

ACT/IDDT Services Program Description

Philosophy: The Philosophy of ACT/IDDT services is to make a positive difference in the quality of lives for the people we support. ACT/IDDT Services provides comprehensive mental health services to adults with mental illness and/or co-occurring substance abuse disorders by promoting empowerment and independence through advocacy, education and a comprehensive, supportive partnership involving clients, family and their community.

ACT/IDDT Services provided by Recovery Technology LLC are provided in strictest adherence to the clinical guidelines outlined in Chapter III of the Michigan Medicaid Service Agreement and all regulations governing rights and confidentiality of the person served.

Target Population: ACT/IDDT Services provide a variety of services to primarily Medicaid eligible or indigent adult mental health recipients who meet criteria for program admission such as a mental illness as defined in DSM-V or a person with a co-occurring substance abuse disorder.

Program Description: The ACT/IDDT program is a multidisciplinary team approach that assumes responsibility for directly providing acute, active and ongoing community based psychiatric treatment, assertive outreach, rehabilitation and support. Services are provided by qualified mental health professionals that make up the required composition of the team including a Psychiatrist, Registered Nurses, Master's Level Clinicians and Bachelor Level clinicians. The team also has members that have been "grandfathered" due to their longevity working on an ACT team and the changing degree requirements in the state. The team provides assistance to individuals to maximize their recovery, ensure client-directed goal setting, empowerment and provides assistance in helping the persons served to become respected and valued members of their community.

The team is the single point of clinical responsibility and is accountable for assisting the person served to meet his or her needs to achieve goals for recovery. The majority of services are provided directly by the team members, with minimal referrals to outside providers. Services are rendered in the community and office. Hours are Monday through Friday 8:00 am to 5:00 pm with crisis intervention services available 24 hours a day, 7 days a week. Intensity of services is based upon client need up to daily contacts if clinically appropriate. Services are comprehensive and highly individualized, and are modified as needed through ongoing assessment and treatment planning. Services vary in intensity based on the needs of the persons served. Services are provided that are medically necessary and needed to prevent elevation of symptom acuity, to recover functional living skills and maintain or preserve adult role functions and to strengthen internal coping resources. Treatment is provided using

individual and group modalities. There is ongoing monitoring of psychotropic medications for stabilization of symptoms.

Admission Criteria:

- The client must have a Major Mental Illness diagnosis as outlined in DSM-V
- The client is demonstrating acute or severe psychiatric symptoms that are seriously impairing the individual's ability to function and prevent recovery, such as maintaining housing, accessing needed mental health and physical health care, performing ADLs, maintaining or having interpersonal relationships and/or taking medications as prescribed
- The client has a history of inpatient hospitalization or crisis home usage
- The client's past or current response to treatment has been quite minimal even with intense services being provided for an extended period of time or medically managed exposure in a highly structured setting for an extended period of time (i.e.: Substance abuse treatment in a residential setting).

Goals and Objectives: The goals and objectives of ACT/IDDT services are driven by individualized needs which are identified by the bio-psychosocial assessment and the Person Centered Planning Process which identifies the client's strengths, needs, abilities and preferences, which are then developed into an Individualized Plan of Service. Generally, ACT/IDDT goals address maintaining stability, reduction of symptoms, reduction of substance abuse, restoration or improvement in level of functioning and prevention of additional impairment and crisis placements. A crisis plan that is both proactive and reactive may also be developed if needed. Psychoeducation that educates the client and natural supports is provided on an ongoing basis in a manner that is understandable and approachable.

Discharge Criteria: A client may be discharged from ACT/IDDT when they have completed the goals and objectives in the Individual Plan of Service, has moved out of the service area, voluntarily withdraws from treatment, jointly with the clinician (team) determines that services are not beneficial or has exhausted authorization of services.

Initial authorization of services is provided by the funding source at the time of referral. Staff shall advocate on behalf of the client for re-authorization when continuation of services is indicated, based on assessment and progress toward treatment plan goals.

Mechanisms for Measuring Outcomes: Outcomes for ACT/IDDT services will be defined in terms of efficiency, effectiveness and client satisfaction. Most clients are admitted to the program on a voluntary basis, with a small percentage court ordered to receive treatment. Clients are offered agency choices by the funding source prior to the selection of Recovery

Technology LLC. Recovery Technology measures clinical outcomes by using the Daily Living Activities (DLA-20). Recovery Technology also measures customer satisfaction using customer surveys. Program efficiencies are monitored by Recovery Technology's Quality Improvement Team on a monthly basis.

Payor Source/Referrals: ACT/IDDT services are paid for through LifeWays CMH and are a Medicaid covered Service. Most third party insurers do not cover ACT/IDDT services. Recovery Technology also accepts cash payments for all services. Referrals come through LifeWays Access Center or other LifeWays Network Providers upon approval from LifeWays CMH.