main campus services. This move allows Quinn House residents to relocate to the former Haven House home, providing a more accessible setting over its previously leased home

2010: Park Center is designated as a research site for the *Recovery After an Initial Schizophrenia Episode* (RAISE) by the NIMH research project, which seeks to fundamentally change the trajectory and prognosis of schizophrenia through coordinated and aggressive treatment in the earliest stages of illness. RAISE is designed to reduce the likelihood of long-term disability, which people with schizophrenia often experience. Its goal is to help people with the disorder lead productive, independent lives. At the same time, it aims to reduce the financial impact on the public systems often tapped to pay for the care of people with schizophrenia.

Several programs are modified to meet new DMHA service guidelines along with other restructuring needs. Major changes included:

- Day Treatment is no longer an offered service. Three Wishes (Ft. Wayne), Treasure Chest (Decatur), and Bright Beginnings (Bluffton) Early Childhood Treatment will be offered on an individual basis at some community sites. New Freedom (day treatment for dually diagnosed) and on-site Outpatient Stabilization services programs close.
- Adult Intensive Rehabilitative Services (AIRS) program is established and merged with ACT Team and Transitional Care Services to become Intensive Support Services.
- Unity House (adult group home) closes and consumers transfer to Quinn House.
- Staffing on-site at HUD 811's is discontinued. Case managers are responsible for supervision/monitoring of consumers' safety and well-being.
- Staff office locations at the Novitsky building relocate to the main Center campus and Park Center Carew.
- Volunteer program closes.

Apple Spice Junction, an affirmative business, is launched in early November. This business provides catering services to corporate customers, and operates out of a remodeled kitchen at the Park Center Carew location. The goal is to have up to 20 different job slots to assist consumers with reintegrating back into workforce.

The Decatur office expansion is completed.

2011: Staff office completes move from the Novitsky building (which is no longer occupied by Park Center staff) in March.

Park Center discontinues gambling addiction treatment.

2012: Park Center receives a two-year grant from the state of Indiana to offer a Multicultural Health Initiative. Four sites serve as community, neighborhood-based operations: the Ft. Wayne Urban League, Neighborhood Health Clinics, Crime Victim Care of Allen County and Catherine Kasper Place. The program offers mental health and addiction services to minority and immigrant populations

Park Center enters into a contract agreement with Specialized Alternatives for Family and Youth (SAFY), serving their population's Medicaid Rehab Option needs.

Park Center begins providing a psychiatrist and nurse to assess the psychiatric needs of the residents at Kelley House. Kelley House supports the Allen County Community Corrections' core mission to ensure public safety. It applies appropriate interventions and treatments to assist in the recovery process of dual-diagnosed offenders sentenced to community supervision. Park Center medical staff assists residents with ongoing medication management in order to promote their recovery.

Park Center is again accredited for a period of three years. The latest accreditation is the fourth consecutive Three-Year Accreditation by the international accrediting body, CARF.

Essentia RX, an e-prescribing application, is fully integrated into Essentia, Park Center's electronic medical record.

2013: Park Center completes an expansion of the Bluffton office.

Addiction Outpatient Services develops an opiate detoxification protocol. The protocol is spearheaded by Dr. Don Marshall Jr. From 1997 to 2007, the milligram-per-person use of prescription opioids in the U.S. increased by 402 percent. The protocol is intended to have a positive effect on addressing the epidemic in our community.

Addiction Outpatient Services constructs a program to address adolescent substance abuse. The Family Empowerment Program's purpose is to lift adolescents from the grips of substance use and mental illness and guide them toward lifestyles that promote overall health and wellness.

The Multicultural Health Initiative acquires a new partner in Catholic Charities, a Fort Wayne-based not-for-profit organization that assists the in-need populations. The partnership is established upon the closing of Catherine Kasper Place.

2014: Beating the Blues, a computer-based cognitive therapy program, is added to Park Center's service line. The self-guided program allows moderately depressed individuals to learn cognitive therapy skills from the comfort of their homes, helping to reduce stigma associated with mental health.

A hospital inpatient unit is constructed at the Carew location. The 16-bed unit supports Park Center's vision to offer comprehensive mental health services to the community.

Park Center, Inc. receives hospital a three-year accreditation from The Joint Commission (formerly the Joint Commission on Accreditation of Healthcare Organization).

