

Revised Exhibit AF
(Guidance 16)
Florida Assertive Community Treatment (FACT)

I.	Level Of Care Description	1
II.	Eligibility	1
III.	Service Description	2
IV.	Outcomes Measures	14
V.	Reporting Requirements	15
VI.	Managing Entity Responsibilities and Expectations	16
	Appendix A – FACT Enhancement Guidelines	18
	Appendix B – FACT Advisory Committees	25
	Appendix C – Assertive Community Treatment Transition Readiness Scale (ATR)®	35
	Appendix D – Definition of Key Terms	38

I. Level Of Care Description

Florida Assertive Community Treatment (FACT) Teams are a service delivery model that provides comprehensive community-based behavioral health treatment and support to individuals diagnosed with a serious mental illness. FACT Teams are a transdisciplinary approach to behavioral health intervention that is available 24 hours per day, seven days per week (24/7), to individuals where they live, work, attend school, or spend their leisure time.

II. Eligibility

FACT Teams serve individuals aged 18 and older diagnosed with one of the following, as referenced in *The Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition, Text Revision (DSM-5-TR)* or latest edition:

- Schizophrenia Spectrum and Other Psychotic Disorders,
- Bipolar and Related Disorders,
- Depressive Disorders,
- Anxiety Disorders,
- Obsessive-Compulsive and Related Disorders,
- Dissociative Disorders,
- Somatic Symptom and Related Disorders, and
- Personality Disorders.

The individual must meet at least one of the following seven clinical criteria:

- More than three crisis stabilization unit or psychiatric inpatient admissions within one year,
- History of psychiatric inpatient stays of more than 90 days within one year,
 - History of more than three (3) episodes of criminal justice involvement within one year,

- Referred by one of the state's correctional institutions for services upon release,
- Referred from an inpatient detoxification unit with a documented history of co-occurring disorders,
- Referred for services by one of Florida's mental health treatment facilities, or
- High risk for hospital admission or readmission.

The individual must meet at least three of the following six clinical characteristics:

- Inability to consistently perform the range of practical daily living tasks required for basic adult interactional roles in the community without significant assistance from others. Examples of these tasks include:
 - Maintaining personal hygiene
 - Meeting nutritional needs
 - Caring for personal business affairs
 - Obtaining medical, legal, and housing services
 - Recognizing and avoiding common dangers or hazards to self and possessions
- Inability to maintain employment at a self-sustaining level or inability to consistently carry out the homemaker role (e.g., household meal preparation, washing clothes, budgeting, or child-care tasks and responsibilities),
- Inability to maintain a stable living situation (repeated evictions, loss of housing, or no housing).
- Co-occurring substance use disorder of significant duration (greater than six months) or co-occurring mild intellectual disability.
- Destructive behavior to self or others.
- High risk of, or recent history of, criminal justice involvement (arrest and incarceration).

If the above admission requirements are met, substance use disorders and mild intellectual disabilities, as defined in the *DSM-5-TR*® or the latest edition, cannot be used as a basis to deny admission. Individuals served may also have co-occurring substance use disorder.

If an enrollee is eligible for FACT services through Florida Medicaid, FACT providers must seek reimbursement for services from Florida Medicaid with the exception enhancement funds. Individuals will continue membership with their Medicaid Managed Medical Assistance (MMA) Program or Long-term Care (LTC) Program for the provision of medical services. FACT is responsible for coordinating behavioral health services and coordinating care with an individual's MMA or LTC Program.

Target Population

When enrolling and maintaining capacity level, the FACT Team must prioritize enrolling participants directly discharged from a state mental health treatment facility (SMHTF).

III. Service Description

FACT Teams are implemented by community behavioral health providers that work collaboratively with eligible individuals and their families to explore their culture, beliefs, and values and work together to identify strengths, as well as needs. Through that process, goals for treatment are developed and adjusted as needed. The individual and FACT Team also work together to identify other, non-clinical supports needed.

FACT Teams are recovery-oriented, strengths-based, and person-centered. FACT Teams provide a comprehensive array of services, such as behavioral health therapy; helping find and maintain safe and stable housing; furthering

education or gaining employment; education about mental health challenges and treatment options; assisting with overall health care needs; recovery support for co-occurring substance use disorders; developing practical life skills; providing medication oversight and support; and working closely with individuals' families and other natural supports.

Program characteristics include:

- Primary provider of services and a fixed point of accountability
- Services are primarily provided out of the office
- Services are flexible and highly individualized
- There exists an assertive, "can do" approach to service delivery
- Services are provided continuously, throughout the individual's participation

The FACT Teams emphasize recovery, choice, outreach, relationship building, and provide individualized services. Enhancement funds are available to assist with housing costs, medication costs, and other needs identified in the recovery planning process. The number and frequency of contacts are set through collaboration rather than service limits. Service intensity is dependent on need and can vary from minimally once weekly to several contacts per day. This flexibility allows the team to quickly ramp up service provision when a program participant exhibits signs of decompensation before a crisis ensues. Teams must provide a minimum of 75% of all services and support in the community. This means providing services in areas that best meet the needs of the individual, such as the home, on the street, or in another location of the participant's choosing.

The FACT Team is expected to assist program participants in attaining recovery goals, thereby enabling the transition to less intensive community services. The team conducts regular assessments of the need for services and uses explicit criteria for participant transfer to less intensive service options. Transition is gradual, individualized, and actively involves the participant and the next provider to ensure effective coordination and engagement.

FACT Team treatment is based on continuous need and there are no concrete timeframes associated with length of stay, however, services are designed to move individuals toward independence and are not to be considered lifelong services. The team approach to delivering services and lack of service limits make FACT a unique service.

Program Goals

The FACT program goals are to:

- Implement with fidelity to the Assertive Community Treatment (ACT) model,
- Promote and incorporate recovery principles in service delivery,
- Eliminate or lessen the debilitating symptoms of serious mental illness and co-occurring substance use that the individual may experience,
- Meet basic needs and enhance quality of life,
- Improve socialization and development of natural supports,
- Support with finding and keeping competitive employment,
- Reduce hospitalization,
- Increase days in the community,
- Collaborate with the criminal justice system to minimize or divert incarcerations,
- Strengthen parenting skills for those who have children, and
- Lessen the role of families and significant others in providing care.

Staffing Requirements

FACT Team staffing configuration combines practitioners with varying backgrounds in education, training, and experience. This diverse range of skills and expertise enhances the team's ability to provide comprehensive care based on individual needs. Hours of operation and staff coverage must be available to provide services seven (7) days per week, with overlapping shifts, operating a minimum of twelve (12) hours per day on weekdays, and eight (8)

hours each weekend day and holiday. The FACT team operates an after-hours on-call system with a FACT Team professional on-call at all times.

The ratio of participants to direct service staff members¹ should not exceed 10:1. Within the guidelines of the prescribed staff-to-participant ratios, teams may exercise a degree of flexibility in team composition. However, a FACT Team must minimally include:

	Small Team (50 individuals ²)	Large Team (100 individuals ³)
Team Leader	1.0 FTE Team Leader	1.0 FTE Team Leader
Psychiatrist or Psychiatric APRN (0.32 hours of psychiatric services must be available for each FACT recipient per week)	At least 16 hours each week for 50 FACT participants	At least 32 hours each week for 100 FACT participants
Nurse	At least 1.0 FTE Nurse who must be a Registered Nurse (RN). Any additional nursing staff may be a licensed practical nurse (LPN)	At least 2.0 FTE Nurses At least one FTE must be an RN and any additional nursing staff may be an LPN
Peer Specialist	At least 1.0 FTE Peer Specialist	At least 1.0 FTE Peer Specialist
Substance Abuse Specialist	At least 1.0 FTE Substance Abuse Specialist	At least 1.0 FTE Substance Abuse Specialist
Vocational Specialist	At least 1.0 FTE Vocational Specialist	At least 1.0 FTE Vocational Specialist
Case Manager		At least 1.0 FTE Case Manager
Administrative Assistant	1.0 FTE Administrative Assistant	1.0 FTE Administrative Assistant
Total FACT Team Composition	5.0 FTE Direct Service Staff + 1.0 FTE Admin Assistant + Psychiatric Care Provider	7.0 FTE Direct Service Staff + 1.0 FTE Admin Assistant + Psychiatric Care Provider
		+3.0 FTE Additional Direct Service Staff to Achieve a 10:1 Ratio

¹ Direct service staff members do not include part-time Psychiatrist/Psychiatric APRN or Administrative staff

² Movement on to (admissions) and off (discharges) the team may temporarily result in breaches of the maximum caseload. Therefore, teams will be expected to maintain an annual average not exceeding 60 individuals, unless approved by the Department of Children and Families

³ Movement on to (admissions) and off (discharges) the team may temporarily result in breaches of the maximum caseload. Therefore, teams will be expected to maintain an annual average not exceeding 120 individuals, unless approved by the Department of Children and Families

Staffing Roles and Credentials

The provider must maintain a current organizational chart indicating required staff and displaying organizational relationships and responsibilities, lines of administrative oversight, and clinical supervision.

