Comprehensive Services:
Assertive Community Treatment

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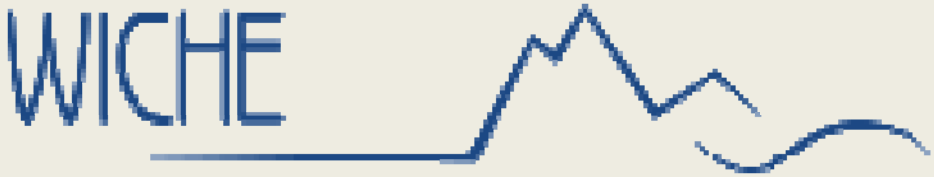

Questions or thoughts from last week?

Specialty and Generalist Services

ACT teams include members with "specialty" skills including:

- Psychiatry
- Nursing
- Co-occurring disorders treatment
- Vocational services
- Peer services

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Specialty and Generalist Services

ACT team members provide assistance and support to clients who are working in the areas of the specialty services

ACT specialists may also provide generalist services to clients

ACT Staff Members

- Psychiatrist
- Team Leader
- Nurse
- Substance Abuse Team Member
- Vocational Specialist
- Individual Therapist
- Peer Specialist
- Team Member (Case Manager)

Psychiatrist

- Psychiatrist for all people on the ACT team
- Shares responsibility for clinical leadership on the team with the Team Leader
- Plays a central role in the completion of psychiatric assessments with Team Leader
- Regularly assess people and prescribes/monitors psychiatric medications and side effects
- Attends at least one Team Meeting per week

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Psychiatrist

- Plays a central role in providing education to people regarding effective use of medications and their side effects
- Collaborates with team nurse(s) to assess physical health & coordinating medical and psychiatric treatment
- Provides on-site crisis assessment & management
- Collaborates with hospitals on admission & discharge
- Participates in treatment planning

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Team Leader

- Shares responsibility for clinical leadership including a recovery –oriented philosophy with Psychiatrist

- Directs the day-to-day clinical operations of the team
  - provides regular group and individual clinical supervision
  - schedules staff work hours to assure appropriate coverage
  - leads daily team meetings & treatment planning meetings
  - continuously evaluates status of all people receiving services
  - assures integration of ACT services to best meet people's changing service needs and recovery goals

Team Leader

- Coordinates the admission & assessment processes
  - schedules admission interviews
  - Supervises completion of the initial and the comprehensive assessment
  - Supervises completion of the initial Recovery Plan
  - Supervises re-assessments and Recovery Plan reviews

Team Leader

- Supervises staff recruitment, interviewing, hiring, orientation, performance plans
- Supervises the clinical record documentation to ensure quality and accuracy
- Provides direct services to people on the team 50% of the time
- Provides on-call crisis interventions and back up according to the team's policy

Psychiatric Nurse

- Assesses overall physical health of persons
  - As part of comprehensive assessment & on an ongoing basis
- Directs, coordinates, & provides appropriate physical health treatment
  - Builds relationships with medical providers in the community
  - Provides education & information to people receiving ACT services and ACT team members
  - Accompanies people to medical appointments, facilitates medical follow up

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Psychiatric Nurse

- Provides education to persons, families, and staff about mental illness, physical health, medications & medication side effects
- Takes lead role in coordinating and providing the team's medication administration & distribution services
- Participates in daily team meetings & treatment planning meetings
- Provides on-call crisis interventions and back up according to team's policy

Team Member / Case Manager

- Provides Community-based case management for people including coordinating and monitoring services
  - Acts as liaison and builds relationships with community agencies
  - Builds relationships with people's family members and other supporters
  - Advocates on people's behalf for resources and access to services
- Helps people to learn and practice coping skills and symptom management skills in the community
- Provides Community-based ongoing assessment and assistance with people's Activities of Daily Living (ADLs)

Team Member / Case Manager

- Conducts comprehensive assessments/reassessments
- Assumes primary responsibility for developing, writing, implementing, monitoring & revising individual recovery plans
- Participates in daily team meetings and treatment planning meetings
- Performs shift management and on-call crisis intervention
- Provides on-call crisis and back up interventions

Substance Abuse Specialist

- Coordinates and provides initial and ongoing assessment of people's substance use status as part of comprehensive assessment

- Works with all people served by the ACT team to develop positive, trusting relationships to support positive outcomes related to substance use

- Works with the ACT team to address biases and misunderstandings regarding co-occurring disorders

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Substance Abuse Specialist

- Central person for the ACT team regarding use of stage-wise co-occurring substance use interventions
- Central person for the ACT team regarding use of motivational strategies regarding co-occurring substance use
- Provides some case management and crisis services

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Substance Abuse Specialist

- Substance use Treatment
  - vs.
- Co-Occurring Treatment

- AA

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Peer Support Specialist

- What are benefits of having peer specialist:

- For your clients?

