

**THE APA-ACCREDITED
CLINICAL AND COUNSELING PSYCHOLOGY
INTERNSHIP**

2019-2020

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“Accredited by the American Psychological Association Since 1987”

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TABLE OF CONTENTS

INTRODUCTION.....	4
INTERNSHIP FACULTY	6
MISSION, GOALS AND MODEL.....	9
SUMMARY OF INTERNSHIP EXPECTATIONS	13
OVERVIEW OF INTERNSHIP YEAR.....	13
INTERNSHIP BENEFITS	13
APPLICATION PROCEDURE	14
INTERNSHIP TIME FRAME	15
SCREENING AND SELECTION PROCEDURES.....	15
INTERNSHIP PROCEDURE AND GUIDELINES.....	17
MISSION.....	18
PARK CENTER MISSION AND VALUES:.....	18
HISTORY OF PARK CENTER:	19
PARK CENTER SERVICES	27
MANAGED CARE SERVICES:	28
ADULT COMMUNITY SERVICES:.....	29
CHILD AND ADULT SERVICES:.....	31
ADMINISTRATIVE SERVICES:	32
CORPORATE SERVICES:	33
EXECUTIVE SERVICES:.....	35
PARK CENTER ORGANIZATIONAL CHART.....	36
FORT WAYNE AREA DATA	37
COST OF LIVING/HOUSING	37
EDUCATION.....	37
MEDICAL.....	37
CULTURE/ARTS	38
RECREATION.....	38

**THE APA-ACCREDITED
DOCTORAL INTERNSHIP IN
COUNSELING AND CLINICAL PSYCHOLOGY**

INTRODUCTION

The psychology internship program at Park Center, Inc. was established in August of 1987. This internship, developed within the context of a community mental health center, affords the intern with a broad continuum of clinical training opportunities including assessment, evaluation, consultation, planning, and direct treatment in a multi-disciplinary, culturally diverse setting. The interns work with a widely varied client population in different service modalities, as well as, receive training through weekly supervision and didactic seminars. Park Center's psychology internship provides broad-based eclectic training in clinical work with children, adolescents, adults, their families, as well as training in supervision and consultation in step with today's changing healthcare requirements.

Current healthcare and political changes necessitate careful preparation in order to practice effectively in this changing milieu. Park Center is a forerunner in staying informed of changes and in assuring that interns understand the implications of these changes and are prepared to practice accordingly.

The theoretical orientation of the psychology internship reflects the diversity of the internship training staff. Cognitive-behavioral, psychodynamic, systemic, dialectical behavioral and developmental orientations are represented among the supervisory staff. Short-term and brief psychotherapies are emphasized though not to the exclusion of appropriate long-term modalities. Understanding of, and being responsible for, effectively working within a multi-disciplinary setting is emphasized.

Using a scholar-practitioner paradigm, interns are assisted in developing a range of applied skills as they integrate their clinical experiences with theory and empirical research. Understanding and demonstrating the ethical practice of psychology is paramount.

Expectations of Applicants: Internship applicants must have a significant interest in clinical practice with a diverse population, beginning to intermediate level clinical skills, strong commitment to the professional practice of psychology, and a substantial background in psychological testing and evaluation, including coursework and practicum. Additional prerequisites include:

Required prerequisites for application:

- 1) A Master's degree in a behavioral health discipline (e.g. psychology, social work, mental health counseling).
- 2) A minimum of 600 intervention hours.
- 3) Completion of coursework or a seminar/training workshop on administration and interpretation of the Rorschach. Experience administering the instrument with actual clinical populations is preferred.
- 4) If you match with Park Center, in accordance with Park Center policy, at the beginning of internship in August, the intern must submit to a urine drug screen during the first work day of internship or as soon as possible thereafter.
- 5) A clean driving record.

The psychology internship program at Park Center is fully accredited by the American Psychological Association and is a member of the Association of Psychology Post-Doctoral and Internship Centers (APPIC). Park Center, Inc is also accredited by the Joint Commission on Accreditation of Health Care Organizations (JCAHO).

PRIMARY INTERNSHIP FACULTY

Ina S. Carlson, Ph.D., ABPP

Purdue University, 1982

Counseling Psychology

Indiana License #20090244 (HSPP)

Areas of Interest and Research: Clinical supervision, psychological testing, program planning and coordination, community intervention, family issues.

Theoretical Orientation: Cognitive-behavioral, feminist, systemic, psychodynamic.

Jason Cook, Psy.D.

Forest Institute of Professional Psychology, 1999

Clinical Psychology

Indiana license #: 20041587A (HSPP)

Areas of Interest and Research: Dialectical Behavior Therapy (DBT)

Theoretical Orientation: Cognitive Behavioral / Systems / Existential

Richard L Hite, Ph.D.

Purdue University, 1987

Clinical Psychology with sub-specialty in health psychology and organizational development

Indiana license # 20040394A (HSPP)

Areas of Interest: Positive psychology/strength-based treatment, individual evidence-based approaches, health psychology, organizational behavior and systems, consultation/coaching, mediation.

John Musgrave, PsyD.

Illinois School of Professional Psychology – Chicago, 2001

Clinical Psychology with a minor in Health Psychology

Indiana License #20041940A (HSPP)

Areas of Interest and Research: Psychological Testing/Assessment/Suicide Assessment, Triage, and Stabilization.

Theoretical Orientation: Cognitive Behavioral and Client Centered

John Newbauer, Ed.D.