Team Leader

The Team Leader must be a full-time employee with full clinical, administrative, and supervisory responsibility to the team with no responsibility to any other programs during the 40-hour workweek and possess a Florida license in one of the following professions:

- Licensed Clinical Social Worker, Marriage and Family Therapist, or Mental Health Counselor licensed in accordance with Chapter 491, F.S.
- Psychiatrist licensed in accordance with Chapter 458, F.S.
- Psychologist licensed in accordance with Chapter 490, F.S.

The Team Leader is a practicing clinician providing FACT services and clinical supervision at least 50 percent of the time. The Team Leader is responsible for administrative, clinical, and quality oversight of the team.

Preferably, the Team Leader is certified as a clinical supervisor. The Team Leader receives clinical supervision from the Psychiatrist or Psychiatric APRN and administrative supervision from the Chief Executive Officer or designee.

In the overall support of FACT Team services and functions, the Team Leader is responsible for assigning a lead mental health professional and lead registered nurse. The lead mental health professional helps supervise comprehensive assessment, treatment planning, and delivering services. The lead registered nurse serves as the lead nurse in medication, pharmacy, and other medical service activities.

Psychiatrist or Psychiatric APRN

The Psychiatrist or Psychiatric APRN provides clinical consultation to the entire team as well as psychopharmacological services for all participants. They also monitor non-psychiatric medical conditions and medications, provide brief therapy, and provide diagnostic and medication education to participants, with medication decisions based on a shared decision-making paradigm. If participants are hospitalized, they communicate directly with the inpatient psychiatric care provider to ensure continuity of care. The Psychiatrist or Psychiatric APRN also conducts home and community visits with participants as needed.

The Psychiatrist must be certified by the American Board of Psychiatry and Neurology (ABPN), or eligible to be board certified, and licensed in accordance with Chapter 458, F.S. If the team employs a Psychiatric APRN, they must be licensed in accordance with Chapter 464, F.S. and there must be access to a board certified, or board-eligible, Psychiatrist for weekly consultation. A minimum of 0.32 hours of psychiatric services must be available for each FACT recipient per week (e.g., 32 hours for 100 FACT participants; 16 hours for 50 FACT participants).

Nurse

The FACT Team must have a minimum of one full-time registered nurse (RN), with preference for those who possess a Psychiatric-Mental Health Nursing Certification (PMH-BC). Additional nursing staff may also be an RN or a licensed practical nurse (LPN), licensed in accordance with Chapter 464, F.S.

Nurses perform the following critical roles:

- Manage the medication system,
- Administer and document medication treatment,
- Screen and monitor participants for medical problems/side effects,

- Communicate and coordinate services with other medical providers,
- Engage in health promotion, prevention, and education activities (i.e., assess for risky behaviors and attempt behavior change related to their physical health),
- Educate other team members on monitoring psychiatric symptoms and medication side effects, and
- With participant agreement, develop strategies to maximize the taking of medications as prescribed (e.g., behavioral tailoring, development of individual cues and reminders).

Peer Specialist

There must be at least one full-time Peer Specialist. The Peer Specialist shall have lived experience with receiving mental health services for serious mental illness. Their life experience provides expertise that professional training cannot replicate.

Peer Specialists are fully integrated team members who provide individualized support services and promote self-determination and decision-making in recovery planning. Peer Specialists provide essential expertise and consultation to the entire team to promote a culture in which each team member's point of view and preferences are recognized, understood, respected, and integrated into care.

Peer Specialists must be certified in accordance with Chapter 397, F.S. at the time of employment, or within one year of employment.

Substance Abuse Specialist

There must be at least one full-time Substance Abuse Specialist with a bachelor's or master's degree in psychology, social work, counseling, or other behavioral science; and two years of experience working with individuals with co-occurring disorders. Bachelor's level substance abuse specialists must be certified as a Certified Addiction Professional in accordance with Chapter 397, F.S. at the time of employment, or within one year of employment.

The Substance Abuse Specialist provides integrated treatment for co-occurring mental illness and substance use disorders to participants who have a history of substance abuse. These services include:

- Substance use assessments that consider the relationship between substance use and mental health,
- Assessment and tracking of participants' stages of change readiness and stages of treatment,
- Outreach and motivational interviewing techniques,
- Cognitive behavioral approaches and relapse prevention, and
- Treatment approaches consistent with the participant's stage of change readiness.

The Substance Abuse Specialist also provides consultation and training to other team staff on integrated assessment and treatment skills relating to co-occurring disorders.

Vocational Specialist

There must be at least one Vocational Specialist who has a bachelor's degree and a minimum of one year of experience providing employment services. The Vocational Specialist provides supported employment services as described in the Substance Abuse and Mental Health Services Administration's Supported Employment Evidence-Based Practices (EBP) KIT, which may be downloaded at

<https://store.samhsa.gov/product/Supported-Employment-Evidence-Based-Practices-EBP-Kit/SMA08-4364>.

Current training and practitioner tools may also be accessed on the Individual Placement and Support (IPS) Employment Center website at <http://www.ipsworks.org/>.

The Vocational Specialist also provides consultation and training to other team staff on supported employment approaches.

Case Manager

This position requires a minimum of a bachelor's degree in behavioral science and a minimum of one year of

work experience with adults with psychiatric disabilities. The Case Manager provides the rehabilitation and support functions under clinical supervision and are integral members of individual treatment teams. This includes social and communication skills training and training to enhance participant's independent living. Examples include ongoing assessment, problem-solving, assistance with activities of daily living, and coaching.

Administrative Assistant

An Administrative Assistant is responsible for organizing, coordinating, and monitoring the non-clinical operations of FACT. Functions include direct support to staff, including monitoring and coordinating daily team schedules and supporting staff in both the office and field. Additionally, the Administrative Assistant serves as a liaison between participants and staff, including attending to the needs of office walk-ins and calls from participants and natural supports. The Administrative Assistant actively participates in the daily team meetings.

Staff Communication and Planning

The FACT Team conducts daily organizational staff meetings at regularly scheduled times as established by the Team Leader. The team completes the following tasks during the daily meeting:

- Conduct a brief, clinically relevant review of all participants and contacts (i.e., phone calls, home visits, transporting, etc.) in the past 24 hours and document this information.
- Maintain a weekly schedule for each participant including all treatment and service contacts to be carried out to reach the goals and objectives in the participant's recovery plan.
- Maintain a central file of all weekly schedules.
- Develop a daily staff schedule consisting of a written timetable for all treatment and service contacts to be divided and shared by the staff working that day based on:
 - weekly schedule for each participant,
 - emerging needs,
 - need for proactive contacts to prevent future crises, and
 - revision of recovery plans as needed and add service contacts to the daily staff assignment schedule per the revised recovery plans.

Treatment Planning Meeting

The FACT Team conducts treatment planning meetings under the supervision of the Team Leader. The treatment planning meetings must occur with sufficient frequency and duration to make it possible for all staff to:

- Be familiar with each participant and their goals and aspirations.
- Participate in the ongoing assessment and reformulation of any problems that arise.
- Problem-solve treatment strategies and rehabilitation options.
- Ensure participant input in the development and revision of the recovery plan.
- Fully understand the rationale to carry out each participant's recovery plan.

Program Engagement

The FACT Team conducts assertive outreach and engagement activities by recruiting new recipients at settings such as state mental health treatment facilities, hospitals, crisis stabilization units, emergency rooms, prisons, jails, and shelters. The FACT Team will screen for eligibility and obtain consent for participation in services.

If the individual being considered for FACT services is in a state mental health treatment facility, community hospital or crisis stabilization unit, the FACT Team will begin to engage the individual and participate in developing a

discharge plan but will not provide services until they are discharged. Though the individual is not formally enrolled during the engagement process, the FACT Team must keep the following written documentation:

- activities that took place during the engagement process and the individual's response to those activities
- the name of the FACT staff member(s) conducting the engagement activities.

Waiting List

Waiting list records are created when an individual has been determined eligible for FACT services, but the FACT Team is at maximum capacity and access is not immediately available. Consent to participate in FACT services by an individual must be obtained to add them to a waiting list.

Program Enrollment

Once an individual expresses interest in, and desires to, participate in FACT services and meets eligibility requirements, the FACT Team enrolls them in the program. The team should maintain a stable service environment when determining the total of new enrollees each month. The maximum number of participants (including Florida Medicaid recipients and individuals who are not Medicaid recipients) served by a small FACT Team is 60 individuals and 120 individuals by a large FACT Team, unless otherwise approved by the Department of Children and Families.

Services and Supports

The guiding principles of FACT Team services include participant choice, cultural competence, person-centered planning, rights of persons served, stakeholder inclusion, and voice. Using this approach, the FACT Team must provide the following services:

- **Outreach and Engagement**

Educate and engage prospective participants for enrollment in FACT services. Assist with the transition of individuals from higher levels of care to FACT services.

- **Crisis Intervention**

A FACT Team member will be available 24/7, to assist with crisis intervention including referrals or supportive counseling when needed. Psychiatric backup/on-call support must be available during all off-hour periods.

- **Comprehensive Assessment**

Within 60 days of admission to FACT, the team completes assessments to guide care.

- **Natural Support Network Development**

Natural support network development is the process of establishing and/or strengthening personal associations and relationships, typically developed in the community, that enhance the quality and security of life for recipients. A natural support network may include family relationships; friendships reflecting the diversity of the neighborhood and the community; association with fellow students or employees in regular classrooms and workplaces; and associations developed through participation in clubs, organizations, and other religious and civic activities.