2015: Park Center begins to offer prolonged exposure therapy. The program incorporates dialectical behavioral therapy with prolonged exposure therapy to create a combined protocol associated with larger improvements than those associated with dialectical behavior alone. It offers a safe structure and method to assist individuals in overcoming traumatic events that impact daily life.

Addiction Services assists the Allen County Board of Health with its needle exchange program. The program, administered by the Board of Health, is implemented to reduce the spread of disease among intravenous drug users. It provides drug users with clean syringes and collects used needles. Park Center's role in the program is to provide recommended literature, which is added to the exchange kits. Staff are also on hand to provide assessments and counseling as well as referral options to individuals interested in pursuing recovery.

2016: Park Center establishes the Priority Clinic at Carew. The clinic provides emergent mental health care to the community. Available 24 hours a day, 7 days a week, it offers -to-face assessments for adults and children, hospitalization when necessary, as well as access to outpatient services and community resources.

Park Center hosts its first annual recovery-focused SHINE event. It features the stories of abuse survivors and their artwork.

Park Center develops plans for the implementation of an integrated care clinic at the Lafayette Medical Center. The care clinic will be behavioral/physical health home, where primary care and behavioral health care providers will work side by side to address a person's overall health and wellness. The site is chosen to meet the needs of an underserved population and to revitalize a neglected segment of Fort Wayne's medical infrastructure.

2017: Park Center earns the accreditation of The Joint Commission. The accreditation is valid for a three-year period.

Park Center participates in a cutting edge intervention for people experiencing the early stages of psychosis. The Early Break Psychosis Project is the development of a two-year study by RAISE (Recovery After Initial Schizophrenia Episode) that looked at specialty care in the early treatment of severe mental disorders. Park Center is one of two Indiana mental health centers selected to partner with the project. The project uses research, resources, and technology to intervene in disorders that can have devastating effects for individuals and their families.

Park Center hosts its second SHINE event; emphasis is placed on creating trauma-informed environments in the community.

Addiction Residential Services replaces Transitional Care Services. Park Center's Addiction Residential Program is a 15-bed treatment unit, serving adult males and females who need short-term stabilization for the disease of addiction. It offers specialized treatment plans in a structured environment, 24 hours/day. Upon completion of the program, residents transition to a level of treatment appropriate for their individual success.

Park Center's Health and Wellness opens in early November. The health home is established to address primary and behavioral health needs in one location. Unlike a "respond to illness" strategy, Park Center's health home strategy looks at a wider view of the person and works to promote health and vitality in all aspects of a person's life.

2018: The Multicultural Health Initiative is terminated on April 30. MHI was started with state grant funds in January, 2012. Park Center leadership chose to fund the initiative after the grant's conclusion in December, 2015. MHI took steps to advance the organization's cultural competent services, including developing a language access policy, providing

staff trainings on cultural competency, and providing community outreach to various underserved populations.

Park Center leadership take steps to establish an addiction residential facility at the agency's Carew location. The facility will build from the current offerings of the Residential Addiction program, growing it from 15 beds to 30 beds. The Residential Addiction program assists the Allen County court system in addressing the statewide opioid epidemic. The expansion will allow addicted individuals outside the court system to seek treatment.

Park Center hosts SHINE for the third consecutive year. The recovery-focused event features the stories of abuse survivors and their artwork.

The Rapid Recovery Team is established to provide short term, 7 to 10 – day, intensive case management services to individuals interacting with some level of emergency care or transitional setting, including inpatient treatment at Park Center Inpatient Unit or Parkview Behavioral Health, Priority Clinic, or group home/residential settings. The primary focus is to assist those in crisis to avoid unnecessary hospitalizations; move individuals through the continuum of care in a more efficient manner by focusing on housing resources and community support, bridge the gap between inpatient and outpatient services, and assure follow up clinic option services are attended.

Park Center joins Parkview Health's network of services on October 1. The formal affiliation with Parkview Health Systems establishes Park Center as a hospital under the corporate umbrella of Parkview Health, along with Parkview Regional Medical Center, Parkview Noble, Parkview LaGrange, Parkview Huntington and others. In the arrangement, Park Center will work closely with Parkview Behavioral Health and the Parkview Physicians Group to expand our client base and better serve our communities.