Ball State University, 1977
Educational Psychology and Psychology
Indiana Licensed Psychologist (HSPP)

Areas of Interest and Research: Adlerian Psychology, Forensic Evaluation, Assessment.

Theoretical Orientation: Adlerian Psychotherapy

Courtney Washington, PsyD

Illinois School of Professional Psychology- Chicago
Clinical Psychology

Areas of Interest and Research: Subjective well-being, Materialism, Impacts of the media, Group Dynamics, LGBTQ issues, Feminist Issues

Theoretical Orientation: Dr. Washington practices from a primarily psychodynamic perspectives with influence from feminist theory and group relations/ systems lens.

Evan Goodman, PhD

Gallaudet University- Washington, D.C.
Clinical Psychology

Areas of Interest and Research: Psychological Assessment.

Stephen Ross, PsyD, ABPP

Illinois School of Professional Psychology- Chicago, 1990
Clinical Psychology
Indiana Licensed Clinical Psychologist

Areas of Interest and Research: Individual, marital, and family therapy, forensic psychology (competency to stand trial, mental status at time of offense, criminal sentencing, child custody, personal injury, malpractice), state psychology board, ethics, and assessment of public safety personnel.

Theoretical Orientation: Time-limited Therapy and Cognitive Behavioral

The Clinical and Counseling Psychology Internship at Park Center, Inc. Mission, Goals, and Model

Mission: It is the mission of the Park Center Inc. Pre-Doctoral Clinical and Counseling Psychology Internship program to prepare interning psychologists for ethical, competent, and culturally sensitive practice in a multidisciplinary community mental health setting. It is our goal for interns to complete our program with competence in assessment, evaluation, and treatment of a community population of children through adults and to be excellent models of professional psychologists. Further, it is our goal for interns to be capable of planning, implementing, and evaluating treatment as direct providers, supervisors, and consultants. It is our intent that interning psychologists graduate from our program with a clear sense of self as a professional psychologist in a changing political healthcare environment.

Goals: Each goal listed below is developed throughout the internship year with specific objectives, requirements, and methods of evaluation to ensure that the intern demonstrates accomplishment in each area upon completion of the program.

Interns will leave our program with the following:

1. Awareness of their own cultural biases and with a demonstrated ability to function with sensitivity and competence with those of other cultures.

Requirements: Seminar participation, discussions in individual and group clinical supervision, documentation of a diverse caseload, case presentations demonstrating ability to integrate and conceptualize a case incorporating diversity variables.

2. Professional competency in preparing integrated psychological testing reports utilizing objective and projective measures.

Requirements: Seminar participation, individual supervision, completion of at least 12 psychological testing batteries incorporating objective and projective measures, documentation of satisfactory evaluation by supervisory staff.

3. Professional competency in assessment and diagnosis of clients in all diagnostic categories and age groups.

Requirements: Seminar participation, completion of at least one intake assessment per week (totaling at least 35 by the end of the training year), documentation of a varied caseload, documentation of satisfactory evaluation by supervisory staff, case presentations demonstrating ability to assess and diagnose clients, presentation of comprehensive case conceptualization skills.

4. Professional competency to develop and execute a treatment plan utilizing research supported methods of treatment.

Requirements: Seminar participation, discussion in individual and group clinical supervision, review of treatment plan documentation, case presentation demonstrating use of relevant literature to support the treatment approach, presentation of comprehensive case conceptualization skills, documentation of at least 16 face-to-face client hours per week in group and individual psychotherapy, co-leadership of at least one group, documentation of satisfactory evaluation by supervisory staff.

5. Professional competency in providing pragmatic consultation and research assistance to programs in a community mental health care setting.

Requirements: Development of a consultation project with an internal department or external agency demonstrating consultation and research skills, consultation seminar participation, written report and presentation of consultation project process and results.

6. Professional competency in providing supervision to others.

Requirements: Participation in supervision seminars and supervision of supervision sessions, provision of supervision to peers and other professionals.

7. A clear sense of identity as an ethical and professional psychologist that is knowledgeable of the current mental health milieu.

Requirements: Participation in group professional development supervision, individual clinical supervision, seminar attendance, presentation of relevant articles at case staffings, presentation of comprehensive case conceptualization skills, presentation of theory of change papers, documentation of satisfactory evaluation by supervisory staff.

Training Model: Our training model is best described as Scholar-Practitioner, utilizing a developmental and mentoring approach in supervision.

Components include:

A. Supervision: This is a core element of the internship. Each intern receives a minimum of 4 hours of supervision per week, of which three hours will be individual supervision and one hour group supervision for testing cases. Psychologist supervisors actively supervise within the context of the scholar-practitioner model, utilizing research supported interventions and theoretical source information. Through a close supervisory relationship, the intern develops both professional self confidence and a meaningful integration of theory with practice.

B. Professional Development Supervision: The internship committee member leads a one hour supervision which emphasizes self evaluation, case conceptualization, linking treatment to research and theory and other topics relevant to professional development. The professional development supervision time is also utilized for supervision of consultation projects and for supervision of supervision.

C. Broad Based Training: Broad based training takes place in a multidisciplinary milieu with a wide range of clients of a community mental health facility. This population includes seriously and emotionally disturbed children and adolescents and their families, seriously and persistently

mentally ill adults from early adulthood to geriatric and individuals and families with less serious problems. Treatment settings include outpatient, inpatient, crisis intervention/triage (Priority Clinic), group home, home-based and day treatment programs. Treatment modalities include group, individual, couples, and family therapy. Psychological testing, consultation with medical services and case management services are also important modalities of assessment and connection with multiple disciplines.

