



ASSERTIVE COMMUNITY TREATMENT (ACT) TEAMS



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Act teams provide a full range of services to people diagnosed with serious mental illness (SMI). This is a community-based service for the most difficult situations. ACT follows a multidisciplinary team approach. ACT teams pro-actively and persistently reach out to members to engage with them and encourage them to participate in services intended to improve their wellbeing.

Who ACT serves:

- Generally for individuals with serious, persistent, mental illness.
- Persons with SMI and high rates of substance abuse.
- Persons with SMI and high rates of trauma.
- Those with frequent hospitalizations.
- People experiencing homelessness due to mental illness.
- Individuals with severe functional impairments.
- Those that have avoided or been unresponsive to traditional outpatient mental health care.
- Individuals with co-existing situations, e.g.:
 - Homelessness
 - Substance Use
 - Involvement with judicial system

Key elements of an ACT team:

- ✓ Provides treatment in a community setting or individual's home (field settings).
- ✓ Acts as the primary service provider for a range of treatments.
- ✓ Offers individualized treatments designed to meet each person's needs and help them reach their goals.
- ✓ Helps members become better integrated into their communities and gain access to needed services.
- ✓ Helps address the needs of family members who are also affected by offering support.

All of the above elements of ACT teams are what the ideal ACT team is SUPPOSED to do!!!

Things are not true!!

- ✗ Members must also give consent if the guardian has given consent.
- ✗ Members on an ACT team do not require hospitalizations due to the expansive community support they receive.
- ✗ Members must engage with the ACT team or the ACT team can refuse to continue to provide services.

What are the services provided by ACT Teams?

Services are individually tailored to address the preferences and self-identified roles of each member.

Services and goals are tailored to meet the needs of the individual, not the team.

The team emphasizes relationship building and active involvement with individuals with severe and persistent mental illness to:

- Identify and make improvements to functioning
- Better manage symptoms
- Achieve individual goals
- Maintain optimism

- ✓ Welcomes healthy family members as part of the team.
- ✓ Provides psychoeducation so people can better understand their condition.
- ✓ Offers vocational support to help people acquire both life and job skills.
- ✓ ACT team meets regularly with the client (often daily).
- ✓ Services are not time-limited; as long as the client requires ACT services they can receive services.

- ✗ Guardians cannot request ACT services for their wards.
- ✗ Residents in Community Living Placements, including those staffed 24 hours per day and seven days per week, cannot have an ACT Team because that would be a duplication of services.

Core services provided by ACT teams that differentiate them from traditional case management services:

1. Psychiatric services
2. Counseling/psychotherapy
3. Housing support
4. Rehabilitation and employment services
5. Substance abuse treatment

ACT Exit Criteria Screening Tool (Mercy Care)

Discharge from the ACT team should occur when:

- ☐ No Psychiatric hospitalizations in over a year.
- ☐ No crisis services utilized within the last year resulting in an overnight stay at a crisis unit.
- ☐ Attending to medical needs identified by medical providers and following treatment recommendations.
- ☐ No involvement in the criminal justice system in the past two years to include incarceration, probation, or parole (exception should be made for lifetime probation if other criteria is met.)
- ☐ Received minimal contact from ACT team and has maintained stability in the community with the decreased services.
- ☐ Rated by the team as functioning independently in all major areas.
- ☐ Employment: has been assessed by the team and determined to have successfully reached their level of readiness.
- ☐ Social: has been assessed by the team and determined to have successfully reached their level of readiness.
- ☐ Housing: is residing in permanent, stable housing.
- ☐ Self-care: can meet their self-care needs, does not require interventions from providers to meet needs.
- ☐ Understands that medications that are being prescribed, can identify them, and take them without prompting.

Appropriate for transition? Yes No

If yes, what is the plan for transition? What services will be in place during transition?

What is the date of transfer? Staffing notes completed to show all teams are in agreement with transition? Is the treatment plan updated to reflect decrease in services?

Typical team composition:

- One full-time psychiatrist
- Two registered nurses
- Two substance abuse staff
- One ACT team specialist
- One clinical coordinator
- One employment specialist
- One rehabilitation specialist
- One housing specialist
- One independent living specialist
- One peer support specialist
- One program assistant

ACT teams in Maricopa County

- 24 teams total
- 17 Primary Care Physicians (PCP) partnership teams
- 4 specialty teams:
 - 1 medical ACT team
 - 3 forensic ACT teams
- Typically at 95-97% capacity
- Maximum number of members is 100 members per team.
- Generally there is one ACT team for every 10 members.
- Services offered 24 hours a day, 7 days a week to ensure members always have the help they need.



Psychiatric urgent care centers:

- Connections AZ Urgent Psychiatric Care Center (UPC)
1201 S. 7th Ave. Phoenix, AZ 85007
602-416-7600
- RI International Recovery Response Center (RRC)
11361 N. 99th Ave. Peoria, AZ 85345
602-650-1212, press 2
- Community Bridges Community Psychiatric Emergency Center (CPEC)
358 E. Javelina Ave. Mesa, AZ 85210
1-877-931-9142
- Observation Services for Children and Adolescents (OSCA)
St. Luke's Behavioral Health Center
1800 E. Van Buren St. Phoenix, AZ 85006
602-251-8535

RHBA- Mercy Care Grievance and Appeals
If you prefer to file your grievance in writing,
please send your complaint to:

Mercy Care Grievance System Department
4500 E. Cotton Center Blvd.
Phoenix, AZ 85040
602-586-1719 or 1-866-386-5794
Fax: 602-351-2300