Park Center, Inc. Services

Park Center is dedicated to providing high quality, individualized mental health services.

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,

- Residential services,
- Inpatient 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, utilization management).

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 four Clinical Service Centers: Inpatient Services, Managed Care Services, Adult Community Services, and Child & Adolescent Services. These service areas are accredited by the Joint Commission. In previous years, Park Center was accredited by the Commission on Accreditation of Rehabilitation Facilities (2003, 2006, 2009 and 2012). It is now accredited by the Joint Commission of Accredited Healthcare Organizations (JCAHO) (2014). The specific areas and programs accredited by the Joint Commission include:

- Case Management / Service Coordination – *Continuous Treatment Team, Assisting Community Engagement Services (Case Management is available in Bluffton and Decatur, as well)*
- Community-Based Rehabilitation – *Byron Health Care and Carriage House,*
- Community Employment Services – *Eagle Employment Services,*
- Crisis Stabilization – *The Priority Clinic, Inpatient Unit*
- Intensive Family-Based Services, (Children, Adolescents & Adults) – *Home-Based Services (available at Bluffton and Decatur, as well)*
- Outpatient Treatment, Mental Health, (Children, Adolescents & Adults) – *Outpatient*
- Outpatient Treatment, Addictions, (Adult) – *Addiction Services*
- Outpatient Treatment, Addictions, (Child, Adolescent) – *Outpatient*
- Residential Treatment, (Integrated Alcohol and Other Drugs/Mental Health) – *Harmony House*
- Residential Treatment: Mental Health (Adults) – *Haven and Quinn House*
- Residential Treatment: Mental Health (Children and Adolescents) – *The Redwoods, Leslie House*

The PSP integrates Joint Commission’s standards with the Park Center Service Centers and program titles. These standards are met by more than one Service Center, under different Park Center program titles. Programs are offered in a variety of settings to provide service accessibility 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 consumers 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. Park Center contracts with Geonox for pharmacy needs, with a retail site located at the main and Carew campuses.

Addiction Services: Addiction Treatment Services provides recovery and consumer-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. 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 Women in Recovery group, address unique concerns. Family members and/or significant others are encouraged to become involved.
- *Random Drug Testing:* 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.
- *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 Addiction 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.
- *Medication Assisted Treatment:* a multi-disciplinary team provides pharmacotherapy using the American Society of Addiction Medicine National Practice Guidelines for the Use of Medications in the Treatment of Addiction Involving Opioid Use to treat opiate use disorder and other substance use disorders.
- *Harm Reduction:* Harm Reduction – a treatment and prevention approach that encourages addicted persons to actively pursue abstinence; it begins with a taper

strategy and follows through with referral to clinically indicated level of outpatient addiction treatment. Focus aims to improve overall life functioning.

- *Clinically Managed High Intensity Residential Treatment:* A comprehensive residential program that provides in excess of 50 clinical hours of treatment per week while implementing nationally recognized treatment. The purpose of the program is to stabilize the substance use disorder(s) and transition to an appropriate next level of care.

Inpatient Services

Inpatient Unit: The inpatient unit is staffed with licensed nurses, clinical nurse specialists and psychiatrists. The 16 bed unit provides medical and supportive assistance to seriously mentally ill adults in need of hospitalization. Focus is on stabilization and short lengths of stay.

Consumers are linked with Park Center's services to enable a successful and quick return to the community. Park Center also contracts with Parkview Behavioral Health for inpatient services.

Adult Community Services

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

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

Hospital Liaison: Hospital Liaison staff is responsible for the case management of consumers' 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 System of Care to assure the most appropriate treatment for consumers.

Walk-In Clinic: The Walk-In Clinic provides emergent mental health care to the community. Trained crisis workers are available to talk 24 hours a day, 7 days a week. Voluntary calls and walk-ins are accepted. It offers face-to-face assessments for adults and children, hospitalization when necessary, access to outpatient services and community resources. The Priority Clinic is located on the upper level of Park Center Carew.

Intensive Support Services:

- **Assisting Community Engagement (ACE) Team:** The Assisting Community Engagement team (ACE) provides care coordination and activities of daily living (ADL) training/management services to consumers with the most intense needs to help reduce/avoid acute hospitalizations. This community-based team goal is to provide support for the consumer's maximum recovery and enhance the individual's quality of life.

