Adult Behavioral Health-Assertive Community Treatment Services

Services Overview

Assertive Community Treatment (ACT) is an Evidence-Based practice with a set of intensive clinical, medical and psychosocial services provided by a mobile multi-disciplinary treatment team. Assertive Community Treatment services are based on the principles of recovery and person centered practice, and are individually tailored to meet the needs of the beneficiary. Services are targeted to clients with serious mental illness, who require intensive services, supports, and who without ACT would require services that are more restrictive and/or settings.

The Assertive Community Treatment team is the fixed point of responsibility for the development of the IPOS, and for supporting clients in all aspects of community living. Services are provided by all members of the ACT team in the client’s residence or other community locations. Team meetings occur Monday through Friday and attended by all members. The daily schedule is organized and contacts scheduled. The Assertive Community Treatment team requires a sufficient number of qualified staff to assure the provision of an intensive array of services on a 24-hour basis.

Service Hours

- Office hours are from 8:30 am to 5:00 pm.

Emergency Care Service and/or After Hour Emergency Assistance

- Clients contact 1-888-711-5465, after hours or any member of the ACT team.

Types of Services Provided

- Perform a Biopsychosocial assessment prior to initial visit. The Biopsychosocial assessment refers to a series of questions asked at the beginning of treatment of an individual that obtain information about the major physical (bio), psychological, and social issues of the individual. Questions covering the biological sphere could include any history of disease, addiction, surgeries, medication use, and family history of illness. Sociological questions may concern family, living arrangements, relationships, finances, and stability of work, home, and school arrangements. Psychological assessment could have questions that cover the presence of psychiatric illness, strong stressors like recent bereavements, and risk of suicide.

- Explore the client’s goals and need for Mental Health treatment using the “Person-Centered” Care methodology.

- ACT clients receive a Biopsychosocial Assessment, prior to the completion of the treatment plan.

- Provide a Treatment plan (Plan of Care) which lays out specific directives along with dates of onset/completion, termination, person handling the task, person(s) associated with the task, etc.

- Compare the pre-planning form to the Treatment Plan and document any changes between the two.
Types of Services Provided (continued)
- Provide clients with referrals and assistance for a variety of needs such as food, clothing, housing, transportation, and medication/prescription assistance, Medicaid application/issues, applying for SSI/SSDI, referrals for individual/group therapy, and supported employment.
- Participate in the hospital discharge plan and coordinate Aftercare treatment for the client.
- Offer Crisis plan, if needed.

Services Association
- Report to ACT Supervisor and in their absence to the Adult Behavioral Health Director.

Eligibility Requirements
- Clients who are from the age of 18 and older.

Condition of Services
- Non-adherence to the treatment plan warrants a discussion and interdisciplinary team meeting to discuss and determine, if the client wishes to continue in the program or be transferred to another service, internally or to an external agency.

Fee for Service Payment & Insurance Coverage Structure
- Accept Medicaid or a combination Medicaid and Medicare (Dual Insurance).

Referral Process & Requirements
- The referral process is a 3-step process.
  1) A three (3) page ACT Questionnaire must be completed and discussion of how the client would benefit from ACT services, their need for this level of intensity and what has transpired in the past that led to this decision would occur. Because this is a voluntary program, clients must be willing to meet with all team members for home visits.
  2) Once the case is discussed, a home visit is scheduled to further assess the client needs and to ensure that they understand the intensity of the program.
  3) If accepted into the program, staff is notified to complete the necessary transfer paperwork, along with a Staff Change Form and clients are seen within 48 hours of acceptance.

Please note: A referral does not equate to acceptance into the program. If accepted, a Letter of Introduction is sent to the client.
Referral Process & Requirements (continued)

- ACT Questionnaire, discussion, home visit for a further assessment and justification for need for this level of intensity.
- Referrals are received from Intake and other programs within the agency.

Process After Client Has Received Services.

- Clients in the Assertive Community Treatment program can stay as long as it is medically necessary. If discharged, they are referred internally or to an external agency, unless they request discharge.

Acronyms

ACT – Assertive Community Treatment
IPOS – Individual Plan of Service
SSDI – Social Security Disability Insurance
SSI – Social Security Insurance
IMR – Illness Management & Recovery

Forms

ACT questionnaire
ACT Information sheet
ACT Treatment Contract
Assessment for continued need for ACT
Transfer between Programs
Staff Program Change form
Assertive Community Treatment (ACT)
Referral Process

A three (3)-page questionnaire is given to the individual for completion as a part of the eligibility requirements.

Discussion is held to determine:
1. How the individual will benefit from ACT services.
2. The need for the intensity level of care, and
3. Determine what transpired recently to lead to this level of care.

Once case is discussed, a home visit is scheduled & assessment is done to determine individual’s needs & ensure the client understands the intensity of the program.

Is client considered and accepted into the ACT treatment program?

- Staff is notified to complete Transfer & Staff Change forms.
  - Client is scheduled for an appointment within 48 hours of acceptance.

Note: A referral does not equate to “Acceptance” into the program. If accepted, a “Letter of Introduction” is sent to the client.

Note: Individual must be willing to meet with all team members who will be assigned to the individual’s case.

The case is not activated.

End
ACT Referral Process
Assertive Community Treatment (ACT)
Team Responsibilities

- The client is visited, at a minimum of one time/week. The visits are dependent upon the stability of the client.
- Twenty-four hour/seven day crisis response coverage is handled directly by the team.
- Team must have the capacity to provide rapid response to early signs of relapse, provide multiple contacts daily with clients with acute need or with emergent conditions.
Assertive Community Treatment (ACT)

Discharge Process

Conditions of Client Termination of ACT Services

- The client no longer meets severity of illness criteria.
- The client has demonstrated the ability to meet all major role functions for a period of time sufficient to demonstrate clinical stability.
- Engagement of the client in ACT is not possible, not consistent, unsuccessful, and appropriate alternative plan has been established.
- The client has moved outside the geographical area. However, services will continue until new service has been established in the new location.