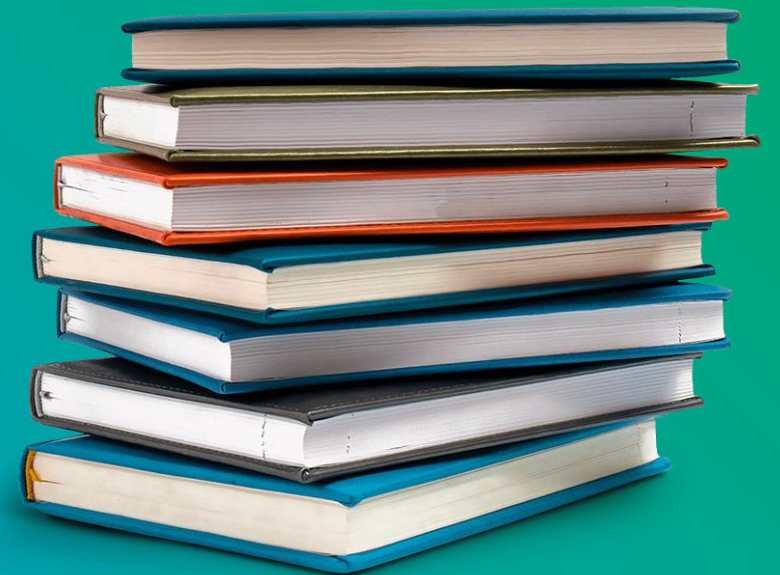


South Carolina Assertive Community Treatment Service Manual

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Mercer
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A business of Marsh McLennan



1. Training Objectives

2. South Carolina ACT Policy Manual

- Purpose
- Service Definition and Tool for Measurement of ACT

3. South Carolina ACT Policy

- ACT Team Leader
- Psychiatric Care Provider Positions

4. South Carolina ACT Policy

- ACT Nurse
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5. South Carolina ACT Policy

- ACT Mental Health Professional
- ACT Substance Use Disorder Licensed
- Certified Professional Positions

6. South Carolina ACT Policy

- ACT Vocational Success Specialist
- ACT Peer Support Specialist
- ACT Program Assistant

Agenda

Training Objectives



Training Objectives



- Review Assertive Community Treatment (ACT) Policy Manual — This does not include authorizations, entrance/continued stay/discharge criteria, and billing guidance.
- ACT Staffing and Responsibilities
- Discuss Service/Policy Implementation
- Next Steps