D. Various program placements: Each intern will have the opportunity to work in several different settings within the community mental health center.

Primary Placements: (1 Intern per Site, 2 days per week, unless noted differently):

- Fort Wayne Outpatient Department (each intern will be doing 3 days in this location already, if an Intern picks this as their Primary Placement, another experience will be added for 1 day, this will be either SMI work at our Inpatient Unit or in our Priority Clinic).
- Decatur office (1 of the 2 days per week, must include Staffing Days: Thursdays), may take up to 2 Interns this year.
- Dialectical Behavioral Therapy (DBT) Department
- Adolescent Group Homes and Staff Secure Facilities: Note that there will be evening work with these populations, thus your days will start later the days you are working at this placement.
- 3-Wishes (Developmental Psychology) and Head Start (later in year, Lafayette Medical Center location)

Additional Mandatory Rotation: Addictions: All Interns will do a 6-month rotation in Addictions Treatment. This will be comprised of a combination of outpatient and residential addictions treatment.

Additional/Optional Learning Opportunities: (these are to be worked out with the Intern, Supervisor, and Leader of each respective area below):

- Severely Mentally Ill Population Rotation: Running groups in the Park Center Inpatient Unit, conducting Level-Of-Care evaluations to determine need for hospitalization in our Priority Clinic, working with our ACE Team and Case Managers providing direct care to clients with SMI in the community. (Carew Street Location)
- Additional Psychological Evaluations: Ongoing throughout year (above and beyond requirement of 12 full testing batteries). This Intern would get preference when in-house, more diverse psychological evaluation referrals are triggered.
- Forensic Assessment (totals about 2 months of time, 1intern maximum): This is done with Dr. Steve Ross via his private practice. Note: Dr. Ross usually can provide little advance notice regarding when cases present, thus the Intern interested in this needs to be flexible on multiple levels.

E. Psychology Seminars: A seminar series is provided specifically for psychology interns consisting of a two hour weekly seminar meeting from August to July. Topic areas include: professional ethics, diagnosis and treatment planning, diversity and cultural issues, case

presentations, play therapy, and theories of treatment to name several. While the majority of seminars are presented by psychologists from within Park Center other professionals are included. Presentations are didactic, research-based and interactive in nature. Each Seminar is evaluated at the conclusion and feedback is given to the presenter.

F. Consultation: Each intern selects a consultation project in which he or she will provide consultation to a department within Park Center, or to a community agency, by utilizing research and programming skills. His/her contribution is expected to reflect the unique skills of research and planning and should contribute positively to the growth and improvement of Park Center. Consultation theory will be taught in didactic and group discussion format throughout the year in our Professional Development time from 11am-12pm on Mondays.

G. Supervision of Supervision: Each intern is provided the opportunity to provide supervision to a staff peer for a portion of the internship year. This is backed by an ongoing seminar on supervision teaching theories and models of supervision which occurs throughout the year during our Professional Development time from 11a-12pm on Mondays.

H. Evaluation: Each intern is formally evaluated twice yearly with written evaluations provided to the intern's school. Interns also evaluate his/her supervisors at the end of the training year. In addition, interns receive written feedback on their monthly case presentations. Participation in seminars, case and other material presentations, interaction in supervision and interaction with peers and other staff on the multidisciplinary team all contribute to the evaluation process. The evaluation process is designed to compliment and encourage the intern to achieve competence in the goals established for the internship and the goals the intern has established for him/herself. Interns' feedback about the quality of supervision and seminars is valued and actively utilized in making changes to the internship to enrich the learning experience. Interns provide written evaluations following each seminar. They will give written and verbal feedback of the program as a whole, both while in internship and after the internship is completed.

Additional Features:

Intern Support: The intern class is encouraged to support each other as a cohort and is encouraged to meet at least weekly for lunch. Alternatively, an optional support group is offered upon request to those who wish to participate. This group would be provided by an experienced clinician who is not connected in any other way to the internship. This format is confidential and non-evaluative. This will be provided should the Interns request this service. A request is done by asking any Primary Supervisor and/or the Director of Training.

Dissertation Support: Interns are expected by psychology staff to make progress on their dissertation. After all paperwork and clinical hours for the week are up to date, interns may use spare time to work on their dissertation during time at the office or while working from home. Interns may take time during the work week to defend the dissertation. In the event that an intern has already completed his or her dissertation, or completes the dissertation during the internship year, time may be taken to complete interviews for employment the following year.

Attendance to continuing education programs is encouraged. Interns are encouraged to participate in the multiple opportunities provided by Park Center to obtain CEU's through trainings by professionals brought to our community as well as in-house training.