- For your team?

- What are your concerns?

Peer Support Specialist

Occupies an equal status clinical role with all other ACT Team members

Provides a critical perspective on recovery, resiliency and strengthens perspective for ACT Team and people receiving ACT services

Helps people to develop individual recovery goals which emphasize their strengths, dreams and aspirations

Uses their own individual lived experiences with mental illness and recovery in a effective manner to engage and support ACT Team and people in services

Peer Support Specialist

- Provides services and interventions to persons which focus on recovery from their illness
  - education about mental illness, co-occurring disorders, symptoms and treatment strategies
  - teaching and modeling coping skills to manage symptoms to make progress towards recovery goals
  - assists people to build or develop social supports
  - Provides information and strategies regarding using medications effectively
  - Provides information and techniques for reducing relapses

- Participates fully in daily team meetings and recovery planning meetings

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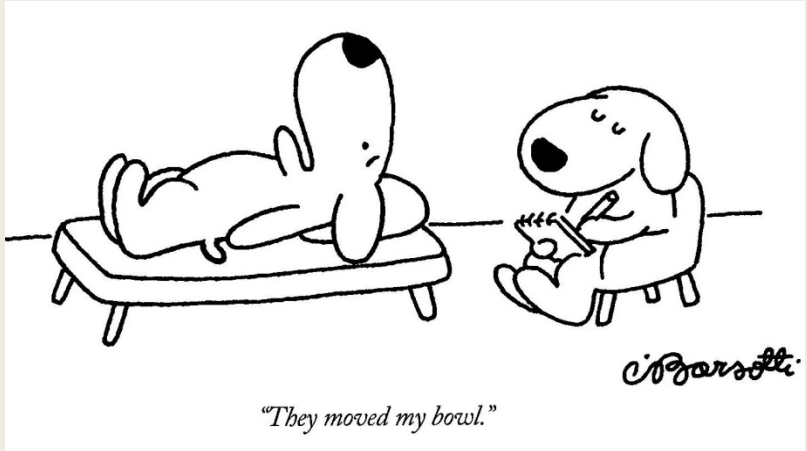
Individual Therapist

- Symptom management strategies
- Reduction of psychiatric symptoms
- Increased functioning
- Monitoring and managing symptoms
- Coping strategies
- Crisis management skills



Individual Therapist

- Wellness Management
- Skills training
- Reducing relapses training
- Coping skills
- Using medications effectively
- Stress Vulnerability Model
- Cognitive Behavioral Therapy for psychosis

Vocational Specialist

- Central person for supporting employment as part of recovery for people served by ACT and for ACT team members
- Works with the ACT team to eliminate biases and misunderstandings about employment and mental illness
- Works with people to develop interest in employment goals

Vocational Specialist

- Helps people to explore and identify individual strengths, talents and abilities related to employment and sometimes education

- Helps people do develop specific employment goals and a plan to reach those goals

- Works with the team to help provide work-related supportive services (assistance with hygiene, work clothing, wake-up calls, and transportation)

Vocational Specialist

- Helps people to access work incentive counseling regarding disability benefits and develop plans to managing benefits and finances

- Helps people learn employment related skills such as resume development, completing applications

- Teaches interviewing skills

- Provides face-to-face job development with employers in the community

Vocational Specialist

- Provides follow-up supports to people who are employed including, problem-solving, both on and off the job site
- Helps ACT Team members focus on skills and strategies to be successful with employment
- Collaborates with state Vocational Rehabilitation services

Vocational Specialist

- Participates in daily team meetings and recovery planning meetings
- Provides on-call crisis and back up interventions and services