- **Case Management**

The primary case manager, along with the team, coordinates care, advocates on behalf of the participant, and provides access to a variety of services and supports, including but not limited to:

- Primary health care (medical and dental),
- Basic needs such as housing and transportation,
- Educational and employment services, and

- Legal services.

For recipients enrolled in Medicaid managed care plans, the FACT Team case manager will coordinate non-FACT services with the recipients' plan coordinators.

- **Enhancement Funds**

Funding is used to increase or maintain a person's independence and integration into their community. It may be used for costs related to housing, medications, employment, education, and specialized treatment not paid by any other means. Detailed guidelines on the use of enhancement funds may be found in Appendix A.

- **Family Engagement and Education**

With the consent of the participant, families are engaged in the treatment process and are educated on topics related to their family member's recovery goals, diagnosis, and illness management.

- **Psychiatric Services**

Psychiatric services must be provided by a psychiatrist or psychiatric APRN. Services include psychiatric evaluation, prescribing and/or administering and reviewing medications and their side effects, including pharmacological management, as well as support and training to the recipient.

- **Rehabilitation Services**

Rehabilitation services are provided by FACT Team members. These services provide structured, community-based services delivered in an individual or group setting. These services utilize behavioral, cognitive, or supportive interventions to improve a recipient's potential for establishing and maintaining social relationships and obtaining occupational or educational achievements. Rehabilitation services are provided to restore a recipient's skills and abilities necessary for independent living. Activities include:

- Development and maintenance of necessary daily living skills, such as independent living and social skills
- Food planning and preparation
- Money management
- Maintenance of the living environment
- Training in the appropriate use of community services
 - Housing services
 - Pre-vocational and transitional employment rehabilitation training
 - Social support and network enhancement
- Work readiness assessments
- Job development on behalf of the recipient
- Job matching
- On-the-job training and support.

- **Substance Use and Co-occurring Services**

Both mental health and substance use needs are addressed through integrated screening and assessment, stage of change readiness determination, and therapeutic interventions consistent with the participant's readiness to change behaviors. The treatment approach is based on motivational interviewing and is non-judgmental, stresses engagement, and does not make sobriety a condition of continued treatment.

- **Supported Employment**

Services are individualized to assist recipients to obtain and maintain integrated, paid, competitive employment. Services may include:

- Engagement and establishing a trusting, collaborative relationship directed toward the goal of competitive employment in integrated job settings
 - Assessment of vocational functioning on an ongoing basis
 - Following Supported Employment principles and procedures, helping job development and job search activities directed toward positions that are consistent with needs and interests
 - Providing individualized, time-unlimited, follow-along services to help sustain employment
 - Providing education and support to employers, which may include negotiating job accommodations and follow-along contact with employers
 - Providing outreach services, as necessary, when the recipient may appear to disengage from services. If necessary, maintain contact even without a vocational focus to sustain engagement
 - Meet regularly with treatment team members to coordinate and integrate vocational services into mental health treatment
 - Draws up individual employment plans with the recipient, case managers, and other treatment team providers and updates the plans quarterly
 - Spends at least 60 percent of direct service time in the community to engage and support recipients, family members, and employers
- **Therapy**

Clinicians provide and coordinate individual, group, and family therapy services. The type, frequency, and location of therapy provided are based on individual needs and utilize empirically supported techniques for that individual and their symptoms and behaviors.
- **Wellness Management and Recovery Services**

The team assists participants in developing personalized strategies for managing their wellness, setting and pursuing personal goals, learning information and skills to develop a sense of mastery over their psychiatric illness, and helping them put strategies into action in their everyday lives.
- **Transportation**

Staff assists with transportation to medical appointments, court hearings, or other related activities outlined in the care plan.
- **Supported Housing**

The team assists the participant in accessing affordable, safe, permanent housing of their choice through the provision of multiple housing options with assured tenancy rights regardless of progress or success in services.
- **Competency Training**

For participants who are adjudicated incompetent to proceed, the team will provide competency restoration training and assist the participant through the legal process.
- **Initial Assessment and Recovery Plan**

The Team Leader in coordination with the Psychiatrist or Psychiatric APRN performs an initial assessment and develops an initial plan of care on the day of the participant's admission to the program. The participant and designated team members will be actively involved in the development of the plan. This is intended to ensure that immediate needs for medication, treatment, and basic needs are not delayed. The required components of an initial assessment, at a minimum, include:

- A brief mental status examination,
- Assessment of symptoms,
- An initial psychosocial history,
- An initial health/medical assessment,
- A review of previous clinical information obtained at the time of admission,
- A preliminary identification of the participant's housing, financial, and employment status; and
- A preliminary review of the participant's strengths, challenges, and preferences.

Comprehensive Assessment

The Team Leader assigns the individual's treatment team, including the Psychiatrist or Psychiatric APRN and primary case manager on the day of admission. The team is responsible for preparing a written comprehensive assessment within 60 days of the participant's admission to the program. The comprehensive assessment must meet the following requirements:

- Each assessment area is completed by a team member with skill and knowledge in the area being assessed and is based upon all available information.
- At a minimum, the comprehensive assessment includes:
 - Psychiatric history and diagnosis,
 - Mental status,
 - Strengths, abilities, and preferences,
 - Physical health,
 - History and current use of drugs or alcohol,
 - Education and employment history and current status,
 - Social development and functioning,
 - Activities of daily living,
 - Family and social relationships and support, and
 - Care recommendations.
- To supplement the comprehensive assessment, the team completes a psychiatric/social functioning history timeline no later than 120 days after the first day of admission.
- The team updates assessments at least annually and uses the updated assessments to update the recovery plan. All necessary areas essential for planning must be included in the updated assessment.

Comprehensive Recovery Plan

The team completes a comprehensive recovery plan as an expansion of the initial plan within 90 days of admission, following completion of all assessments. The Comprehensive Recovery Plan shall adhere to the following guidelines:

- Planning is person-centered and actively involves the participant, guardian (if any), and family members and significant others the participant wishes to participate.
- The plan is reviewed and updated, at minimum, every six (6) months during planned meetings, unless clinically indicated earlier, by the treatment team and the participant.
- The plan is based on assessment findings and:

- Identifies the participant's strengths, resources, needs and limitations,
- Identifies short and long-term goals with timelines,
- Identifies participant's preferences for services,
- Outlines measurable treatment objectives and the services and activities necessary to meet the objectives and needs of the participant, and
- Targets a range of life domains such as symptom management, education, transportation, housing, activities of daily living, employment, daily structure, and family and social relationships, should the assessment identify a need and the individual agree to identify a goal in that area.

Assertive Community Treatment Transition Readiness Scale (ATR)®

The Assertive Community Treatment Transition Readiness Scale (ATR)® is a clinical tool used by FACT Teams to 1) identify individuals ready to transition from FACT to less intensive services and/or 2) inform an individual's recovery plan and monitor overall progress.

The ATR, or comparable ACT transition assessment (with Department approval), must be completed for each participant **at least once annually**. If the ATR is used by a FACT Team to monitor an individual's overall progress, it is recommended that the ATR be **administered** at regular **intervals** throughout receiving FACT services.

The ATR can be completed by a single FACT staff member or as a team. The intent of the ATR is not to replace clinical and professional judgment but to potentially reduce inherent subjectivity and bias. Details regarding the administration and scoring of the ATR can be found in Appendix C.

Active Engagement

As FACT services are voluntary, FACT Teams should utilize techniques such as motivational interviewing to maintain engagement and relationships with participants. The FACT Team should also look for markers or behavior that might indicate a member would need more assertive engagement. These signs could include missing appointments, lack of good rapport or trust in the therapeutic relationship, inpatient admission, increased or frequent crisis situations, homelessness or risk of homelessness, loss of natural supports, high-risk behaviors, or substance use that may be interfering with the ability to engage in treatment.

Treatment planning and subsequent therapeutic interventions must reflect appropriate, adequate, and timely implementation of all treatment interventions in response to changing needs.

Administrative Tasks

The FACT Team performs administrative tasks that include the following:

- Establishment and maintenance of written policies and procedures for:
 - Personnel,
 - Program organization,
 - Admission and discharge criteria and procedures,
 - Assessments and recovery planning,
 - Provision of services,
 - Medical records management,
 - Quality assurance/quality improvement,
 - Risk management, and
 - Rights of persons served.

- Accurate record-keeping reflecting specific services offered to and provided for each participant, available for review by the Managing Entity and Department staff,
- Coordination of services with other entities to ensure the needs of the participant are addressed,
- Providing staff training and supervision to ensure staff are aware of their obligations as an employee, and
- A plan for supporting participants in the event of a disaster including contingencies for staff, provision of needed services, medications, and post-disaster related activities.

Discharge Planning and Transitions

Discharge planning should begin immediately upon intake and the expectations and course of treatment should be discussed with the participant during the admission process. FACT Teams should discuss the achievement of long-term goals and markers for discharge at each treatment plan update and assess for discharge readiness throughout the engagement with FACT Team services, including barriers to discharge, progress of discharge planning, and any changes to discharge plans.

FACT Teams shall base readiness for discharge on the attainment of mutually agreed-upon goals. When gauging discharge readiness, FACT Teams may utilize the ATR. FACT Teams may also utilize additional assessment methods or tools to gauge discharge readiness.