- **Care Management Services:** Care Management Services is a 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. Staff provides rapid linkage and coordinates the services a consumer might require to expedite their timely discharge from acute hospital care services.

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 is also co-ed and assists residents with participating in programs in the Park Center continuum and in the community.

HUD 811/Community Housing Program: In coordination with HUD (Housing and Urban Development), the Community Housing Program offers federally subsidized apartment living with on-site supportive case management services. Individuals referred to the Community Housing Program must be eligible to receive HUD assisted housing, need supportive services to be successful with independent living and have a behavioral health disabling condition. In Fort Wayne there are six housing communities: Waynedale I; Waynedale II; Richardville I; Richardville II; Woodside and Seddlemeyer. Additionally, the community of Bluffton is served by Ouabache Village. In total, there are 105 apartment units.

Homeless Out Reach Services – PATH: Projects for Assistance in Transition from Homelessness: This outreach team provides service to adults with serious mental illness, including those with co-occurring substance use disorders who are homeless or at imminent risk of homelessness, and are not being served by the mental health system. Outreach, engagement, education, referral and supportive services are important components of the PATH team.

Permanent Supportive Housing for Homeless Individuals: Forty HUD subsidized apartments make up the Permanent Supportive Housing program which is available to certain individuals who are literally homeless. The program is for single households only and individuals prioritized for this program must be dealing with the complex challenges of those experiencing long-term homelessness, have very low income, a serious or persistent mental health disabling condition and other health related issues.

Continuous Treatment Team: The Continuous Treatment Team (CTT) assures continuity of care for persistently mentally ill adults. The team consists of recovery specialists and community care specialists. Services are designed to support independent living, and include care coordination and supportive assistance to help the consumer cope with the demands of day-to-day living. CTT staff provide reach-in services to consumers residing in HUD 811's.

Assisting Community Engagement Services (ACE): The ACE team works to provide care coordination/ADL training/management services to consumers with the most intense needs to help reduce/avoid acute hospitalizations. The goal of this community-based team is to support the individual's recovery and help enhance quality of life.

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): 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 is embedded in other Park Center programs to facilitate access and support of consumer efforts toward vocational goals.

Eagle Resource Center: This ancillary program provides recovery and support to adult clients who are working toward vocational readiness and/or community volunteerism. Services are open to any adult client interested in employment or volunteerism.

Apple Spice Junction: Park Center offers supportive employment through Apple Spice Junction. The affirmative business employs individuals who have recovered from major mental illnesses. Apple Spice Junction provides clients the opportunity to re-master basic job skills, and to update their resume with a timely job reference. Every time someone orders from Apple Spice Junction, they receive great food at a competitive price, and they help individuals who have had major life challenges make significant progress in reaching their goals and dreams. To place an order, call (260) 969-8450.

Community-Based Rehabilitation: The Carriage House Clubhouse provides rehabilitation services to optimize consumers' 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.

Child and Adult Services

The Child and Adult Service Center provides outpatient mental health services for children, adolescents and adults. Treatment options include: individual, group and family therapy for behavioral health and addiction needs, psychological testing, school intervention and intensive treatment options for children and adolescents. Child and adult services also are provided in Adams and Wells counties with offices in Decatur and Bluffton, Indiana.

Adolescent Residential Sexual Health Programs: The Sexual Health Programs offer holistic, evidenced-based, individualized treatment for youth who have sexually harmed and their families, with the goal of preventing recidivism and developing the youth's capacity to succeed in his community. The Redwoods Child Caring Institution and Leslie and Noel House Group Homes provide residential treatment for males ages 12-19 who are referred, most often, by county DCS or county Juvenile Probation Departments.

In-School Skills: ISSP provides social skill development and assistive case management services in 11 different FWCS elementary classrooms. Our caseworkers provide individual and group activities of daily living (ADL) skill development in the classrooms. They assist FWCS teachers with behavior management methods. We are available to FWCS to provide consultative services. We work with the parents / families through school conferences, phone contact and / or home visits. Caseworkers are also available to assist parents with psychiatric services such as medication management and keeping appointments.

