TRANSITIONING MILWAUKEE COUNTY COMMUNITY SUPPORT PROGRAMS TO ASSERTIVE COMMUNITY TREATMENT TEAMS
From A Stage of Change Perspective
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Timeline for Milwaukee County
- 2013 – Assertive Community Treatment (ACT) added to the request for proposals
- 2014 – Piloted ACT with 4 Community Support Programs (CSPs)
- 2015 – Full implementation of ACT in all 8 CSPs
- 2016 – Implementation of Tool for Measurement of Assertive Community Treatment (TMACT)
- 2017 – Milwaukee County has 17 ACT teams
A Brief Overview of Assertive Community Treatment (ACT)

Core Components of ACT:

- Assertive Engagement
- Community-Based Services
- Time Unlimited
- Multidisciplinary Staff
- Integrated Services
- Person-Centered Services
- Collaboration with Natural Supports
- Stage-Matched Interventions
- Emphasis on Psychiatric Rehabilitation Services

ACT Team

- Team Leader
- Psychiatric Care Provider
- Registered Nurse
- Housing Specialist
- Substance Use Specialist
- Employment Specialist
- Psychotherapist
- Peer Support Specialist
- Case Manager (Generalist)
Core Practices of an ACT Team – the Golden Thread

■ Comprehensive Assessment
■ Team Treatment Planning
■ Individual Treatment Teams (ITTs)
■ Client Schedule
■ Daily Team Meeting
■ Clinical Supervision

Implementation of ACT - Milwaukee County

■ Milwaukee-County directive
■ No training
■ No implementation plan

Disorder and Chaos
Regrouping for Successful Implementation

Stage Wise Treatment

<table>
<thead>
<tr>
<th>Stage of Change</th>
<th>Stage of Treatment</th>
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</thead>
<tbody>
<tr>
<td>Pre-Contemplation</td>
<td>Engagement</td>
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<tr>
<td>Contemplation and Preparation</td>
<td>Persuasion</td>
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<tr>
<td>Action</td>
<td>Active Treatment</td>
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<tr>
<td>Maintenance</td>
<td>Relapse Prevention</td>
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</tbody>
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The Beginning:

- Most clients were in the Pre-Contemplation stage
- Most line staff were in the Contemplation stage
- Milwaukee County and agency leaders were engaged in Active Treatment
Not a match!

Results of Not Matching Stage of Change with Stage of Treatment

- Staff Turnover
- Confusion
- Lack of Motivation
- Status Quo
- Misunderstanding
- Miscommunication
- Negative Impact on Clients and Care
- Defeated and Helpless Feelings

How did we make a match?

- TMACT
- Fidelity Reviews
- Steering Committee
An Agency Perspective: Wisconsin Community Services (WCS)

- Observed existing ACT Team in Janesville, WI
- Team Development
- Incorporation of ACT Core Practices
- Future Goals:
  - Specialists
  - Team completion of assessments
  - "Our" client
  - Increase co-occurring services
  - Increase psychiatric rehabilitation services

Success = Matched Stage, Progression Forward, Improved Client Care

Questions?

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