Summary of Internship Expectations

1. Conduct therapy with an average of 16 face to face client hours per week. Interns are expected to complete a minimum of 2000 total internship hours during the year. The expectation is for a 40-hour work week over the span of 5 days (**Monday thru Friday**) weekly.
2. Complete at least 12 full psychological testing batteries demonstrating testing proficiency.
3. Co-lead at least one therapy group for the course of the internship.
4. Satisfactory completion of the consultation project.
5. Satisfactory completion of the supervision requirement.
6. Video or audio recording client therapy sessions at least once per week (Interns should have approximately 20 recordings by the end of the training year). For psychological testing, interns are expected to provide recorded samples of test administration and feedback sessions.
7. Present cases at seminar utilizing relevant treatment literature to inform case conceptualization and incorporating a cultural understanding of the client.
8. Attend weekly psychology seminars. Interns are *encouraged* to ***NOT*** take PTO on Mondays so as to ensure attendance at didactic seminars and professional development, as well as testing group supervision.
9. Obtain a minimum of four hours of supervision per week. ≥ 3 of these 4 hours will come in the form of Individual Supervision with a Licensed Clinical Psychologist.
10. Provide a scholarly professional presentation for Park Center, Inc. Staff on either an area of clinical interest/expertise or research. In addition, provide a scholarly professional presentation for the Fort Wayne/Northeast Indiana community that will be facilitated by your Supervisor.
11. Exhibit professional and ethical conduct at the workplace. This includes, but is not limited to, being ***punctual*** and ***respectful*** with all colleagues and Staff/Presenters, etc.
12. Complete paperwork in a ***timely*** and ***professional*** manner. General guideline for "timely" would be notes/intakes done within 48 hours of service, and psychological testing reports finalized (i.e., signed by supervisor and sent to referral source) within 3 weeks of completion of the testing administration.
13. In accordance with Park Center, Inc. policy, the intern must submit to a urine drug screen during the first work day of internship or as soon as possible thereafter.
14. Interns are strongly encouraged to ***dictate*** psychological testing reports. Dictation is a unique skill set that helps with being more efficient and it will be helpful to learn this skill on internship.

15. Document all clinical hours and have them reviewed and signed **MONTHLY** by Supervisor using the forms provided or forms provided by your school.

INTERNSHIP BENEFITS

Park Center will award five - \$23,670.40 per annum Clinical and Counseling Psychology Internship Program stipends.

1. Eight holidays and 13 days off (vacation/sick) for a total of 21 paid leave days.
2. Health insurance, including optional dental. **Note: Health care benefits are effective 30 days from internship start date.**
3. Participation in Park Center's 403B Diversified Retirement Plan.
4. Coverage by Park Center's liability/malpractice insurance policy.
5. Mileage payment for approved Park Center business-related travel.
6. Use of Park Center's facilities (e.g., library, staff lounge, fitness center).
7. Shared and private office space with computer.
8. Access to equipment (e.g., copier, audio-visual, computer).
9. Support services (e.g. general secretarial services).
10. Participation in staff training activities (e.g., in-house training events and Professional Training Series).
11. Participation in Park Center staff activities (holiday luncheon, annual picnic, etc.)

APPLICATION PROCEDURE

To request a copy of the Clinical and Counseling Internship manual, or if you have any questions about the internship process, please contact:

John Musgrave, Psy.D.
Psychology Internship Director of Training
Park Center, Inc.
909 E. State Blvd.
Fort Wayne, Indiana 46805
(260) 481-2700 ext. 2108
Fax (260) 481-2824
Email: john.musgrave@parkcenter.org

The preferred method of communication is via email.

Before any internal action will be initiated, the applicant must electronically submit the following data to the APPIC Portal.

1. A completed APPIC Application for Psychology Internship (AAPI), Parts 1 and 2 (Part 2 is the verification of readiness for internship).
2. An official transcript(s) of academic record(s) of all graduate work.
3. A vitae or resume.
4. Three (3) letters of recommendation from a combination of:
 - a. major professor
 - b. practicum supervisor
 - c. other faculty members who are familiar with applicant's academic and applied performance.

INTERNSHIP TIME FRAME

Application deadline: November 26

Notification of interview: By no later than December 20

Notification of acceptance: APPIC guidelines for official match date followed.

Internship period: From August 1 to July 31

SCREENING AND SELECTION PROCEDURES

1. All prospective interns will submit the electronically completed internship application packet to the Psychology Training Director by November 9.
2. The Psychology Training Director will notify prospective interns about their interview status by no later than December 15.
3. Those selected for an interview will be invited to attend a half day individual interview in January. (Note: alternative dates or phone interviews can be arranged.)
4. APPIC's match policies will be followed.

INTERNSHIP PROCEDURES AND GUIDELINES

1. Interns must comply with all Park Center personnel policies and procedures, including a urine drug screen upon the start of the internship year.
2. Students accepted for internship shall report to the Psychology Training Director on the agreed upon date and time. Interns will be provided with orientations to the Internship as well as to Park Center, Inc as an agency. A written copy of Internship and agency policies will be provided to interns or made available to interns via Park Center intranet (e.g. computerized files)
3. Interns must sign and submit the Confidentiality Statement and Health Certification forms to the Psychology Training Director on the first day of their internship.
4. Interns and their supervisors shall complete and submit the intern's mid term and final evaluation reports to the Psychology Training Director.
5. The Psychology Training Director is responsible for completing and forwarding any materials required by the school regarding the intern's performance to the intern's Director of Clinical Training.
6. The intern's supervisors are responsible for providing ongoing supervision and monitoring of the intern's performance.
7. Interns shall attend department/program meetings, case conferences, and staff training events deemed appropriate by their supervisors. Students are required to attend Park Center's staff training events free of charge during their internship. The interns shall attend all Internship Seminars.
8. The Psychology Training Director shall be immediately informed by the intern and/or the intern's supervisor of any problem(s) or potential problem(s) between Park Center, the intern and/or the academic institution. The intern's Director of Clinical Training shall be invited, in writing and through informal telephone contacts, to provide information regarding their expectations for the internship and to visit the training site in order to see the facility, meet the staff and become better informed about the training program.
9. At the end of the internship interns shall complete and submit a student Internship Evaluation Form to their supervisor and the Psychology Training Director.
10. All licensed psychologists shall participate in the internship program in order to provide the interns with a variety of role models. Further, the intern may elect, and the Psychology Internship Committee may request, that the intern change/add psychologist supervisors in order to expand their experience base.