Transition

During the daily meetings, the FACT Team shall assess participants for the continued need for FACT services. If it is determined that the participant could be successful in a lower level of care, the team shall start addressing transition goals with the participant.

When a participant is determined ready to transition to a lower level of care, the FACT Team shall update the treatment plan to reflect transition plans and services. This period should continue to focus on independence in all areas of life and the team working to support the participant in moving toward utilizing outpatient treatment services, natural supports, and other community resources so that the member can become comfortable with utilizing a variety of supports on a more independent basis.

The FACT Team will provide psychoeducation to the participant and any natural supports involved around types of treatment services and community supports that are available once discharge occurs.

It is encouraged that FACT Team members either attend initial appointments with community psychiatric services with the participant or at a minimum follow up with both the participant and the community service provider to verify attendance and help in identifying and rectifying any barriers that may exist to successful transition.

Transfers

When a participant plans to move out of the area, the Managing Entities are responsible for coordinating transfers to the new location. The originating Managing Entity will contact the receiving Managing Entity to determine if there is capacity to accept the transfer and a proposed date of transfer. Once this has been established, the originating FACT Team must, with consent, send the receiving team a comprehensive referral packet.

FACT Teams are obligated to accept any transfers if the team has the capacity. Both the originating and receiving teams will make every effort to ensure the participant has stable housing. Upon arrival, the receiving team shall review the participant's clinical records, conduct an initial assessment and admission process, assess the person's current medication regime, consult with the program Psychiatrist, and conduct a new comprehensive assessment or develop a new recovery plan.

When an individual meets the criteria and there is capacity, the team must accept and enroll all referrals from the Departments' Substance Abuse and Mental Health regional office or the Managing Entity.

Discharge Categories

FACT Team shall discharge participants based on the following categories:

- The participant demonstrates an ability to perform successfully in major role areas (i.e., work, social, and self-care) over time without requiring assistance from the program and no longer requires this level of care (i.e., successful completion).
- The participant moves out of the FACT Team's service area.
- The participant requests discharge or chooses not to participate in services, despite the team's repeated efforts to develop a recovery plan acceptable to the participant.
- Following a six (6) month period in which the participant has been admitted to a state mental health treatment facility and there is no anticipated date of discharge.
- The participant has been adjudicated guilty of a felony crime and subsequently sent to a state or federal prison for a sentence that exceeds one (1) year. Otherwise, the participant remains enrolled with the FACT Team.
- The participant was admitted to a nursing facility for long-term care due to a medical condition, and there is no anticipated date of discharge.
- The participant dies.

Discharge Documentation

The FACT Team must document the discharge process in the participant's medical record, including:

- The reason(s) for discharge.
- The participant's status and condition at discharge.
- A final evaluation summary of the participant's progress toward the outcomes and goals outlined in the recovery plan.
- A plan developed in conjunction with the participant for treatment upon discharge and follow-up that includes the signature of the primary case manager, Team Leader, Psychiatrist/Psychiatric APRN, and participant/legal guardian. If the FACT participant or guardian is not available to sign the discharge plan, the reason will be documented in the plan.
- Documentation of referral information made to other agencies upon discharge.
- Documentation that the participant was advised he or she may return to the FACT Team if they desire, and space is available.

FACT Advisory Committee

Advisory committees are a group of volunteer stakeholders that support and guide a FACT Team. The advisory committee's primary function is to promote quality and assist in the oversight of the program through monitoring, problem-solving, and mediating grievances or complaints made by participants or their families. Details regarding the implementation and operation of the advisory committee, including a FACT Model Fidelity Review sample, can be found in Appendix B.

VI. Outcome Measures

The FACT Team is required to meet the following numerical targets for the target population "Adults with Serious and Persistent Mental Illness" as established in the General Appropriations Act.

- Percent of adults with severe and persistent mental illnesses who live in stable housing environment that is equal to or greater than 90 percent or the most current General Appropriations Act working papers transmitted to the Department of Children and Families; and,

- Average annual days worked for pay for adults with a severe and persistent mental illness that is equal to or greater than 40 days worked for pay or the most current General Appropriations Act working papers transmitted to the Department of Children and Families.

The FACT Teams must incorporate the following performance measures:

- Every quarter, *fewer than 20 percent of all individuals enrolled* will be admitted to a Baker Act Receiving Facility.
- Every quarter, *fewer than 5 percent of all individuals enrolled* will be admitted to a State Mental Health Treatment Facility.
- On an annual basis, *75 percent of all individuals served* will either maintain or show improvement in their level of functioning, as measured by the Functional Assessment Rating Scale (FARS).

FACT Teams must also incorporate the following process measures:

- *90 percent of all initial assessments* will be completed on the day of enrollment with written documentation of the service occurrence in the clinical record.
- *90 percent of assessments to determine willingness to seek vocational goals* will be completed within 60 days of enrollment with written documentation of the service occurrence in the clinical record.
- *90 percent of all comprehensive assessments* will be completed within 60 days of enrollment with written documentation of the service occurrence in the clinical record.
- *90 percent of all comprehensive recovery plans* will be completed within 90 days of enrollment with written documentation of the service occurrence in the clinical record.
- *90 percent of all psychiatric/social functioning history timelines* will be completed within 120 days of enrollment with written documentation of the service occurrence in the clinical record.
- While enrolled, *50 percent of all individuals served* will receive supported employment services⁴ toward a goal of obtaining or maintaining paid, competitive employment within one year of enrollment with written documentation of the service occurrence in the clinical record.
- While enrolled, *90 percent of all individuals served* will receive an assessment to determine independent housing goals within one year of enrollment with written documentation of the service occurrence in the clinical record.
- Every month, *90 percent of the staffing requirements* will be maintained including required FACT Team composition and ratio of participants to direct service staff members.

V. Reporting Requirements

FACT Teams are responsible for submitting the following reports to the managing entity in a timely and accurate manner:

Template 29 – FACT Quarterly Report

This quarterly report displays essential data for the Department to determine outputs and outcomes.

Census Worksheets

⁴ The Supported Employment Evidence-Based Practices (EBP) KIT may be accessed at: <https://store.samhsa.gov/product/Supported-Employment-Evidence-Based-Practices-EBP-Kit/SMA08-4364>

The Department may request ad hoc Census Worksheets (effective July 1, 2025) in Excel including the following information for all individuals enrolled in Florida Medicaid during the requested timeframe:

- Last name
- First name
- Middle initial **or**, if unknown, 'X'
- Date of birth (mm/dd/yyyy)
- Social Security Number (no dashes) **or**, if unknown, **pseudo-SSN**
 - as indicated by the Department's FASAMS Pamphlet 155-2 Version 14, Chapter 1, or latest version⁵
- Date of enrollment (mm/dd/yyyy)
- Date of discharge (mm/dd/yyyy)

FACT Enhancement Reconciliation Report

This quarterly report displays the team's monthly expenditures of enhancement funds.

Vacant Position(s) Report

This monthly report displays required FACT Team composition (as indicated in section III) and whether the positions are filled or vacant for the reporting month. This report also displays the ratio of participants to direct service staff members on the last day of the month.

VI. Managing Entity Responsibilities and Expectations

The Managing Entities are responsible for:

- Oversight of FACT requirements including report and invoice approvals
- Provision of technical assistance to FACT Teams as needed
- Participation in and oversight of advisory committees
- Assistance with the timely and efficient transfers from state mental health treatment facilities to teams
- Identification of the need for additional FACT Teams,
- Monitoring of the program including:
 - Medical record reviews
 - Personnel records review
 - Policy and procedure reviews
 - Staff credentials review
 - Participant interviews
 - Follow up with corrective action plans, if indicated.

Managing Entities shall determine the eligibility of Network Service Providers and non-Network Service Providers to provide services funded with FACT Enhancement Funds.

- Such determination will be based on licensure or certification in good standing, history of licensing or certification complaints, appropriateness of services, staff training and qualifications, evidence of staff and

⁵ Financial and Services Accountability Management System (FASAMS): <https://www.myflfamilies.com/services/samh/providers/FASAMS>

organizational competency, interviews with organization staff, and other knowledge of significance unique to the individual provider.

- Treatment providers must be licensed by the Department, Agency for Health Care Administration (AHCA), or a related professional license.
- Recovery support providers must provide documentation of applicable professional certifications, excluding providers that are licensed by the Department, are licensed by AHCA, certified by the Florida Association of Recovery Residences (FARR), or are active affiliates of the Oxford House, Inc. network.

V. Thriving Mind (ME) Specific Requirements

1. Team Leader Clinical Interventions

At least ten (10%) percent of the 50% of the clinical and clinical supervision required of the Team Leader's time will be providing face-to-face clinical interventions to individuals receiving FACT Team services.

2. Submission of Supervisory Staff Information

FACT Network Providers must submit to the ME the name and contact information of the Psychiatrist or Psychiatric APRN that provides the clinical supervision to the Team and also submit the name of the Administrator that provides the administrative supervision to the Team within thirty (30) calendar days of contract execution to the individuals listed in **Exhibit C, Required Reports**.

3. Monthly FACT Individual Served Census Report

The Network Provider must submit the Monthly FACT Individual Served Census Report, in Carisk, by the 8th of each month following service delivery.