Supported Employment

8 Principles of Supported Employment

1. Competitive Employment is the goal

2. Individual Placement & Supports is integrated with treatment

3. Zero Exclusion, eligibility is based on client choice

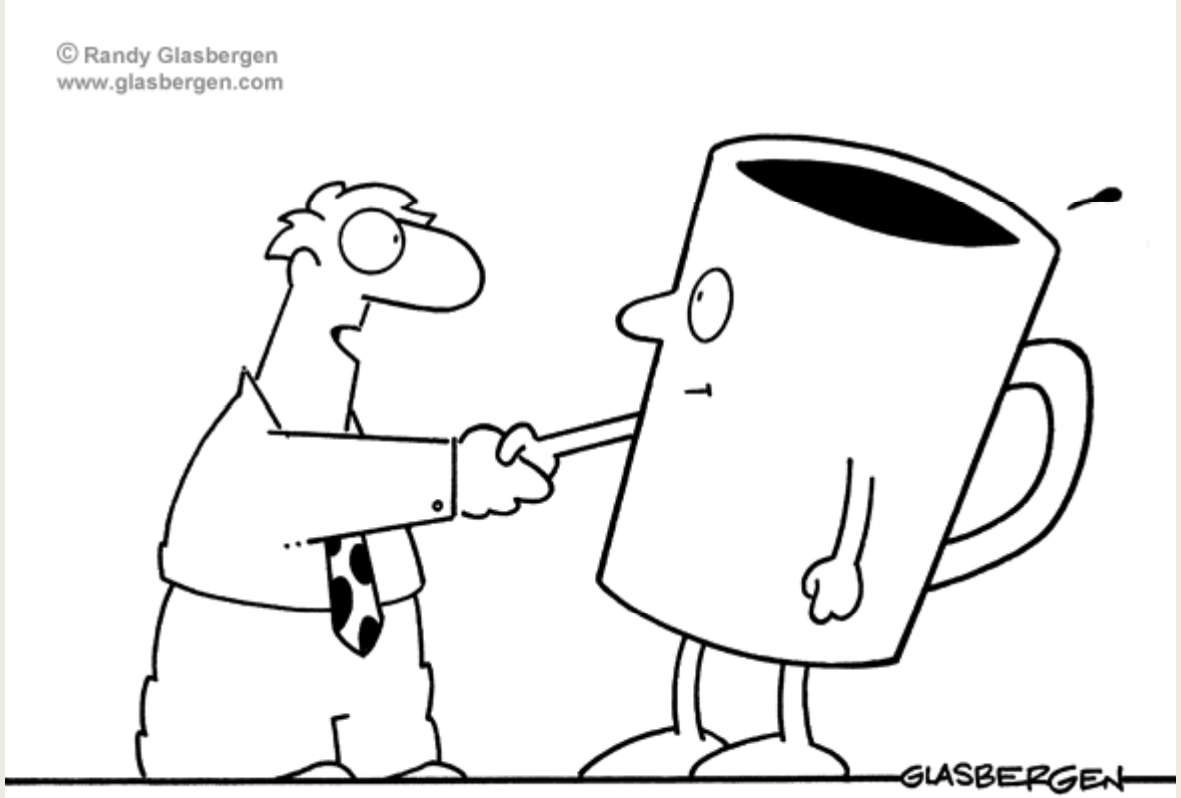
8 Principles of Supported Employment

4. Attention to client preferences
5. Benefits Counseling is important
6. Rapid job search

8 Principles of Supported Employment

7. Systematic job development

8. Time un-limited support



"Hi, I'm Chuck. You must be our new VP of Productivity!"

Symptom Relapse Prevention

Reducing Relapses

- Convey hopeful message that relapse prevention works
- Help identify warnings signs in the development of a relapse prevention plan
- Encourage involvement of significant others in the relapse prevention plan

Relapse Prevention: Primary Strategies

- Identify early warning signs of relapse
- Identify precipitants (triggers) to relapse
- Plan ways to <u>respond</u> to first signs of relapse
- Involve others to support efforts to monitor and respond to signs of relapse so they don't become full-blown relapses

Identify Early Warning Signs of Relapse

- Early warning signs are sometimes confused with:
  - Medication side-effects
  - Persistent symptoms
  - Changes in mood

Some Common Early Warning Signs

- Feeling tense/nervous
- Sleep change
- Irritability
- Isolation
- Trouble concentrating
- Increased persistent symptoms
- Grandiosity
- Drug & alcohol use
- Others?