South Carolina ACT Policy Manual

- Purpose
- Service Definition and Tool for Measurement of ACT

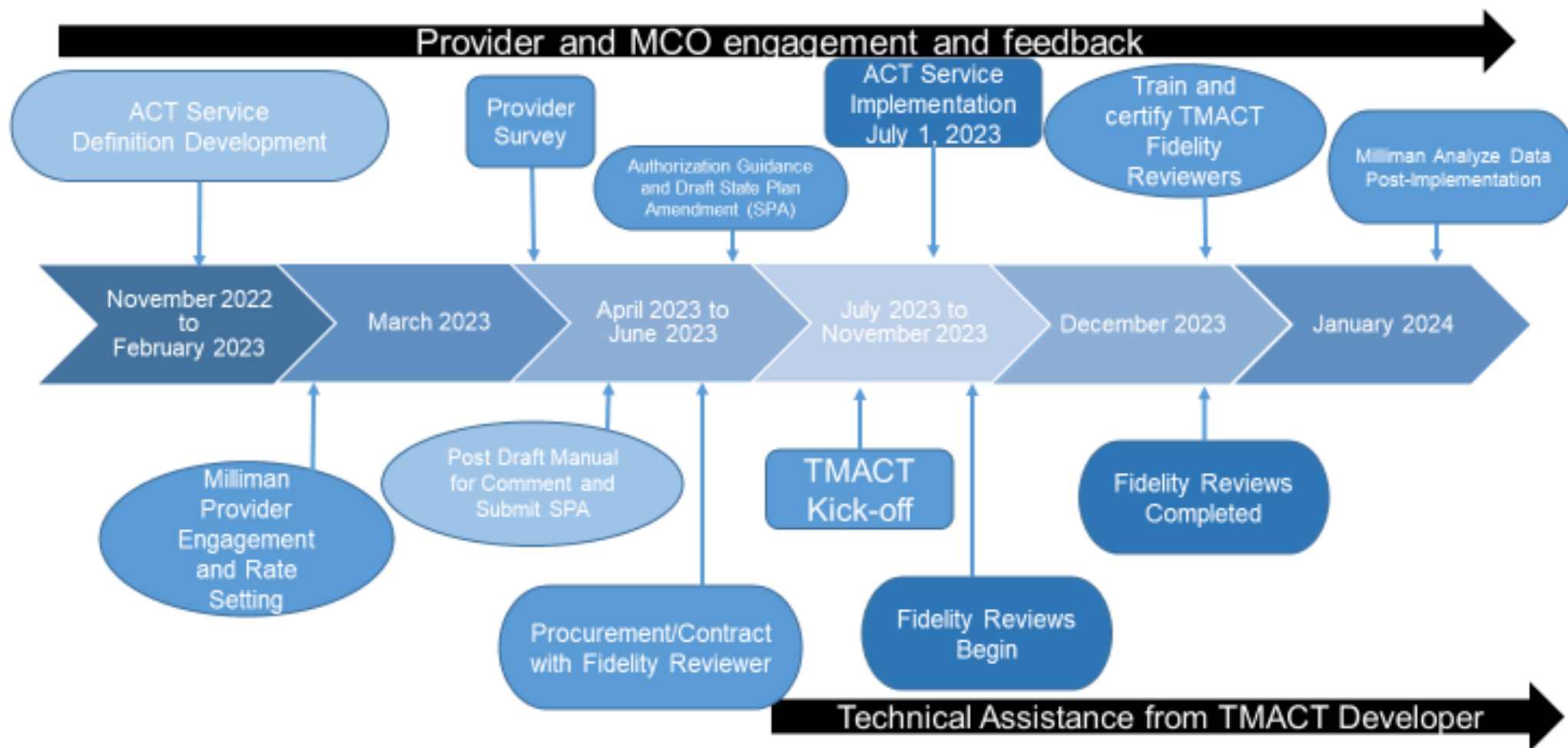


South Carolina ACT Policy Manual

South Carolina (SC) Department of Health and Human Services (DHHS) added ACT to the State Plan and developed a policy manual for ACT in 2023

This allows Medicaid to reimburse for ACT when a beneficiary meets medical necessity

South Carolina Department of Health and Human Services Assertive Community Treatment (ACT) Implementation Timeline



South Carolina ACT Policy Manual

Purpose

ACT is an evidence-based practice for beneficiaries with severe mental illness

Intended outcomes are increasing community living skills, decreasing psychiatric hospitalizations, and decreasing criminal justice involvement

South Carolina ACT Policy Manual

Service Definition and Tool for Measurement of Assertive Community Treatment (TMACT)

- ACT is intensive and non-residential
- Services are 24 hours a day, seven days a week and provided in the community
- ACT is a single, fixed point of responsibility for treatment, rehabilitation, and support needs
- The intensity and frequency of ACT services is based on the beneficiary's current needs
- Services include — psychiatry, nursing, psychology, social work, substance use, peer support, employment/education support, and case management

- Crisis intervention and planning are critical components
- ACT serves as the first line and generally sole provider of all behavioral health services
- Services are flexible and based on the beneficiary's needs
- ACT staff must be trained and skilled in the use of rapport building strategies
- Services should be recovery-based, promote self-determination, and respectful of the beneficiary's rights
- ACT Peers should promote recovery and hope

Questions, Comments, Concerns

Any questions, comments, or concerns about the following sections:

- Purpose
- Service Definition and Tool for Measurement of ACT

South Carolina ACT Policy

- Staff Composition and Qualifications
- ACT Team Leader
- Psychiatric Care Provider Positions



South Carolina ACT Policy

Staff Composition and Qualifications

- All ACT staff should have attitudes and values that align with the ACT philosophy: compassion and respect for beneficiaries with serious mental issues (SMI) and their experiences, understand and believe in recovery and self-determination, and support beneficiary and family engagement in all ACT activities
- Staffing is based on the ACT team size and caseload



South Carolina ACT Policy

Staff Composition and Qualifications



SC ACT required staff include:

- Team Leader
- Psychiatric Care Provider
- Nurse
- Qualified Mental Health Professional
- Mental Health Professional
- Peer Support Specialist
- Employment Success Specialist
- Substance Use Specialist
- Program Assistant

South Carolina ACT Policy

Team Leader



Full-Time Employment (FTE) — Full Time — Regardless of team size



Qualifications- Must be a Licensed Psychologist, Licensed Independent Social Worker- Clinical Practice (LISW-CP), Licensed Professional Counselor (LPC), Licensed Marriage and Family Therapist (LMFT), Licensed Psychiatric Nurse Practitioner (NP), or Clinical Nurse Specialist certified as an advanced practice psychiatric clinical nurse specialist



Three years clinical experience with serious and persistent mental illness (SPMI), with a minimum of two years experience post-graduate school



Provides clinical leadership and oversight of the ACT team



Manages team operations and staffing

South Carolina ACT Policy A

Team Leader (continued)

Responsibilities include:

- Overseeing administrative operations of the team
- Providing clinical oversight of services in conjunction with the psychiatric care provider, as well as clinical supervision to staff
- Supervising staff members to assure delivery of best and ethical practices
- Providing direct services to beneficiaries where a therapeutic relationship is developed between the beneficiary and the team lead

Team Lead is dedicated to the team 40 hours a week, only one professional can assume this role

South Carolina ACT Policy A

Psychiatric Care Provider

- Full Time Employee-based (FTE) on the number of service beneficiaries. Must have designated ACT hours that are sufficient to fulfill their role/responsibilities
- Qualifications- Must be a psychiatrist, advanced practice registered nurse (APRN), or shared by a psychiatrist, a NP, or a psychiatric assistant (PA) under the supervision of a psychiatrist.
- Position does not count towards the staff to beneficiary ratio
- **No more than two psychiatric care providers can share this role**
- If two providers fill this role, a psychiatrist must assume at least half of the minimum FTE given the team size
- **For full credit for Daily Team Meeting attendance, they must attend at least 2 meetings a week**



South Carolina ACT Policy

Psychiatric Care Provider (continued)

Sample schedules:

A small team needs 0.25 FTE Psychiatric Care Provider. They hire a 0.25 FTE psychiatrist.

Monday	Tuesday	Wednesday	Thursday	Friday
8 AM-12 PM		8 AM-12 PM		2 PM- 4 PM

OR

Monday	Tuesday	Wednesday	Thursday	Friday
10 AM-12 PM	2 PM-4 PM	10 AM-12 PM	2 PM- 4 PM	10 AM-12 PM

South Carolina ACT Policy

Psychiatric Care Provider (continued)

A large team needs 1.0 FTE Psychiatric Care Provider, and hires a psychiatrist (0.5 FTE) and a nurse practitioner (0.5 FTE)

	Monday	Tuesday	Wednesday	Thursday	Friday
Psychiatrist	9 AM- 1 PM	9 AM- 1 PM	9 AM- 1 PM	9 AM- 1 PM	9 AM- 1 PM
NP	12 PM- 4 PM	12 PM- 4 PM	12 PM- 4 PM	12 PM- 4 PM	12 PM- 4 PM