4. Outcome Measures

The Network Provider must submit the Outcome Measures report, listed in Section VI, above, in Carisk, by the 10th of each month following service delivery.

5. Monthly FACT Staff Census Report (Vacant Position Report)

The Network Provider must submit the Monthly FACT Staff Census Report (Vacant Position Report) in Carisk, by the 15th of each month following service delivery.

6. FACT Report (Template 29)

The Network Provider must submit the FACT Report Template 29, in Carisk, on a quarterly basis, on the dates listed in Exhibit C, Required Reports.

Appendix A – FACT Enhancement Guidelines

Introduction

One of the goals of FACT is to promote and respect self-determination, recovery, and full community inclusion. Participation provides the individual with the opportunity to select the services and commodities that they deem necessary for recovery for the purpose of consumption, housing needs, employment, volunteering, or training/education, and facilitates achievement of the individual's recovery plan.

An integral part of participation is accepting responsibility for choosing, spending, recording, and learning how best to use limited funds to achieve a desired state of mental wellness and productivity. The program believes that individuals can purchase needed services and commodities that will help them on their road to recovery. Individual choice drives this system of purchasing.

The program provides access to public funds to purchase adjunct services or commodities not directly provided by the FACT Team. Funding is used to increase or maintain a person's independence and integration into their community. Funding may be used for costs related to housing, pharmaceuticals, tangible items needed for employment/education or other meaningful activity, and specialized treatment (not paid by any other means).

Definitions

1. "Assistive Care Services" or "ACS" means a state payment for services provided by qualified residential care facilities. Funds transferred from the Department of Children and Families to Medicaid draw down federal Title XIX matching funds. This Medicaid optional state plan service is for low-income people who live in qualified assisted living facilities (ALFs), adult family-care homes (AFCHs), and residential treatment facilities (RTFs).
2. "Commodities" means supplies, materials, goods, merchandise, equipment, information technology, and other personal property. The definition does not include pharmaceuticals, medical treatment, glasses, hearing aids, or lab work.
3. "Indigent Drug Program" or "IDP" means the provision of psychotropic medications for individuals served by the Department who have a mental illness, reside in the community, and do not have other means of purchasing prescribed psychotropic medications.
4. "OSS" means Optional State Supplementation, a state program to supplement payments to eligible individuals residing in Assisted Living Facilities, Adult Family-Care Homes, family placement, or any other specialized living arrangement.
5. "Payer of Last Resort" means using FACT enhancement funds after exhausting all other potential sources of funds.
6. "Recovery Plan" means an individual's service/treatment plan
7. "Services" means pharmaceuticals, lab work, treatment, housing assistance, or other assistance given to benefit a person.
8. "SSDI" means Social Security Disability Income that is paid to a person and certain members of the person's family if the person is "insured", meaning the person has worked the required number of quarters and paid Social Security taxes.
9. "SSI" means Supplemental Security Income, a federal income supplement program funded by general tax revenue designed to provide cash to help aged, blind and disabled people who have little or no income to meet basic needs for food, clothing, and shelter.

Guidelines on the Use of Funds**1. Ensuring FACT Team enhancement funds are the payer of last resort**

Participants must take responsibility for locating other sources of funding for services or commodities before requesting FACT enhancement funds for the purchase. FACT staff, in collaboration with the participant, must determine if there is another payer source, such as Medicaid, Medicare, OSS, SSI, SSDI, IDP, or ACS. The primary case manager must submit a certification form with the monthly invoice. The certification states that due diligence was exercised in searching for alternative funding to pay for the commodity or service before the use of enhancement funds. If the commodity or service is ongoing, certification is only required for the original purchase. Examples of ongoing purchases include utility and phone bills, refills of existing prescriptions, or any other commodity or service.

2. Price Quotes

Participants are required to provide three price quotes from different vendors for any single commodity costing more than \$300. These price quotes may be in the form of vendor circulars or advertisements, vendor website items and price descriptions, in-store price comparisons, and telephone price quotes. Telephone should only be considered if other means of securing a price quote are not possible. Quotes received over the phone and in-store must be verified/witnessed by staff and documented (including date and time). Documentation of the price quotes must be filed (may be a separate file from the clinical record) and available for audit when requested.

3. Emergency purchase

An emergency is considered an unexpected event that causes immediate danger to the health, safety, or welfare of the individual. In such cases, there might not be time to secure three price quotes (e.g., towing a vehicle from the roadway). An emergency purchase without three quotes must be justified and documented to be considered for payment or reimbursement. Emergency purchases must be documented in the clinical record, and if deemed an ongoing need, must be added to the recovery plan.

4. Recovery plan

The member's recovery plan must incorporate the purchase of any commodity or service. The member's recovery plan must explain how the purchase will promote one or more of the member's recovery goals.

5. Dental services, hearing aids, and eyeglass purchases

Medically necessary (recommended by medical practitioner) professional hearing, dental, and vision services will be paid for by the program after all other resources have been exhausted. Decorative or cosmetic purchases, such as color contacts, may not be paid for with FACT enhancement funds.

6. Payment / Reimbursement rate

Commodities and services purchased are paid or reimbursed at a negotiated rate between the participant and the FACT case manager and are dependent on the participant's ability to pay.

7. Making the purchase

The accepted purchase price (quotes and receipt) must be dated after the incorporation of the purchase into the recovery plan. For approved purchases, the participant can either:

- a) Make the purchase using his or her funds and later, be reimbursed, or
- b) Provide an original, itemized estimate of the needed purchase that shows the name of the vendor, the anticipated purchase date, the item, and the amount of the purchase (along with documentation of price quotes).

The amount paid or reimbursed will include the actual price of the item and may include tax, if applicable. Tips are not reimbursed. It is the participant's responsibility to ensure the quality of the item purchased. If a purchased item is defective, inoperable, or unusable, it is the participant's responsibility to resolve the matter with the vendor.

Criteria for purchase approval (Must be able to answer “yes” to all questions)

1. Does the purchase directly relate to the identified needs outlined in the participant's recovery plan?
2. Does the purchase promote independence?
3. Will the purchase enhance employability or recovery for the individual?
4. Have all other options been explored and exhausted before requesting the purchase with FACT enhancement funds?
5. Is the amount of the proposed expenditure reasonable?
6. Is the budget to fulfill the request available?
7. Is the date on the receipt for the purchase after the effective date of the current recovery plan?
8. Is the receipt original?
9. Does the receipt contain vendor information printed on the receipt (name of vendor, address, phone number, etc.)?

Examples of purchases that may be authorized if all criteria above are met

1. Co-pays for adjunct services purchased with Medicaid or Medicare funds.
2. Housing subsidy. Enhancement funds may be used for payments to Assisted Living Facilities (above OSS rate), but all available options that could best meet the individual's needs should be considered (such as Therapeutic Family Care homes, permanent supportive housing, rental subsidies for current lease).
3. Medication.
4. Transportation or mileage reimbursement.
5. Services related to developing employability.
6. Smoking cessation activities under the supervision of a medical doctor.
7. Non-cosmetic dental work.
8. Hearing aids.
9. Non-cosmetic eyeglasses and non-disposable contacts once per year, unless otherwise noted by a licensed eye care professional.
10. Facial cosmetic and make-up products for camouflaging medical conditions, such as facial scars, burns, etc., and to seek or participate in employment.
11. Tutoring.
12. Face-to-face and distance learning educational classes.
13. Time-limited assistance to secure or maintain a more independent living arrangement.
14. Time-limited assistance with vehicle repair for purposes of employment, education and/or transportation or other recovery goal with the intent to increase independence for the person served. Alternative transportation (bus, bike, cab use) should be considered instead of vehicle repair if the cost to repair is more than \$1,000.00 or the budget does not permit the expenditures.
15. Specialized treatment not provided by the FACT Team and not paid for by any other means (e.g., eating disorders, behavioral analyst, health club/gym). Approval must be obtained from the Managing Entity for expenditures exceeding \$1,500.00.

16. Support tools promoting the safety and security of the individual, including fire alarms, and disability aids such as chair, shower or stair rails when explicitly justified by the individual's recovery plan and no other resource is available.

Examples of disallowed purchases:

1. Rent reimbursement for an expired rental lease.
2. Payments to facilities or recovery residences that are not licensed or certified in good standing according to state law.
3. Motel room(s) beyond 21 days. Motel rooms for more than 21 days may be authorized if the team makes an ongoing and consistent effort to find more permanent housing, and this is fully documented in the recovery plan.
4. Purchase of automobiles, sport utility vehicles (SUVs), minivans, motorcycles, recreational scooters, or recreational vehicles.
5. Major repairs or renovations of rental property.
6. Pay-per-view or enhanced programming cable or satellite service.
7. Television, Video Cassette Recorders (VCRs), Digital Video Disc (DVD) or Blu-ray players, video game consoles, stereos, MP3 Players, iPods, iPads, or other types of entertainment appliances.
8. Designer sunglasses.
9. Beauty aids such as spa services, including but not limited to facials, makeup applications, aromatherapy massage, body waxing, manicure, pedicure, therapeutic body wraps, microdermabrasion, tanning booth sessions, wigs and hair pieces, or cosmetics (aside from the purposes described above).
10. Ongoing or continuous purchase of over-the-counter medications over 7 days per episode for allergies and flu-like symptoms.
11. Acupuncture without a prescription/order/referral from the program Psychiatrist.
12. Petty cash for general use.
13. Purchase or rental of firearms.
14. Purchase of alcoholic beverages.
15. Purchase of contraband or illegal products or services.
16. Purchase of tobacco products.
17. Purchase of pets.
18. Purchase or rental of boats.
19. Purchase or lease of burglar alarms.
20. Purchase or lease of cell phones.
21. Purchase or lease of diving equipment.
22. Internet service.
23. Purchase for 3rd parties.
24. Purchase of pornographic books, magazines, or videos.
25. Payment of credit card interest or balances.
26. Payment of court-ordered costs, fines, restitution, or other similar debts.