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Identify Precipitants (Triggers) to Relapse

- Events or situations that appear to have led to relapses in the past (Potential vulnerable periods)
  - Anniversary dates
  - Specific season changes
  - Interactions with certain people
  - Specific emotions raised
  - Relationship losses/changes
  - Stopping medication
  - Increase in environmental stressors
  - Substance use
  - Others?

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Plan Ways to Respond to First Signs of Relapse

- Reminders of past triggers and early warning signs
- Problem solve what helps when early warning signs are experienced
- Who would you like to assist you?
- Specific list of how those people can assist you

Involving Natural Support People During Relapse Prevention

- Identify additional early warning signs
- Extra “eyes and ears” for monitoring
- To help prevent a relapse once early warning signs occur
- To carry out the person’s preferences in case of relapse

Coping with Stress

- Help identify stressors and strategies for preventing stress
- Help identify and practice strategies for coping with stress that can't be prevented
- Encourage involvement of support network

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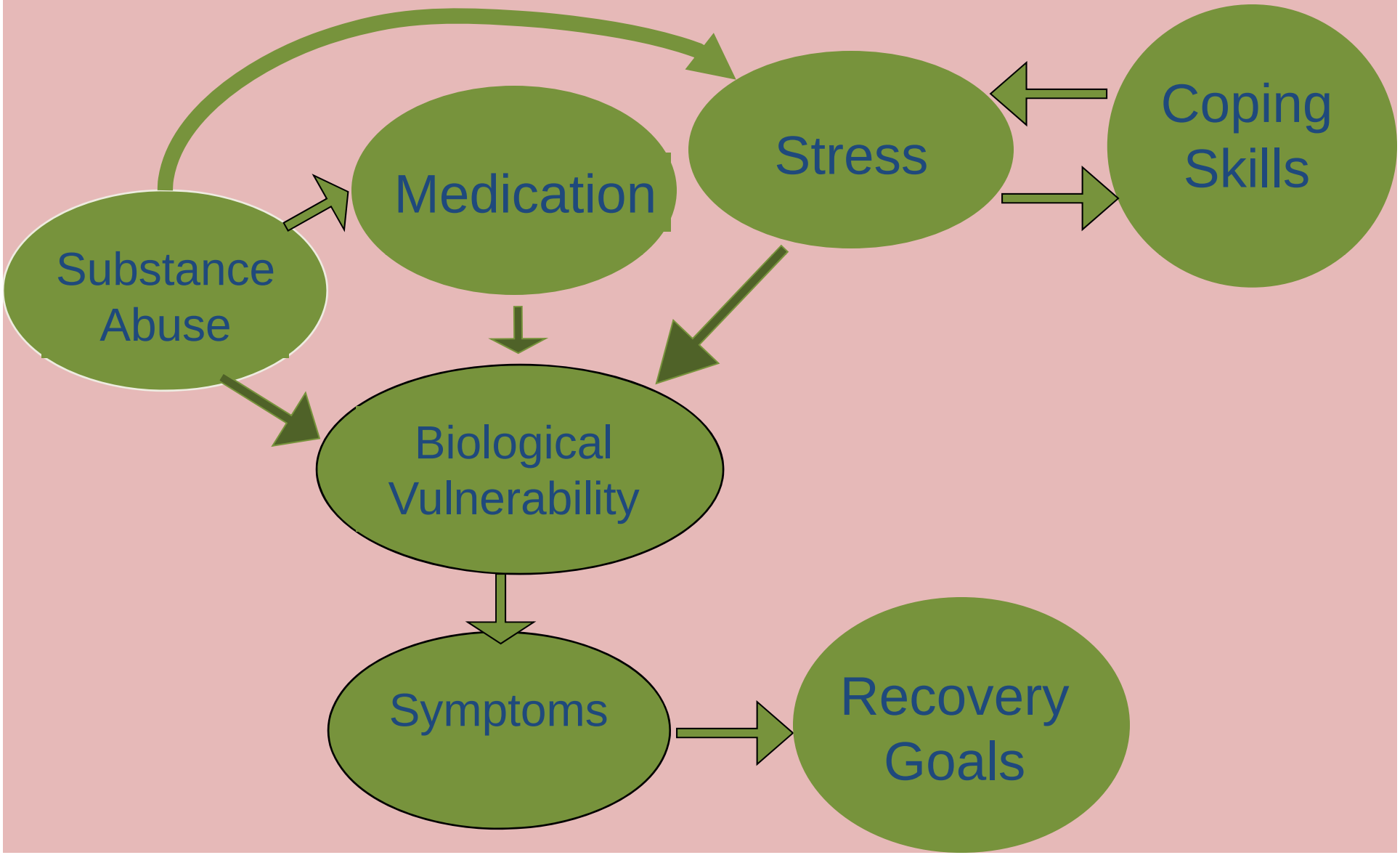
Stress Vulnerability Model