OR

	Monday	Tuesday	Wednesday	Thursday	Friday
Psychiatrist	8 AM- 4:30 PM			8 AM- 4:30 PM	9 AM- 1 PM
NP		8 AM- 4:30 PM	8 AM- 4:30 PM		9 AM- 1 PM

South Carolina ACT Policy

Psychiatric Care Provider (continued)



Psychiatric Care Providers are integrated team members and provide direct services to beneficiaries



Psychiatrists must be board eligible or certified by the American Board of Psychiatric and neurology and licensed to practice in SC



NPs must have SC license and at least three years full time experience treating individuals with SPMI



PAs must be currently licensed in SC and have at least three years full time experience treating individuals with SPMI

South Carolina ACT Policy A

Psychiatric Care Provider (continued)



- Responsibilities include:
 - Regularly see beneficiaries to assess and treat symptoms, monitor response to medications and side effects
 - Provide clinical supervision and oversight of psychiatric services (when delivered by NP or PA)
 - Collaborate with the team leader in sharing clinical responsibility for monitoring beneficiary treatment and clinical supervision to the team
 - Collaborate with nursing staff to develop/implement medication administration policies and procedures, oversee medical care of beneficiaries
 - Educate non-medical team members on psychiatric and non-psychiatric medications, provide diagnostic and medication education to the beneficiary, with medication decisions based on shared decision making
 - Participate in daily team meetings (based on FTE), treatment planning meetings
 - Provide brief therapy (formal and informal)
 - Provide psychiatric back-up after-hours and weekends

Questions, Comments, Concerns

Questions, comments, concerns for the
ACT Team Leader or ACT Psychiatric
Care Provider positions?



South Carolina ACT

- ACT Nurse
- ACT QMHP Positions



South Carolina ACT Policy

Nurse



FTE- based on the number of service beneficiaries. Must have designated ACT hours that are sufficient to fulfill their role/responsibilities

Qualifications — Registered Nurse (RN), APRN, LPN

Minimally, an ACT team must have one RN or APRN with a minimum of one year experience working with adults with SMI

No more than two staff can share a 1.0 FTE

LPNs must complete roles within their scope of practice and under the supervision of an RN or APRN

South Carolina ACT Policy

Nurse (continued)

Sample Schedules:

A small ACT team needs 1.4 FTE nursing. they hire 1.0 RN (split between two RNs at 0.5 FTE) and .8 LPN.

	Monday	Tuesday	Wednesday	Thursday	Friday
RN 1	8 AM- 6 PM		8 AM- 6 PM	1 PM- 3 PM	
RN 2	9 AM- 1 PM	9 AM- 1 PM	9 AM- 1 PM	9 AM- 1 PM	9 AM- 1 PM
LPN	8 AM- 4:30 PM	8 AM- 4:30 PM	8 AM- 4:30 PM	8 AM- 4:30 PM	

South Carolina ACT Policy

Nurse (continued)

A large ACT team needs 2.9 FTE nursing. They hire 2.0 FTE RN and 0.9 FTE LPN. They hire 1.0 FTE RN, two 0.5 FTE RN, and 0.9 FTE LPN.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
RN 1 (1.0 FTE)		8 AM-4:30 PM	8 AM-4:30 PM	8 AM-4:30 PM	8 AM-4:30 PM	8 AM-4:30 PM	
RN 2 (0.5 FTE)	1 PM- 5 PM	1 PM- 5 PM	1 PM- 5 PM	8 AM- 4:30 PM			
RN 3 (0.5 FTE)		2 PM- 6 PM	2 PM- 6 PM	2 PM- 6 PM	2 PM- 6 PM	2 PM- 6 PM	
LPN (0.9 FTE)			8 AM- 4:30 PM	8 AM- 4:30 PM	8 AM- 4:30 PM	8 AM- 4:30 PM	10 AM- 2 PM

South Carolina ACT

Nurse (continued)