Participant Certification and Assurances

FACT Team participants are not guaranteed access to enhancement funds. Purchase approval is dependent on the following guidelines:

- All other options have been explored and exhausted before requesting the purchase with FACT enhancement funds.
 - The purchase directly relates to the identified needs outlined in the participant's recovery plan.
 - The purchase promotes independence.
 - The purchase enhances employability or recovery for the individual.
 - The amount of the proposed expenditure is reasonable.
 - The budget to fulfill the request is available.
 - The date on the receipt for the purchase must be after the effective date of the current recovery plan.
 - Individuals must provide an original receipt.
 - The receipt must contain vendor information printed on the receipt (name of vendor, address, phone number, etc.).
1. By signing below, I agree to adhere to these guidelines and understand that I am responsible for the outcome of all purchases that I make under this program.
 2. I agree not to hold the FACT program responsible if I make purchases that are beyond the scope of purchases incorporated into my recovery plan amount and understand that the program is not responsible for the choices I make regarding my finances.

The FACT participant receives a signed copy of these guidelines. The original signed document remains part of the participant's clinical record.

I, _____, have received, reviewed, and agree to the Florida ACT Enhancement Funds guidelines.

Certification Statement as Payer of Last Resort

(Required only on initial purchases of commodities and services)

Name of FACT Participant: _____

Date of Purchase: _____

Name of Vendor: _____

Cost of Item/Service: _____

Item(s)/Services Purchased: _____

Relationship to Recovery Plan (Complete the following table):

Recovery Plan Goal	Relationship to Purchase
What goal on the recovery plan does this purchase relate?	
How will this purchase assist in meeting the goal?	
How many more times is this service estimated to be needed?	

I, _____, the primary case manager and/or member of the above-named individual's Treatment Team, certify that this purchase is made to support the person's recovery plan. I further certify that all other resources have been explored and exhausted before purchasing this service/commodity with the payer of last resort enhancement funds.

Signature Date

APPENDIX B – FACT ADVISORY COMMITTEES

The FACT Advisory Committee (Committee) is a group of volunteer stakeholders that come together to ensure the FACT Team's work is consistent with SAMHSA's Assertive Community Treatment (ACT) Evidence-Based Practices (EBP) KIT⁶. The Committee's primary functions are to promote quality FACT programs and assist in the oversight of the program through monitoring, problem-solving, and mediating grievances. Committees are independent of the provider operating the team and therefore have no role in the governance of the team. Committees may, at their discretion, develop additional procedures beyond those identified below.

Purpose:

The purpose of the Advisory Committee is to guide and support local team activities by monitoring ongoing operations; promoting the team's work in the community; and ensuring the team provides each participant with quality and recovery-oriented services.

Membership:

The contracting managing entity (ME) approves individual membership to the Committee. Committees have a minimum of 10 members that consist of at least 26 percent people with psychiatric disabilities and 25 percent family members. Other members may represent stakeholders such as local homeless coalitions, local law enforcement agencies, jail personnel, county commissioners, other providers, hospital representatives, Medicaid, faith-based entities, and advocacy groups. Membership that is representative of the local cultural and linguistic populations is strongly encouraged. The Committee must be committed to promoting recovery and empowerment.

The provider operating the FACT Team is responsible for recruiting Committee members. Names of nominated individuals are submitted to the contracting ME for approval of membership. Membership may be rescinded if, in the view of the contracting ME, an adversarial relationship has developed between the provider, Committee, and the contracting managing and a good faith effort on the part of the ME to resolve the adversarial environment has failed.

Membership Qualifications:

Committee members should be knowledgeable about psychiatric disabilities and the challenges that people with these disabilities face living in the community. Members should be good problem solvers with a positive attitude and be objective and seek to understand the views of all stakeholders. People in recovery and their families are strong candidates for membership.

Membership Requirements:

Committee members become familiar with the Program Standards for ACT Teams and the FACT Guidance 16. Committees meet quarterly or more frequently if desired and members agree to serve at least a 2-year term, staggering termination to maintain a core of experienced members on the Committee. Although Committee Bylaws are not required, it is suggested the Committee elect a Chairperson. If a Chairperson is elected, the Committee must establish a protocol for such election including term of office, method of election, including use of proxy votes, and specific duties of the Chairperson. Minutes of Committee meetings are recorded and submitted to the provider's Chief Executive Officer, the FACT Team Leader, and Managing Entity staff.

Approving and Rescinding Membership:

The contracting ME may use the following criteria in approving and rescinding membership on Committees. These guidelines are subject to change based on the accumulation of practices, data, and issues that may evolve over the course of time and experience.

⁶ The Assertive Community Treatment (ACT) Evidence-Based Practices (EBP) KIT may be accessed at:
<https://store.samhsa.gov/product/Assertive-Community-Treatment-ACT-Evidence-Based-Practices-EBP-KIT/SMA08-4344>

Approving Membership

- Expressed willingness to volunteer time,
- Expressed interest in Florida's adult community mental health service delivery system,
- Expressed willingness to learn the ACT model of service intervention,
- Expressed willingness to participate in public forums,
- Meets at least one of the membership groups identified as representative of community stakeholders; and
- Has been approved by the contracting ME.

Rescinding Membership

- Repeated unexcused absences from Committee meetings (as determined by the Chair); or
- Creating an adversarial environment that is prolonged for three months or more and such environment diminishes the supportive, collaborative relationship that must exist between the contracting ME, the provider, and the Committee.

FACT Advisory Committee Member Roles:

1. Advocating on behalf of individuals with psychiatric disabilities.
2. Becoming knowledgeable of the ACT model.
3. Identifying community resources for the team such as affordable housing, employment opportunities, and social outlets/supports.
4. Promoting awareness of the team in the community through community dialogues when requested.
5. Providing support, guidance, and assistance to the team.
6. Monitoring ACT fidelity by administering the "FACT Model Fidelity Review" on an annual basis.⁷
7. Participating in planned technical assistance site visits conducted by the Managing Entity to teams.
8. Mediating complaints or grievances between meetings. It is the responsibility of the Chair to convene a mediating panel made up of three Committee members.
9. Spending at least one day observing a daily organizational meeting, recovery planning meeting, or accompanying a team member on a field visit (with consent).⁸
10. Reviewing and commenting on the team's enhancement expenditures and quarterly ad hoc data reports.
11. Developing a schedule of activities for the year.
12. Serving as a resource to the team to problem-solve local issues that may be barriers to successful outcomes.
13. Participating in the development of a protocol for communications between the team, its administration, and the ME to be approved by the ME before implementation.⁹

⁷ The FACT Model Fidelity Review is a modified form of the PACT Model Fidelity Review published by the National PACT Center and contains recommended standards. The protocol is attached to Appendix B, revised in May 2014.

⁸ Due to the size of Advisory Committees, no more than 2 members should schedule attendance at any meeting at any given time and with prior agreement by the Team Leader.

⁹ A suggested format is attached but may be modified at the discretion of the entities developing the protocol.

Providers' Role Relating to FACT Advisory Committees:

1. Attending Committee meetings by the Team Leaders and the provider's Chief Executive Office/Executive Director or designee.
2. Providing enhancement expenditures and quarterly ad hoc data reports.
3. Presenting any grievances/complaints and their outcome.
4. Forwarding of grievances/complaints not resolved at the team level within two weeks from the date of filing to the team's Committee Chair who will convene a grievance mediating panel.
5. Participating in the development of a communication protocol between the team, its administration, the Committee, and the ME for approval from the ME before implementation.
6. Providing the Committee with the necessary administrative support to ensure that documents are provided, and minutes of meetings are distributed.

Managing Entity's Role Relating to FACT Advisory Committees:

1. Inviting the Chair of the Committee to participate in on-site technical assistance and programmatic monitoring completed by the ME.
2. Attending Committee meetings.
3. Participating in the development of a communication protocol between the team, its administration, the Committee, and the ME. Upon completion, prepare an approval memo to the team, its administration, and the Committee that the protocol is approved for implementation.
4. Serving as a liaison and resource person to the Committee for system issues that impact the team's successful outcomes.

Confidentiality

By law, Committee members do not have access to the medical records of participants without the specific, written agreement of the individual. Committee members who may also serve on other councils or entities that, in the course of their duties, have statutory authority to access and review medical records are prohibited from sharing the findings of such reviews with other Committee members without the specific, written agreement of the individual. The specific agreement must be time-limited and can be changed by the individual at anytime.

FACT Advisory Committee Agenda Template

Committee meetings address the following items:

- Call to Order and roll call,
- Report of Committee Activities,
- Report on Enhancement Expenditures,
- Report on the FACT Quarterly Data, and
- Report on Grievances Mediated and Outcomes.