Intensive Family-Based Services: Home-Based Services provide 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. Primary referrals come from Department of Children Services.

Outpatient: Individual, group and family therapy is available for individuals 5 years of age and older. The goal of service is to support the individual and/or their families to promote maximum satisfaction and functioning in daily life. Treatment focuses on the strengths of the individual and family unity. It is provided in the least restrictive level of therapeutic care.

- Individual, Group, and Family Therapy: 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.
- Psychological Testing: Psychological testing provides a comprehensive assessment of intellectual and personality functioning. It is used as an adjunct to treatment and to assist in making a differential diagnostic and treatment plan. The assessment includes personality, intelligence, developmental, neuropsychological and vocational components.
- Psychology Internship: The internship program offers a one year supervised internship for doctoral students in counseling or clinical psychology. The internship is accredited by the American Psychological Association.

Bluffton Office: This extension office provides adult and child outpatient counseling, case management, addiction services, and emergency interventions. Services are provided in the office and at in-school and community-based settings. Psychiatric services are available with a nurse practitioner. Bluffton's continuum includes Ouabache Village, a 14-unit, HUD 811 apartment complex staffed by mental health professionals 5 days per week.

Decatur Office: This extension office provides adult and child outpatient counseling, case management, addiction services, and emergency interventions. Services are provided in the office and at in-school and community based settings. Psychiatric services are available with a nurse practitioner. This office administers Peaceful Solutions, an Adam's county batterer's intervention program. Peaceful Solutions is certified through the Indiana Coalition Against Domestic Violence, and is modeled after the program operated by The Center for Nonviolence in Fort Wayne, Indiana.

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 and management of critical incidents.

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 consumer billing, claims 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 are 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, 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 – The Joint Commission: Park Center is accredited by the Joint Commission on Accreditation of Health Care Organizations. As part of that process, the Center demonstrated compliance with standards in Organizational leadership, Management, Quality Improvement, and General Program Standards. Park Center undergoes the accreditation process every three years, with annual self-assessments to identify areas of improvement.

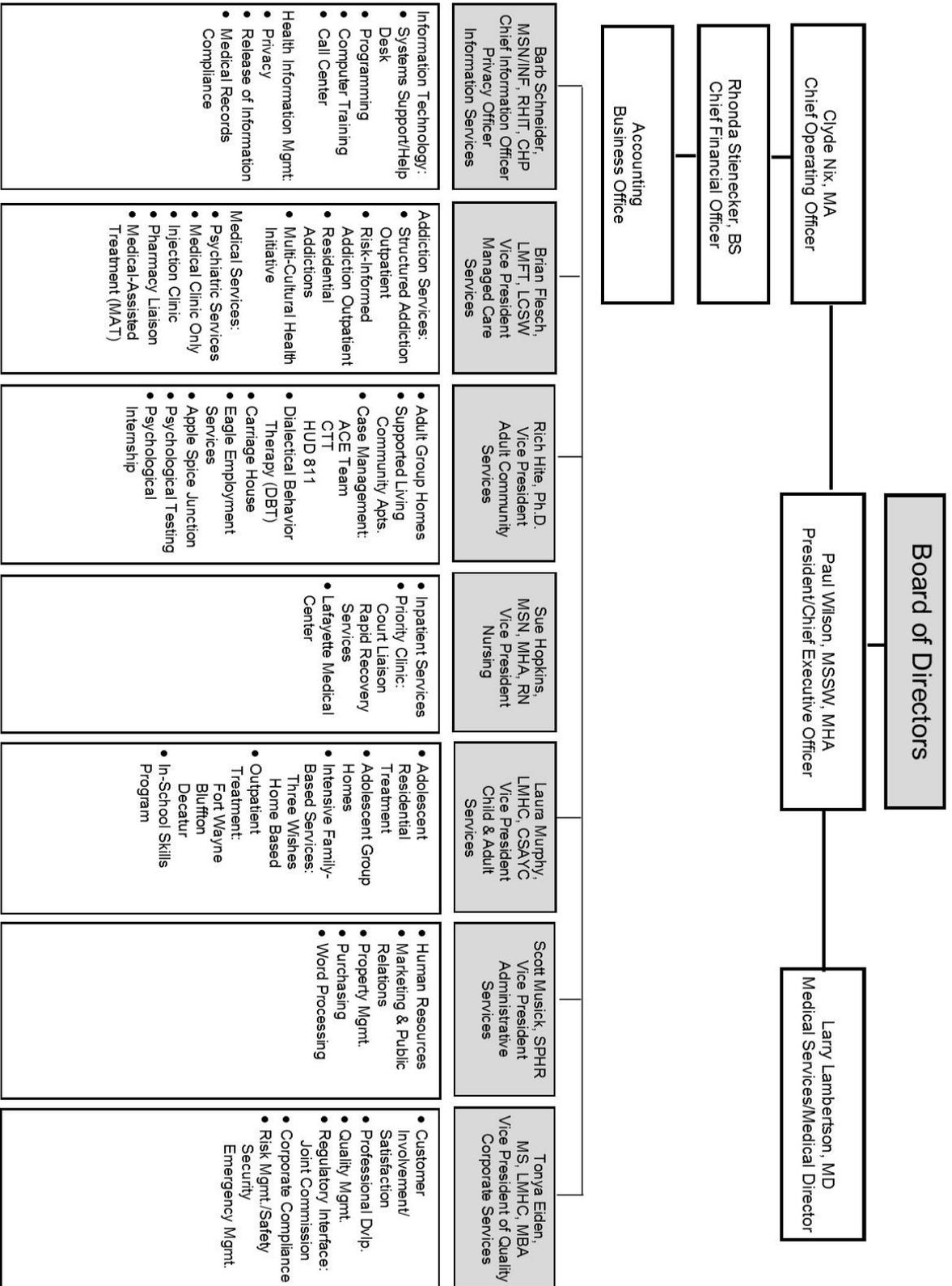
Corporate Compliance Program: Park Center is committed to conducting itself as a good organizational citizen with the utmost of professional integrity and honesty. The Center specifically recognizes a responsibility to assure that all its activities and those of its employees and agents meet the highest 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 consumers.