- Responsibilities include:
 - Managing the medication system in conjunction with the Psychiatric Care Provider, administers and documents medication treatment
 - Manages a secure medication room, including oral and intramuscular medications
 - Screen/monitor for medical problems and side effects
 - Engage in health promotion, prevention, and education activities
 - If beneficiary agrees, develop strategies to maximize taking medications as prescribed
 - Coordinate care with medical providers
 - Educate the team in monitoring psychiatric symptoms and medication side effects
 - Participate in daily team meetings (based on FTE), treatment planning meetings

South Carolina ACT

Qualified Mental Health Professional (QMHP)



FTE- based on the number of service beneficiaries. Must have designated ACT hours that are sufficient to fulfill their role/responsibilities



Qualifications- LISW-CP, LMFT, LPC, or licensed psychologist, and a masters/doctoral degree from a program that is primarily psychological in nature from an accredited university/college, and one year of experience working with adults with SPMI, working for a SC state agency

South Carolina ACT Policy

QMHP (continued)

Sample schedule:

A small ACT team needs 0.5 FTE of a QMHP.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
QMHP			1 PM- 5 PM	1 PM- 5 PM	1 PM- 5 PM	1 PM- 5 PM	1 PM- 5 PM

OR

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
QMHP	9 AM- 1 PM		9 AM- 3 PM	9 AM- 3 PM			9 AM-1 PM

South Carolina ACT Policy

QMPH (continued)

- Responsibilities include:
 - Individual and group therapy
 - Completing screening and assessments for referrals
 - Using assertive engagement/outreach techniques to engage beneficiaries in service
 - Leading Individual Plan of Care (IPOC) development and revisions
 - Working with natural supports
 - Family psychoeducation

Questions, Comments, Concerns



Questions, comments, concerns for the
ACT Nurse or ACT QMHP positions?

South Carolina ACT

- ACT Mental Health Professional
- ACT Substance Use Disorder Licensed
- Certified Professional Positions

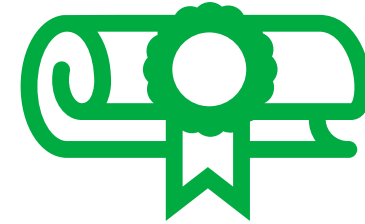
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South Carolina ACT Policy

Mental Health Professional (MHP)



FTE- based on the number of service beneficiaries. Must have designated ACT hours that are sufficient to fulfill their role/responsibilities



Qualifications — Minimum bachelor's or master's degree in a human services field, at least one year experience working with adults with SPMI, can be a Licensed Marriage and Family Therapist Associate, Licensed Professional Counselor-Associate and a Licensed Baccalaureate Social Worker

South Carolina ACT Policy

MHP (continued)



- Responsibilities include:
 - Direct supports focusing on housing and tenancy skill development
 - Carry out rehabilitation and support functions
 - Facilitate training of independent living skills
 - Establish access to community services and agencies
 - Assist in establishing support networks in the community
 - Coordinate services/community resources
 - Participate in daily team meetings (based on FTE), treatment planning meetings
 - Individual and group therapy
 - Completion of screening/assessments for referrals
 - Using assertive engagement and outreach techniques to engage beneficiaries in services
 - Lead ICP development and revisions
 - Work with natural supports
 - Family Psychoeducation

South Carolina ACT Policy

Substance Use Disorder Licensed or Certified Professional

FTE- 1.0 FTE, no more than two substance use (SU) specialists can share this role

Qualifications — Licensed Addiction Counselor, Master Addiction Counselor, or master's level Certified Addictions Counselor

South Carolina ACT Policy

SU Specialist (continued)

- Responsibilities:
 - Conduct comprehensive SU assessment that considers the relationship between SU and mental health (MH)
 - Assess/track stage of change readiness and stages of treatment
 - Use outreach/motivational interviewing to work with beneficiaries in early stages of change
 - Facilitates access to 12 step groups and other community supports
 - Use cognitive behavioral therapy (CBT) and relapse prevention with beneficiaries in later stages of change
 - Ensure the team's approach is consistent with the beneficiary's stage of change
 - Facilitates the person-centered planning process
 - Serve as the consultant/educator to the ACT staff on integrated dual disorder treatment
 - Participate in daily team meetings (based on FTE), treatment planning meetings

Questions, Comments, Concerns

Questions, comments, concerns for the
ACT Mental Health Professional or ACT
Substance Use Disorder Licensed or
Certified Professional positions?