Other Business

Next Meeting Date

Adjournment

Suggested Format for Communications Protocol

I. Purpose

The purpose of this protocol is to ensure that a mechanism of communication is in place that enables the Committee, the provider, the contracting ME, and the team to conduct its business while promoting the goals of the FACT initiative. This protocol is not intended to restrict any form of communication between individuals or entities but is intended to establish an agreement between the entities referenced above as to a preferred schedule of time for such communications.

II. Hours of Communication

It is agreed by all parties that business relating to the mission and intent of the Committee can best be served by calling between the hours of _____ and _____ Monday through Friday. Weekends and holidays will not be used for conducting routine business.

III. Communication Contacts

It is agreed by all parties that the following persons and phone numbers will be designated the primary and secondary contacts:

Primary Contacts:

For the Committee _____ Phone _____

For the FACT Team _____ Phone _____

For the Managing Entity _____ Phone _____

Secondary Contacts:

For the Committee _____ Phone _____

For the FACT Team _____ Phone _____

For the Managing Entity _____ Phone _____

IV. Mitigating Factors

It is agreed by all parties that certain situations may arise that require the parties to prepare, locate, copy, and fax or e-mail information. When a request is made for written information, it is agreed that an appropriate response time to complete the request is _____ days from the date of the request.

V. Agreements

The parties, by their signature, will make a good faith effort to communicate with each other within the agreed-upon parameters established above.

For the Committee

Date

For the Team

Date

For the Provider

Date

For the Managing Entity

Date

Instructions for Completing the FACT Model Fidelity Review

This is a quality improvement exercise and is not intended to serve as a contractual compliance activity. Committee members conducting this survey are prohibited from reviewing individual clinical records. Feedback to the Team Leader at the end of the review will be helpful for continuous quality improvement. This activity will require 7 exercises:

1. Reviewing the staffing chart,
2. Reviewing position descriptions,
3. Reviewing policies and procedures,
4. Touring the entire team office space,
5. Interviewing the Team Leader,
6. Observing a daily organizational meeting, and
7. Reviewing the posted 2-month schedule of treatment team meetings.

Using the attached FACT Model Fidelity Review instrument, please complete the following:

1. Check either "Y" for yes or "N" for no at the time of the review,
2. Please note any discrepancies from the standards on a separate page, and
3. Using the results of the survey, prepare a summary of findings to share with the Team Leader.

FACT MODEL FIDELITY REVIEW

Standard	Element	Y	N
A. Staff Composition	Look at the staffing chart for documentation		
	The ratio of participants to direct service staff members should not exceed 10:1		
	Psychiatrist or Psychiatric APRN @ a minimum of 0.80 (FTE) hours of services for every 100 participants per week		
	1 Administrative Assistant		
	1 FTE Team Leader (licensed professional)		
	2 FTE Nurses – at least one must be an FTE RN		
	1 FTE Case Manager		
	1 FTE Substance Abuse Specialist		
	1 FTE Peer Specialist		
	1 FTE Vocational Specialist		
B. Key Staff Roles	Look at position descriptions for documentation		
1. Team Leader	Leads daily organizational team meeting		
	Available to the team for clinical supervision		
	Provides 1:1 supervision to staff		
	Functions as a practicing clinician		
	Assigns team members including a primary case manager to each new participant		
2. Psychiatrist or APRN	Conducts psychiatric & health assessments		
	Supervises psychiatric/psychopharmacological treatment of all enrolled participants		
	Monitors non-psychiatric medical conditions & medications		
	Supervises medication management system with nurses		
	Provides brief therapy and diagnostic/medication education to enrolled participants		
	Provides crisis intervention on-site		
	Provides family interventions and psychoeducation		
	Attends daily organizational & recovery planning meetings		
	Provides clinical supervision to staff including RN and LPNs		
	If the participant is hospitalized, actively collaborates with inpatient care providers to ensure continuity of care		
	If APRN, must have continual access to and weekly consultation with a board certified Psychiatrist		
3. Nurses	RN, LPN, and MD manage the medication system		
	Administer and document medication treatment		
	Screen and monitor for medical problems and side effects		
	Coordinate services with other health providers		
	Provide education on health promotion & prevention, education on side effects, and strategies for medication compliance		
4. Vocational Specialist Specialist	Serves as mentor to staff for employment assessment and planning		
	Maintains liaison with the Florida Division of Vocational Rehabilitation (VR) and other training agencies		
	Provides a full range of work services (job development, assessment, job support, and career counseling)		

Standard	Element	Y	N
5. Peer Specialist	The position is integrated into the team		
	Shares roles with other team members		
	Provides individual and group support services		
6. Substance Abuse Specialist	Serves as mentor to staff for assessing, planning, and treating substance use		
	Provides supportive treatment individually & in groups (i.e., CBT, motivational interviewing, relapse prevention)		
	Completes substance use assessments that consider the relationship between substance use and mental health		
C. Program Size & Intensity	Look at policies for documentation		
	Participants are contacted at the number and frequency agreed upon through collaboration. Service intensity is dependent on need and may vary from minimally once weekly to several contacts per day.		
	Clinically compromised participants are contacted multiple times daily		
D. Admission & Discharge Criteria	Look at policies for documentation		
	Admission criteria specify the target population		
	Discharge criteria include demonstrated ability to perform successfully in major role areas over time		
	Discharges are mutually determined by the participant and team		
	The Team assumes long-term treatment orientation		
E. Office Space	Tour office space for documentation		
	Easily accessible to participants and families		
	Common workspace, layout promotes communication		
	In-office medication storage area		
F. Inter-Agency Relationships	Interview Team Leader and ask for evidence of collaboration for documentation		
	Active collaboration with other human services providers		
	Active participant-specific liaison with the Social Security Administration, Healthcare providers, other agency-assigned workers		

Standard	Element	Y	N
G. Hours of Operation	Look at policies for documentation		
	Staff on duty 7 days per week		
	The program operates 12 hours on weekdays		
	The program operates at least 8 hours on weekend days and Holidays		
	Team members are on-call all other hours for 24-hour Coverage		
	Team members available by phone and face-to-face with back-up by Team Leader and Psychiatrist or APRN		
H. Team Communication & Planning	Look at policies, observe daily organizational meeting, and ask to see a 2-month posting of treatment team meetings for documentation		
	Organizational team meetings held daily M-F		
	Meetings completed within 45-60 minutes		
	Member status reviewed via daily log and staff report		
	Team Leader facilitates discussion & recovery planning		
	Services & contacts scheduled per recovery plans and triage		
	Staff assignments determined		
	Daily staff assignments prepared schedule		
	Service provision monitored and coordinated		
	All staff contacts with participants are logged		
	Recovery planning meetings held weekly		
	Recovery planning meetings held by senior staff		
	Recovery planning meetings schedule posted 2 months ahead		

Standard	Element	Y	N
I. Policy and Procedure Manual	Look at policies for documentation		
	Admission and discharge criteria and procedures		
	Job descriptions, performance appraisals, training plan		
	Program organization & operation (program hours, on-call, service intensity, staff communication, team approach & staff supervision)		
	Assessment and recovery planning		
	Medical records management		
	Service Scope		
	a. Case management		
	b. Crisis assessment & intervention		
	c. Symptom assessment, management & supportive therapy		
	d. Medication prescription, administration, monitoring & documentation		
	e. Substance abuse services		
	f. Work related services		
	g. Activities of daily living		
	h. Social, interpersonal relationships & leisure time		
	i. Support services		
	j. Education & support to families & other supports		
	Enrolled participant rights		
	Program performance improvement and evaluation		
	80% of participants live in independent community living		
	Legal advocacy provided as needed		

NOTES:

APPENDIX C – ASSERTIVE COMMUNITY TREATMENT TRANSITION READINESS SCALE (ATR)[®]

Below is a summary for use of the ATR from *The Assertive Community Treatment Transition Readiness Scale[®] User's Manual* by Gary S. Cuddeback, Ph. D.¹⁰. Dr. Cuddeback gave the Department express written consent for FACT Teams to use the ATR.

The ATR is an 18-item measure that covers the following:

- psychiatric and behavioral stability
- hospitalization and incarceration
- housing stability
- treatment engagement
- medication compliance
- independence
- complexity of health and behavioral issues
- intensity of service need
- benefits
- social support
- resources
- insight
- daily structure
- employment

Each item is scored on a four-point scale: strongly disagree (1), disagree (2), agree (3), strongly agree (4). For example, Item 1 reads, "He/she no longer needs intensive services." If you strongly agree with this statement about the FACT participant, record a score of 4. If you strongly disagree with the statement, indicating the participant still needs intensive services, record a score of 1.

Reverse-scored items: responses to four items must be reverse-scored so that for each item a higher score indicates greater potential to transition from FACT to less intensive services.

As previously stated, when you complete the ATR, you will be asked to rate each participant on a series of questions using a 4-point scale: strongly disagree (1), disagree (2), agree (3), strongly agree (4). The items that need to be reverse-scored are:

- Item 5 – He/she has been in the psychiatric hospital within the last six months.
- Item 7 – He/she has been incarcerated within the last six months.
- Item 12 – He/she has complex needs (i.e., personality disorders, health problems, substance use).
- Item 17 – His/her behaviors have not been stable over the last six months.