PARK CENTER, INC.

MISSION, HISTORY, AND SERVICES

July 2017

Park Center is the largest Mental Health Center in Northeast Indiana, established 60 years ago. With an annual budget of more than 22 million dollars and over 350 employees, Park Center served 7,897 clients last fiscal year through 30 client service programs. Services are provided through three clinical service centers: Managed Care Services, Adult Community Services, and Child and Adult Services. In addition, Medical Services, which is staffed by four psychiatrists and three 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 MISSION AND VALUES:

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.

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 clients 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 customer satisfaction by being 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.

HISTORY OF PARK CENTER:

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 formed the first Board of Directors for the Fort Wayne Child Guidance Clinic.
- 1950: Staff were hired and services began at the first Fort Wayne Child Guidance Clinic.
- 1954: The Child Guidance Clinic was reorganized under standards established by the American Association of Psychiatric Clinics for Children. Robert L. Greenlee, M.D., Child Psychiatrist, was hired as Executive Director.
- 1959: Adult Psychiatric clinic was formed separately from the Child Guidance Clinic under the direction of a volunteer Board of Directors.
- 1962: Services began at the Adult Psychiatric Clinic with the mission to serve seriously mentally ill adults.
- 1967: Child Guidance Clinic and Adult Psychiatric Clinic were 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 was designated a comprehensive mental health center by the State of Indiana and services were expanded significantly to include five basic services required by federal legislation. Allen, Wells, and Adams counties were designated as the primary service area for the Center.
- 1976: The present building complex at 909 East State Boulevard in Fort Wayne was completed and occupied by the Mental Health Center.
- 1977: Funding was obtained through an eight-year declining Federal Operations Grant which allowed the Center to significantly expand services.
- 1982: A new Chief Executive Officer, James L. McKee, Ph.D., was hired to lead the Center through its next developmental phases. Dr. Robert Greenlee, previous Chief Executive Officer, became the Medical Director.
- 1983: The corporate name was changed to Park Center, Inc., consistent with the goal of reaching all at-risk populations, including those who were able to pay. The previous name was perceived by many as a barrier to requesting services.
- 1985: Daybreak, Inc. was acquired and incorporated into the Child and Adolescent Division of Park Center, Inc.
- 1986: Park Center acquired the Three Rivers Youth Shelter, formerly operated by Switchboard, Inc. The shelter was renamed New Directions and became part of the Child and Adolescent Division.

- 1987: Park Center's new office in Decatur was completed and occupied. Park Center's Day Therapy Building was dedicated and renamed the Greenlee Building in honor of Dr. Greenlee, who retired from Park Center after 32 years of service. Three-year accreditation by the Joint Commission on Accreditation of Health Care Organizations (JCAHO) was awarded.
- 1989: Park Center's new office in Bluffton was completed and occupied. Two new adult coed group homes, Harmony and Haven House, were opened, making a total of four adult group homes. Harmony House was staffed as a crisis stabilization setting to be used as an alternative to hospitalization.
- 1990: A third child and adolescent group home, Noel House, was 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 were reorganized into three clinical Service Centers: Managed Care Services, Adult Community Services, and Child and Adult Services. A central intake process was begun to improve client access to services. A major purpose of the reorganization was to minimize the impact of downsizing on client care.
- 1993: The Mobile Intervention Team was initiated to provide on-site emergency services to consumers in the community. A Professional Advisory Group was formed to provide direction to the service. The group was made up of community representatives including hospitals, the Alliance for Mentally Ill, the Mental Health Association, law enforcement, and others. The initiative was part of the Center's successful effort to reduce hospital use.
- Continuous Treatment Teams were initiated in Adult Community Services to better serve seriously mentally ill (SMI) adults. These teams were designed to improve continuity of care for clients receiving several different services.
- Total Quality Management was initiated throughout the Center. The purpose was to support continuous quality improvement. The Center received a third three-year accreditation from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).
- 1994: Inpatient Service was closed and Park Center entered into an agreement with Lindenview Regional Behavioral Services (Parkview Behavioral Health) for inpatient care to Park Center Clients.
- 1995: The Crisis Center was opened in the building previously used for Inpatient Services. The Crisis Center added 23 hour services, respite care for seriously mentally ill adults, and short-term housing for homeless mentally ill persons. The Mobile Intervention Team also became part of the Crisis Center to better integrate emergency services.
- 1996: Paul Wilson, ACSW, was named to the position of President and CEO after the departure of Dr. McKee in 1995. Park Center successfully completed and was 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, opened on the south side of Fort Wayne to very favorable reviews by consumers.

1997: Waynedale Apartments, our second federally subsidized apartment building, opened to 24 consumers in October.

Family Education Services began.

1998: A new structure for Daybreak was 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 worked to develop, with the Fort Wayne Alliance for the Mentally Ill, the Carriage House Clubhouse. The Clubhouse was incorporated separately and opened its doors for members in early 1998. This Clubhouse provides psychosocial rehabilitation for the seriously mentally ill.

Park Center became a member of the Associated Service Providers of Indiana (ASPIN), and accredited statewide behavioral health network.