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 consumer. The Center is committed to preserving and protecting the privacy of all consumer 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 include: the Chief Executive Officer (CEO) Chief Operating Officer (COO) and Chief Financial Officer (CFO).

Park Center, Inc. Organizational Chart



Org chart 08/18

PARK CENTER, INC.

GRADUATE STUDENT INTERNSHIP APPLICATION

Student Name: _____ Date of Birth: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____ E-mail Address: _____

Phone: _____

Emergency Contact Name/Number _____

Faculty Advisor's Name: _____ Advisor's Phone: _____

Advisor's Email: _____

Academic Institution & Address: _____

Internship Program (Social Work, Mental Health Counselor, etc.): _____

Is this program accredited? yes / no If yes, accredited by: _____

Year in Program: _____ Degree Being Pursued: _____

Placement Start Date: _____ Placement End Date: _____

Weekly Hours: _____ Total Placement Hours: _____

Official Graduation Date: _____

How did you learn about Park Center internship opportunities? _____

List 1st and 2nd Park Center program preferences:

1) _____ 2) _____

Have you ever been an employee or student at Park Center?

If yes, please list dates and position (s) _____

Specify years of experience in mental health: _____

List the names of the two (2) references, beside your faculty advisor, who will be submitting letters of recommendation, as well as their credentials, phone number, and email address.

1) _____

2) _____

PARK CENTER, INC.

GRADUATE STUDENT INTERNSHIP APPLICATION

Preferred Population: Do you have a preference for working with a particular client group? Describe what type of work you would like to do with this group. What client groups have you worked with previously, and what coursework do you have had related to working with this population?

Goals & Objectives: Identify three primary educational goals, as well as any special interests you may have in mind for this placement experience.

Personal Strengths: What do you consider to be your strongest personal assets as a developing professional? How do you see your placement experience at Park Center as enhancing your effectiveness?

Skill Development: What specific professional skills do you wish to acquire or enhance while at Park Center?

Career Goals: What are your specific goals after graduation? How do you envision your experience at Park Center contributing to those goals?

Site Selection: Why did you decide to apply to Park Center? What interests you most about community mental health?

Please add any additional information that will help us in tailoring your internship experience at Park Center. Feel free to use a separate paper if needed.

Applicant Signature _____ **Date** _____