For example, if you respond strongly disagree (1) on item 5, this response should be reverse scored to 4 before computing a Total or Mean score. If you respond strongly agree (4) to Item 12, "He/she has complex needs (i.e., personality disorders, health problems, substance use," reverse score the item to a 1 before computing a Total or Mean score.

ATR Scoring

Higher scores on the ATR indicate greater potential to transition from FACT to less intensive services.

¹⁰ Cuddeback, G. S., & Wu, J. C. (2021). The Psychometric Properties of the Assertive Community Treatment Transition Readiness Scale (ATR). *Community Mental Health Journal*, 57(7), 1301–1309. <https://doi.org/10.1007/s10597-021-00806-9>

Either a Total or a Mean score for the ATR can be computed. Total scores are the sum of all item responses on a measure and Mean score are the average of all item responses (**reverse score items 5, 7, 12, and 17 before computing**).

A Total or Mean score on the ATR should not be computed if fewer than 80% of the items are completed. That is, at least 14 of the 18 items must be completed before scoring the ATR.

Total Scores: A Total score on the ATR can be computed by adding up all the item responses. Total scores on the ATR can range from 18 to 72, with higher scores indicating greater potential to transition from FACT to less intensive services (**reverse-score items 5, 7, 12, and 17 first**).

Mean Scores: The Mean score on the ATR can be computed by adding up item responses and dividing by the number of completed items. The Mean score can range from 1.0 to 4.0.

To help FACT Teams use the ATR to help make decisions about participants who might be ready to transition to less intensive services, cutoff scores were developed. *Cutoff scores should only be used as guides rather than definitive, set-in-stone rules for making transition decisions.*

In this context, participants with Total scores on the ATR equal to or greater than 50 could be considered candidates for transition from FACT to less intensive services. Similarly, participants with Mean scores equal to or greater than 2.8 could be considered for the transition from FACT to less intensive services.

As stated, these cutoffs are only to be used as a guide. The ATR should not be the only method used to help make transition decisions. Clinical and professional judgment remains an important part of identifying whether a participant is ready to transition from FACT Team services. However, the ATR is used to formalize and codify the transition decision-making process by providing relevant information to consider about transitioning a participant to less intensive services. The intent of the ATR is not to replace clinical and professional judgment but to potentially reduce inherent subjectivity and bias.

This is the **Assertive Community Treatment Transition Readiness Scale® (ATR®)**. Each item is scored on a four-point scale: strongly disagree (1), disagree (2), agree (3), strongly agree (4). For example, Item 1 reads, "He/she no longer needs intensive services." If you strongly agree with this statement, a consumer would receive a score of 4 for this item. Before computing Total or Mean scores, the responses to Items 5, 7, 12, and 17 must be reverse-scored. So, if you respond strongly disagree (1) to Item 5, this response should be reverse-scored to 4 before computing Total or Mean scores. At least 14 of the 18 items must be completed before scoring the ATR®. A Total score can be computed by adding up all item responses. Total scores range from 18 to 72. Mean scores can be computed by adding up all item responses and dividing by the number of completed items. Mean scores range from 1.0 to 4.0. Higher Total and Mean scores indicate greater potential to transition from ACT to less intensive services.

Questions about the ATR® should be addressed to Gary S. Cuddeback, Ph.D., University of North Carolina at Chapel Hill, 325 Pittsboro Street, CB#3550, Chapel Hill, NC, 27599, 919.962.4363, cuddeback@mail.schsr.unc.edu.

NAME _____ DATE _____ TOTAL or MEAN SCORE _____

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. He/she no longer needs intensive services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. He/she has structure in his/her daily life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. His/her symptoms have been stable over the last six months.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. He/she has had stable housing over the last several months.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. He/she has been in the psychiatric hospital within the last six months.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. He/she has insight into his/her mental illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. He/she has been incarcerated within the last six months.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. He/she has benefits in place.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. He/she is engaged in treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. He/she is independent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. He/she is compliant with his/her medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. He/she has complex needs (i.e., personality disorders, health problems, substance use).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. He/she has adequate resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. He/she has social support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. He/she is gainfully employed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. He/she keeps appointments without help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. His/her behaviors have not been stable over the last six months.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. He/she has met his/her treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

APPENDIX D – DEFINITION OF KEY TERMS

Assertive Community Treatment Transition Readiness Scale (ATR)® is an 18-item measure used by FACT Teams to: 1) identify individuals ready to transition from FACT to less intensive services and/or 2) inform an individual's recovery plan and monitor overall progress. The ATR is used to formalize and codify the transition decision-making process by providing relevant information to consider about transitioning a participant. The intent of the ATR is not to replace clinical and professional judgment but to potentially reduce inherent subjectivity and bias.

Comprehensive assessment means an organized process of gathering information to evaluate a person's mental and interactional status and his or her treatment, rehabilitation, and support needs that will enhance recovery. The results of the assessment are used to develop an individual recovery plan for the person.

Culturally competent services mean acknowledging and incorporating variances in normative acceptable behaviors, beliefs, and values in determining an individual's mental wellness/illness and incorporating those variances into assessments and treatment that promotes recovery.

Empowerment means the process where the provider of services encourages the individual to make choices in matters affecting their lives and to accept personal responsibility for those choices. The empowerment process will include but is not limited to 1) freedom of choice regarding services; 2) influence over the operation and structure of service provision; 3) participation in system-wide recovery planning; and 4) participation in decision-making at the community level.

Engage as it relates to new admissions means the process of identifying, recruiting, and considering a person for enrollment. A person being considered for FACT who is in a state mental health treatment facility, local hospital, or crisis stabilization unit (CSU) cannot be enrolled until discharge takes place. Team members may begin to visit the person in the hospital and participate in developing the discharge plan but will not officially assume responsibility for providing treatment services until the person is discharged. A person already enrolled in a FACT program continues to be enrolled even though hospitalization via a CSU, local hospital, or state mental health treatment facility occurs. Even though a person going through the engagement process has not formally been enrolled in a team, the team must keep a written record on:

- Activities that took place during the engagement process,
- The person's response to engagement activities, and
- The name of the FACT staff member conducting the engagement activities.

Functional Assessment Rating Scale (FARS) is the rating scale adopted by the Office of Substance Abuse and Mental Health that is to be administered consistent with the most current version of the Department's pamphlet 155-2 as it is developed.

Incompetent to proceed, pursuant to s. 916.106, F.S., means the condition that a defendant is unable to proceed at any material stage of a criminal proceeding due to mental impairment. Those stages shall include a trial of the case and pretrial hearings involving questions of fact on which the defendant might be expected to testify. It shall also include an entry of a plea, proceedings for violations of probation or violations of community control, sentencing, and hearings on issues regarding a defendant's failure to comply with court orders. It also considers conditions or other matters in which the mental competence of the defendant is necessary for a just resolution of the issues being considered.

Initial assessment and recovery plan means the initial evaluation of a person's mental health status and initial practical resource needs (e.g., housing, finances). The initial recovery plan is completed on the day of admission and guides services until the comprehensive assessment and recovery plan are completed.

Mental illness means an impairment of the mental or emotional processes that exercise conscious control of one's actions or of the ability to perceive or understand reality, which impairment substantially interferes with a person's

ability to meet the ordinary demands of living. For this part, the term does not include a developmental disability as defined in Chapter 393, intoxication, or conditions manifested only by antisocial behavior or substance use.¹¹

Not guilty by reason of insanity, pursuant to s. 916.15, F.S., means a ruling by a court acquitting a defendant of criminal charges because of a mental deficiency or illness sufficient under the law to preclude conviction.

Psychiatric/social functioning history timeline is the process that helps to organize, chronicle, and evaluate **information** about significant events in a person's life, experience with mental illness, and treatment history.

Psychotropic medication means any drug used to treat, manage, or control psychiatric symptoms or disordered behavior, including but not limited to antipsychotic, antidepressant, mood-stabilizing, or anti-anxiety agents.

Recovery means a process of change through which individuals improve their health and wellness, live a self-directed life and strive to reach their full potential.

Recovery Plan means the culmination of a continuing process involving the participant, family or other supports upon consent, and the team. The plan reflects individualized service activity and intensity to meet person-specific needs that promote recovery. The plan documents the person's goals and the services necessary to achieve them. The plan must reflect the individual's preferences for services and choices in the selection of living arrangements. The plan delineates the roles and responsibilities of the team members who will carry out the services.

Recovery Plan Review means a written summary describing the person's progress since the last recovery-planning meeting; it outlines interactional strengths and limitations at the time the recovery plan is rewritten.

Rehabilitation means services and supports that promote recovery, full community integration, and improved quality of life for persons diagnosed with any mental health condition that seriously impairs their ability to lead meaningful lives. Rehabilitation services are collaborative, person-directed, and individualized. They focus on helping individuals develop skills and access resources needed to increase their capacity to be successful and satisfied in the living, working, learning, and social environments of their choice.¹²

¹¹ Chapter 394.455(28), F.S.

¹² Allness, Deborah J., and William H. Knoedler. A Manual for ACT Start-up: Based on the PACT Model of Community Treatment for Persons with Severe and Persistent Mental Illnesses. Arlington, VA: NAMI, 2003. Print.