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

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

2000: Seddlemeyer Apartments opened. It was the 3rd federally subsidized apartment building, providing 18 consumers with their own long-term homes.

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

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

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

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

2001: Continued efforts to deinstitutionalize patients from the State Operated Facilities (SOF) were made with the establishment of the Community Reintegration Program.

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

Park Center was instrumental in establishing a partnership that provides training for Fort Wayne's City Police Department in the "Memphis Model," forming the Crisis Intervention Team (CTT).

Day Treatment at Byron Health Center was established.

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

2002: Family Education Center (FEC) expanded their programming in a new building, at 3225 North Wells Street. The services expanded to include adolescents, Head Start children, elementary children on-site at school, and day treatment to children and adolescents.

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

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

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

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

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

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

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

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

The Family Education Program moved to the State Boulevard campus, and grew significantly, service more children and adolescents, and coordinating transportation with several schools.

Noel House shifted populations due to increased demand for sexual offender services.

Administrative services led 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 were opened, adding an additional 28 units to the community housing continuum, bringing a total of 85 units in this program.

A partnership with Whittington was established to provide treatment services for their residential programs.

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

Three Wishes Early Childhood Therapeutic Day Treatment was 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) have been 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).

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

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

Ground was broken in Bluffton, IN as a result of a sixth HUD grant being awarded for a 14 unit community housing apartment building. Completion is anticipated by winter of 2006.

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

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

Park Center purchased the former Lindenvue building on Carew Street from Parkview Health systems in March. This structure currently houses Transitional Care Services (30 bed sub-acute unit), and the Assertive Community Treatment Team. Opening occurred in July, and other CD/Addictions Services are now offered at that site.

The Commission of Rehabilitation Facilities (CARF) conducted their second site visit to provide accreditation of the Center and a second three-year accreditation was awarded. Several programs and processes received exemplary commendations.

Park Center signed 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 opened an early childhood therapeutic day treatment program, modeled after Ft. Wayne program.

2007: In collaboration with Neighborhood Health Clinics, Inc., Park Center began primary care services on a part-time basis on-site to Park Center clients, 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 benefit from the collaborative treatment of their physical and mental health.

The Chemical Dependency Assertive Community Treatment Team clients were transitioned to receive services from the Assertive Community Treatment Team.

A new residential facility, The Redwoods, began treatment for adolescent males having sexually maladaptive behaviors. Community safety and prevention of future abuses 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 began offering EAP services as business entity is no longer part of Park Center.

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

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

2008: The Drop-In Center on S. Calhoun was closed in July, with a modified program established at the Greenlee building, named the Greenlee Resource Center, to focus on ancillary, pre-vocational activity options for consumers.

Ground was broken for Waynedale II HUD 811 Apartments in fall of 2008, with occupancy anticipated in Spring of 2009.

The Decatur office established an early childhood day treatment program in conjunction with the Decatur are school district, modeled after the Three Wishes program in Fort Wayne, which is part of the Family Education Center.

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

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

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

Two Adult Residential group homes moved locations to better serve their consumers. The Haven House move enabled those residents to make better use of main campus services as well as allowing for the space for three additional residential placements. After Haven House residents moved, then the former Haven House was refurbished to become Quinn House. Our lease term was ending for the original Quinn House location, and a more accessible setting was needed to meet the needs of current residents.

2010: Park Center designated as one of the research sites for the *Recovery After an Initial Schizophrenia Episode* (RAISE) NIMH research project that 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 that people with schizophrenia often experience. It aims 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 were 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 were closed.
- Adult Intensive Rehabilitative Services (AIRS program) was established and merged with ACT Team and Transitional Care Services to become Intensive Support Services.
- Unity House (adult group home) was closed and clients transferred to Quinn House.
- Staffing on-site at HUD 811's was discontinued. Casemanagers are responsible for supervision/monitoring of client's safety and well-being.
- Staff office locations at the Novitsky building are in the process of being vacated. Staff have moved or are in-process of being moved to main Center campus or Park Center Carew.
- Volunteer program was closed.

Apple Spice Junction, an affirmative business, was 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 for consumers with this affirmative business.

2011 Staff office moves from the Novitsky building (which is no longer occupied by Park Center staff) were completed by March.

As of April, Park Center no longer offers gambling addiction treatment.

2012 Park Center received a 2-year grant from the State to offer a Multicultural Health Initiative. Park Center staff are located at four sites - the Ft. Wayne Urban League, Neighborhood Health Clinics, Crime Victim Care of Allen County, and Catharine Kaspar Place – offering neighborhood-based mental health and addiction services in order to assist those client populations with those service needs.

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

Park Center began 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 by applying 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 has again been accredited for a period of three years. The latest accreditation is the 4th consecutive Three-Year Accreditation that the international accrediting body, CARF, has awarded to Park Center.

2014 Park Center opens an adult inpatient psychiatric facility that has the capacity to treat 16 clients. Park Center then changes from CARF accreditation to Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

2016 Provisional JCAHO accreditation.

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, 2009 and 2012 and had previously been accredited by the Joint Commission of Accredited Healthcare Organizations (JCAHO). The specific areas and programs for which the 2012 CARF accreditation was awarded were:

- Case Management / Service Coordination - *Continuous Treatment Team, Assertive Community Treatment Team (Case Management available Bluffton and Decatur, as well)*
- Community-Based Rehabilitation - *Byron Health Care and Carriage House,*
- Community Employment Services - *Eagle Employment Services,*
- Crisis Stabilization - *Transitional Care Services,*
- Intensive Family-Based Services, (Children, Adolescents & Adults) - *Home-Based Services (available 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 AOD/MH) – *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 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 Hazelden, 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.
- *Multicultural Health Initiative* – Park Center staff are located at four sites - the Ft. Wayne Urban League, Neighborhood Health Clinics, Crime Victim Care, and Catharine Kaspar Place – offering neighborhood-based mental health and addiction services in order to assist those client populations with those service needs.
- *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: In addition to its own inpatient unit, 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 who 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 is 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 decompensating. This program is designed to reduce hospitalizations and prevent further psychiatric decompensating. 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 case managers, 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.

