

[www.centerforebp.case.edu](http://www.centerforebp.case.edu)

# CENTER FOR EVIDENCE-BASED PRACTICES

*at Case Western Reserve University*



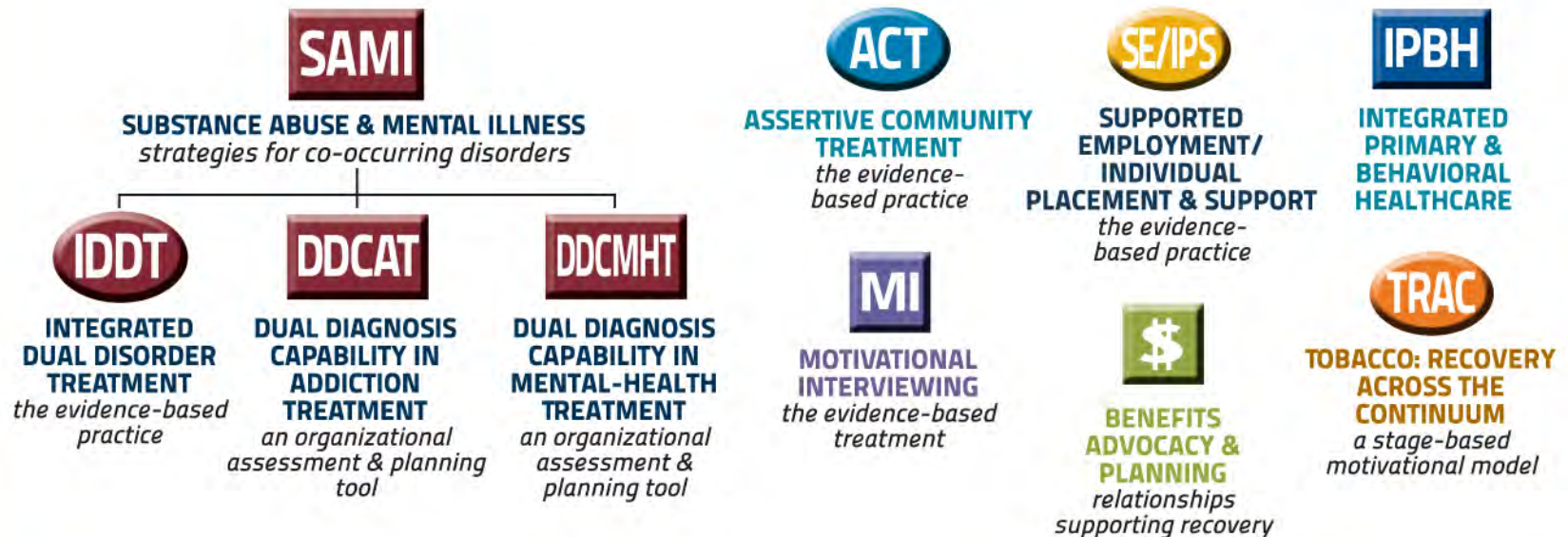
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A partnership between the Jack, Joseph and Morton Mandel  
School of Applied Social Sciences & Department of Psychiatry  
at the Case Western Reserve School of Medicine

# A Technical-Assistance Center

Providing consultation, training, and evaluation  
for the implementation of integrated behavioral  
healthcare services

# Service innovations for people with mental illness, substance use disorders



# Developing an ACT Team

ACT Implementation Guide

ACT Implementation Milestones

Preparation

0-3 months

3-6 months

6-9 months

9-12 months

# Developing an ACT Team

## 0-3 months

### Assemble Internal Leadership Work Team

- CEO
- Directors (clinical, program, medical)
- Decision makers

# Developing an ACT Team

## Establish Eligibility Criteria

- Model criteria
- State standards
- Payer (Medicaid, MCO)
- Consider special populations
- Discharge criteria

# Developing an ACT Team

## Establish Referral and Admission Protocol

- Referral process
- Decision process (who, how)
- Response time
- Admission process (timeline, introductions assessments)

# Developing an ACT Team

## Identify and Engage Clients

- Educate referral sources
- Kick off
- Develop brochure



# Developing an ACT Team

## Secure Team Space and Equipment

- Arrange according to model
- Meeting space (tools)
- Laptops (field connection)
- Phones
- Auto(s)