South Carolina ACT

- ACT Vocational Success Specialist
- ACT Peer Support Specialist
- ACT Program Assistant



South Carolina ACT Policy

Vocational Success Specialist (VSS)



FTE — One full-time vocational specialist



Qualifications: minimum bachelor's degree in a human services field, at least one year experience working with adults with SMI, at least six months experience providing employment or educational supports



Preference is at least one year experience providing employment services, or has advanced education/field training in vocational services

South Carolina ACT Policy

VSS (continued)

Responsibilities include:

- Providing services that align with Individual Placement and Support (IPS) evidence-based practices (EBP)
- Engage beneficiaries in the topic of work or education
- Complete vocational assessment focused on strengths, preferences, and on the job assessments
- Conduct job development
- Facilitate individualized job placement according to preferences
- Provide job coaching and on going supports to learn job skills, how to navigate a workplace, and managing work relationships
- Provide benefits counseling directly and link with experts for more extensive counseling as needed
- Facilitate Individual Plan of Care (IPOC) process
- Serve as consultant/educator for the team on the IPS EBP
- Participate in daily team meetings, treatment planning meetings

South Carolina ACT Policy

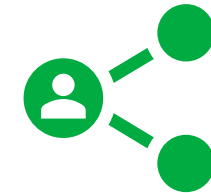
Peer Support Specialist (PSS)



FTE — 1.0 FTE, no more than two staff can share this position



Qualifications — lived experience receiving MH or SU services, personal recovery story specific to primary mental illness, must have a Certified Patient Service Specialist (CPSS)



The CPSS is a **fully-integrated** team member

South Carolina ACT Policy

PSS (continued)

Responsibilities include:

- Coach, mentor, and consult with beneficiary to promote recovery, self-advocacy, and self-direction
- Promote wellness strategies
- Assist with development of psychiatric advanced directives
- Model recovery values, attitudes, beliefs, and personal action to encourage wellness and resilience
- Consultation with ACT staff to assist in understanding recovery and role of CPSS
- Promote a culture where beneficiaries points of view/preferences are recognized, understood, respected, and integrated into treatment
- Serve as an active ACT team member, including facilitating IPOC process
- Support and empower beneficiaries to exercise their legal rights within the community
- Participate in daily team meetings (based on FTE), treatment planning meetings

South Carolina ACT Policy

Program Assistant

- FTE- Full-time, office based, dedicated solely to support ACT.
- Does not count towards the staff to beneficiary ratio
- Responsibilities include:
 - Organize, coordinate, and monitor all non-clinical components of ACT team
 - Enter/track team performance and outcome data, run data reports
 - Provide support to team by receiving calls, responding to ACT walk-ins, triaging and coordinating communication between the team and beneficiaries
 - Participate in daily team meetings, assisting with organizational record-keeping, scheduling activities



Questions, Comments, Concerns



Questions, comments, concerns for the
ACT Vocational Success Specialist, ACT
Peer Support Specialist or ACT Program
Assistant?

South Carolina ACT Policy

Next Steps

Upcoming trainings on ACT staff competencies, services, and supports, team size/staff ratios, training suggestions, and service documentation, and covering authorization, entrance/continued stay/discharge criteria, and billing

UNC Chapel Hill Institute for Best Practices (UNC-CH IBP) will be providing trainings on TMACT and high-fidelity ACT

UNC-CH IBP will also begin scheduling and completing fidelity evaluations



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