Intensive Family-Based Services: Home-based Services provides an alternative to placement of a child or adolescent in an institutional services. Intensive case management services, inclusive of home visits, and family counseling, are used to support highly troubled families. Park Center works in collaboration with the Department of Child Services in Allen County.

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.

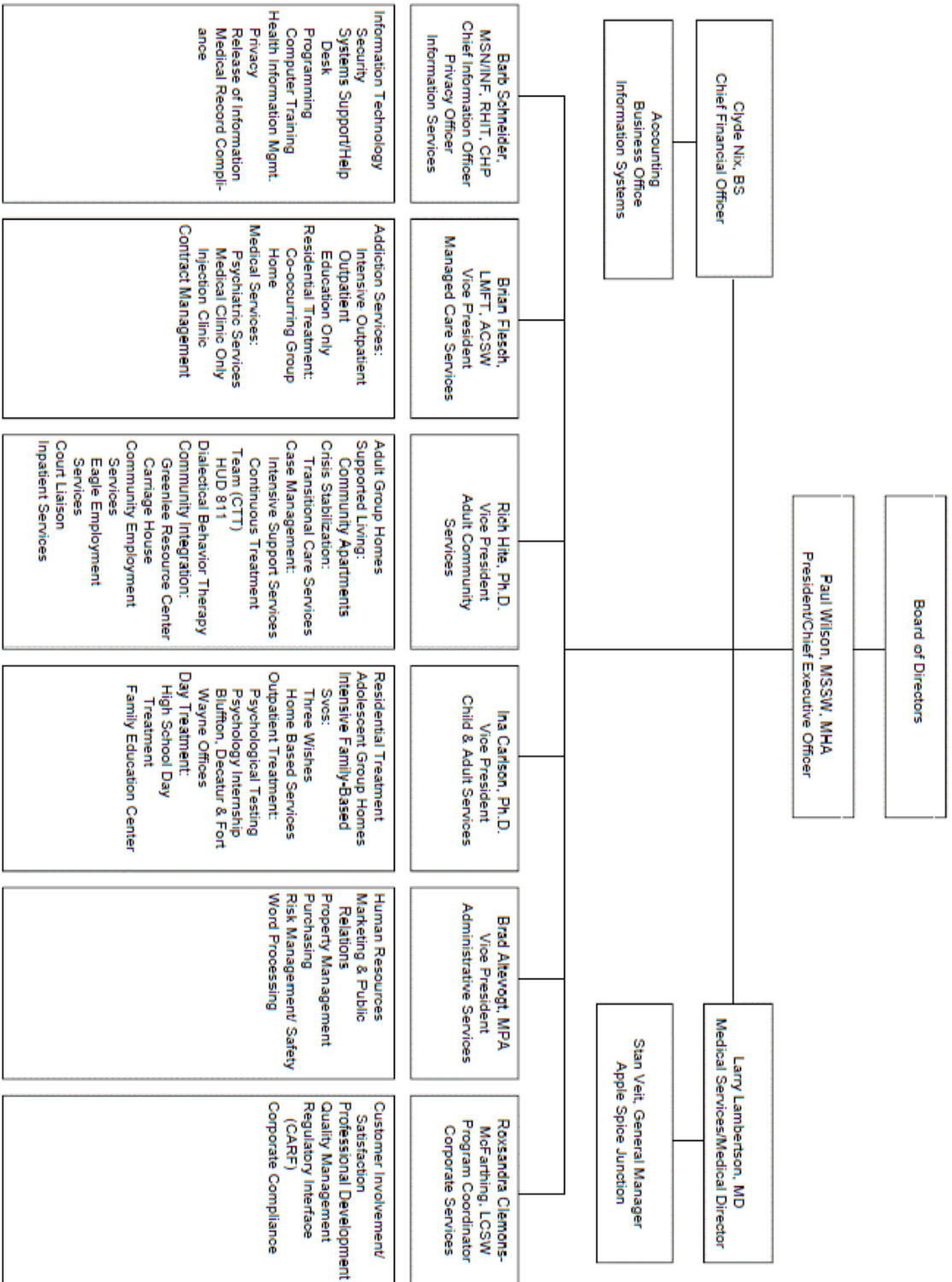
Customer Service: The needs and perspectives of Park Center's customers are a top priority. The active involvement and satisfaction of customers are important dimensions of meeting Park Center's objectives in providing high quality, professional and ethical services. Clinical services and business operations 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, 2009, and in 2012, 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 (HIPPA): 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).



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FORT WAYNE AREA DATA

Fort Wayne is a progressive community of approximately 230,000 and is Indiana's second-largest city. Located in northeast Indiana, the city is an easy drive to Chicago, Cincinnati, Cleveland, Detroit and Indianapolis, all located within 225 miles.