# Developing an ACT Team

## Establish ACT Daily Meeting

- Attendance and participation
- Communication protocol
- Meeting forms (i.e. Daily staff schedule)
- Develop agenda (team input)
  - entire caseload, last 24, next 24
- Establishing culture

# Developing an ACT Team

## Develop and Initiate Supervision Structure

- Individual supervision
- How often
- Field mentoring
- Supervision style
- Make it useful

# Developing an ACT Team

## Develop Safety Protocol

- Pro-active
- Co-staffing
- Judgement call vs. Do's and Don'ts
- Giving staff “permission” to put safety first

# Developing an ACT Team

## Establish Team Goals

- Team input
- Refer to eligibility criteria
- Process to monitor and report

# Developing an ACT Team

## Initiate ACT Comprehensive Assessment and Treatment Planning Processes

- What
- When
- How
- Where

# Developing an ACT Team

## 3-6 months

### Utilize ACT Daily Meeting

- Refine meeting tools and forms
- Refine/solidify agenda
  - entire caseload, last 24, next 24
- No longer than 1 hour
- Ensure attendance
- Feedback from team

# Developing an ACT Team

## Review/Refine Team Goals

- Adjust as needed
- Process for tracking and reporting



# Developing an ACT Team

## Establish Medication Protocol

- Review existing organizational protocol
- Develop protocol (or adjust as needed) for handling and distributing
- Dispel myths
- Develop medication monitoring process
- Establish relationship(s) with pharmacy

# Developing an ACT Team

## Establish and Enact On-Call Procedure

- Review existing procedure
- Adjust to ACT model intent (as needed)
- Compensation (financial or otherwise)
- Telephonic vs. in-person response
- Educate service recipients and community stakeholders

# Developing an ACT Team

## Develop and enhance clinical skills

- Identify level of competence
- Develop plan to enhance
  - team-based (training, consultation)
  - individual-based (professional development)
- Develop process for cross-training

# Developing an ACT Team

## Develop Specialty Roles and Responsibilities

- Clarify expectations
- Develop specialty goals
- Determine assessment tools

# Developing an ACT Team

## Develop Team Approach to Service

- Structure to ensure ongoing team approach
  - geographic rotation
  - Individual Treatment Team (ITT)
- Ensure frequency of contact per client need
  - client weekly schedule

# Developing an ACT Team

## Prepare for ACT Fidelity Assessment

- Familiarize with fidelity tool (DACTS, TMACT)
- Consult with reviewers for preparation

# Developing an ACT Team

## 6-9 months

Enhance team approach to services

- Process for internal review
- Ensure use of client weekly schedule and other meeting tools to facilitate team approach

# Developing an ACT Team

## Solidify Specialty Roles and Responsibilities

- Functioning within team approach
- Plans for professional development/growth



# Developing an ACT Team

Participate in fidelity review (baseline)

# Developing an ACT Team

## Develop Fidelity Action Plan

- Based on fidelity assessment report
- 3-5 target areas
- Team input
- Develop process for review
  - at least monthly with team
  - at Internal Leadership Work Team meetings

# Developing an ACT Team

9-12 months

Continue to Utilize and Monitor Fidelity  
Action Plan

- Review and revise action steps (as needed)

# Developing an ACT Team

## Complete Unfinished Action Items From Year 1

- Identify and address barriers
- Incorporate into fidelity action plan

# Join Our Mailing List

 create account | sign in

**Online!**



Get connected to ...

- Training events
- Educational resources
- Consulting resources
- Evaluation resources  
(fidelity & outcomes)
- Professional peer-networks



# Events & Stories

- Training events & online registration
- News about us and our collaborators
- Recovery stories told by consumers, family members, service providers, employers



# Tools | Education & Advocacy

## Booklets



## Posters



## Reminder Cards



[www.centerforebp.case.edu/resources/tools](http://www.centerforebp.case.edu/resources/tools)



# Contact Us

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# Our Mission

The Center for Evidence-Based Practices at Case Western Reserve University is a technical-assistance organization that promotes knowledge development and the implementation of evidence-based practices (EBPs) for the treatment and recovery of people diagnosed with mental illness or co-occurring mental illness and substance use disorders.

Our technical-assistance services include the following:

- Service-systems consultation
- Program consultation
- Clinical consultation
- Training and education
- Program evaluation (fidelity & outcomes)
- Professional peer-networks
- Research