Stress-Vulnerability Model

- Role of stress and biological vulnerability
- Convey optimism that symptom management works
- Provide information about treatment options to help people make informed decisions

Stress-Vulnerability Model



Cognitive Behavioral Strategies

Cognitive Behavioral Therapy (CBT)

- A broad set of approaches to improving adaptive and emotional functioning based on theories of learning and behavior change.

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CBT LOGIC MODEL

Thoughts → Feelings → Behaviors

CBT Strategies

- Reinforcement
- Modeling
- Role-Playing
- Homework
- Problem Solving

CBT

- Focuses on here and now problem solving (*not* unconscious processes)
- May be used with individuals, groups and families
- Helps people to become more aware of how they “reason”, “think” and assign “meaning” to things

CBT

- Providers use guided discovery questions to explore thought processes
- Providers stimulate “different” thinking
- Providers help people to design and carry out behavioral experiments (homework)

Reinforcement

- Positive consequences following a behavior that increases the likelihood of the behavior occurring again
  - Positive reinforcement- provision of some valued or desired outcome (verbal praise, food)
  - Negative reinforcement- removal or reduction of some unpleasant stimulus (criticism, loud noise) following a behavior

Modeling

- Learning a skill by watching someone else use that skill
- Practitioners frequently model skills in role plays
- Behavior is difficult to change based on verbal feedback but after observing a skill can be modified

Role-Play

- A simulated situation where a consumer can learn and practice new skills

- Role-plays in social skills training
  - Elicit reasons why skill is important
  - Review steps of skill
  - Model the skill
  - Get feedback

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Homework

- Integral part of IMR and CBT
- Provides for further education
- Opportunity to practice skills and new behavior
- Collect data
- Monitor thoughts and feelings

Homework

- Increasing likelihood of success
  - Tailor assignment to consumer- be 90-100% sure they will do it. Err on side of too easy
  - Provide a rationale as to how and why the assignment might help
  - Set homework collaboratively. Seek input and agreement
  - Make homework a no-lose proposition

Homework

- Begin assignment in session
- Help set-up a system for remembering to do assignment- tailoring
- Anticipate possible problems. Do rehearsal when indicated
- Prepare for a negative outcome- discussion of potential problems

Problem Solving Skills

1. Define the problem
2. Brainstorm possible solutions
3. Evaluate each solution
4. Select best solution (or combination of solutions)
5. Plan on how to implement the solution
6. Follow-up success and problem solving more if needed

Thoughts / Feedback

"I'm glad I put up a suggestion box for my patients, but now I'm a little concerned."

Next Training

Wednesday May 25, 2016
12:00-3:00 Central

Client Engagement

Contact Information

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Illness Management & Recovery

IMR Modules

1. Recovery Strategies

1. Practical Facts about Mental Illness

3. Stress-Vulnerability Model and Treatment Strategies

IMR Modules

4. Building social support
5. Using medication effectively
6. Drug and alcohol use
7. Reducing relapses

IMR Topic Areas

8. Coping with stress
9. Coping with problems & persistent symptoms
10. Getting your needs met in the mental health system
11. Healthy Lifestyles

IMR Principles

- People are the experts in their own recovery process and recovery goals
- Helps people to explore and develop important recovery goals for themselves
- Helps people to develop short-term goals, or steps, to achieving their important recovery goals

IMR Principles

- Helps people to gain information about mental illnesses and develop or identify skills to manage symptoms of mental illnesses to help them obtain their goals

- Helps people to make progress towards achieving their own recovery goals

IMR Principles

- Curriculum-based program with handouts and worksheets
- Provided over several months of weekly or twice-weekly sessions
- Provided in individual or group format