HISTORY

Fort Wayne was founded on its three rivers in 1797, near the site of the Indian village of Kekionga, where General "Mad" Anthony Wayne built a military fort. The city lies at the highest elevation of the historic Wabash and Erie Canal, hence its nickname of Summit City. The confluence of three rivers lies in the heart of downtown, where the St. Mary's and St. Joseph Rivers meet to form the Maumee, which flows northeast to Toledo and Lake Erie. At one time or another in its history, Fort Wayne has been home to such luminaries as actors Carole Lombard, Dan Butler and Shelley Long, Broadway performer and Tony Award winner Heather Headley, fashion designer Bill Blass, and Philo Farnsworth, the inventor of television, whose home lies just a block from Park Center.

COST OF LIVING/HOUSING

The cost of living in the metropolitan area is about 8% lower than the national average. The cost of housing is about 10% lower than the national average.

EDUCATION

Higher education opportunities in the Fort Wayne area abound. Indiana University-Purdue University at Fort Wayne (IPFW), University of Saint Francis, Ivy Tech, Indiana Institute of Technology, International Business College, Concordia Theological Seminary, and the Fort Wayne campus of Taylor University are all located within the city. Within 50 miles are Huntington University, Defiance College, Tri-State University in Angola, and the highly-regarded Manchester College in North Manchester.

MEDICAL

Fort Wayne is a tri-state medical center for Indiana, Michigan and Ohio. There are five major hospitals: Parkview Memorial Hospital, Parkview North Hospital, Lutheran Hospital, Dupont Hospital and St. Joseph Medical Center. A Veterans Administration Hospital is also located in Fort Wayne and serves a 30-county area. Fort Wayne also has Charter Beacon Hospital, serving a 30-county area, is also located here. Medical costs consistently fall below the national average.

CLIMATE

The area is typically Midwestern, enjoying an average of 35 inches of precipitation annually, ranging from approximately two inches in February to four inches in May, June and July. The area averages 30 snow days annually. Occasional cloudiness in winter and good to average sunshine the rest of the year is typical. There are an average of 14 days above 90 degrees Fahrenheit, with an average temperature of 74 degrees in summer and 22.9 degrees in winter. Fort Wayne lies at an elevation of 859 feet.

CULTURE/ARTS

Fort Wayne enjoys a vibrant and diverse cultural atmosphere comparable to a much larger city. The non-profit Arts United is an umbrella support organization that encompasses the Fort Wayne Philharmonic, Youtheatre, Cinema Center, Civic Theatre, Fort Wayne Ballet and the Fort Wayne Museum of Art, among numerous others. Many of these organizations have been nationally recognized for their excellence. There is also a lively music scene featuring local and national artists of all genres.

The Allen County Public Library has an internationally-recognized reputation for its Genealogy Department, which is the second-largest repository for genealogical records in the country. The library has undergone a system-wide renovation and rebuilding program over the past several years and reopened its spectacular Main Branch in downtown Fort Wayne in January, 2007.

Downtown's primary entertainment center is the impressive Embassy Theater, built as a vaudeville and movie house in 1928, and later restored to its original glory. It is part of the National Registry of Historic Sites, and home to one of three existing Grand Page Theatre Organs. It is the primary performance venue for the Fort Wayne Philharmonic, and hosts Broadway and local theatre productions, concerts, weddings, receptions, community events, and the annual Festival of Trees as well.

Another active entertainment venue is the Arts United Center, designed by famed architect Louis Kahn and built in 1973. It is located downtown, between the Fort Wayne Museum of Art and Freimann Square, and hosts regular performances by the Fort Wayne Civic Theatre, the Fort Wayne Ballet and the Fort Wayne Philharmonic.

RECREATION

National awards have been bestowed upon Fort Wayne's park system which encompasses 78 beautiful public parks and playgrounds covering 1,900 acres. The Lakeside Rose Garden, a national test garden for All-America Roses, is a magnet for flower-lovers and weddings, as is the Bridal Glen at Foster Park. Johnny Appleseed Park along the St. Joseph River contains the gravesite of John Chapman, the legendary Johnny Appleseed, and hosts the annual Johnny Appleseed Festival every September, which features high-quality arts and crafts, delicious food, and re-enactments of nineteenth-century frontier life.

The Fort Wayne Children's Zoo, recognized as one of the best children's zoos in the nation, is located at Franke Park, near the Foellinger Outdoor Theater. Among its highlights are the Indiana Farmstead, the African Veldt, the Australian Adventure, the Indonesian Rainforest and the one-of-a-kind Endangered Species carousel. A rare male orangutan, Dumadi, was born in the Indonesian Rainforest in October, 2006.

Sports opportunities abound in Fort Wayne, home to the Fort Wayne Komets of the United Hockey League, and the Fort Wayne Tin Caps, a San Diego Padres farm team. The War Memorial Coliseum hosts a wide variety of sporting events from hockey to rodeo, racing, and wrestling.

Fort Wayne is the gateway to the famous northern Indiana lake region. Three hundred lakes, including Lake Wawasee, the state's largest natural lake, can be found within 50 miles of the city. Water lovers are also within 150 miles of Great Lakes Michigan and Erie.

Three Indiana State Parks, offering year-round recreational opportunities, also lie within 50 miles: Pokagon, Chain O'Lakes, and Ouabache. Pokagon's Potawatomi Inn lies on a hillside above Lake James, and is close to the Toboggan Slide, a regional winter destination. State recreational areas on the Mississinewa and Salamonie Reservoirs and at Roush Lake are also nearby.