

ACT

ASSERTIVE COMMUNITY TREATMENT



Volunteers
of America®

UTAH

ACT VOA

WHAT IS VOA ACT?

ACT = Assertive Community Treatment

VOA = Volunteers of America

- The ACT team's purpose is to help its members reach the goals they want in life
- The ACT team supports its members to live as independently as possible in the community
- In order to do this, the team works with each member as they pursue their hopes and dreams
- Everyone in this program who meets enrollment criteria will be helped
 - Even if you are using drugs, alcohol, or have certain medical conditions
- We ask that you join for at least one year in order to help you reach your goals

LET'S INTRODUCE OUR ACT TEAM



Team Lead: Andrew



Psychiatrist: Susie



APRN: Julie



*Vocational Rehab
Counselor: Kellie*



*Peer Support Specialist:
Larry*



*Substance Use Counselor:
Mandi*

YOUR IDEAS AND THOUGHTS

- The team values your thoughts and ideas
- We want you to tell us about your experiences with the team, and what parts of your treatment you're happy with and what parts you're not

CHOICE

- You will have many choices in the program
- The first choice is deciding if you want to become a member of the ACT team
- You will always have the option to change your mind—but we hope you discuss your concerns with us first
- Our goal is to help you meet your goals, because if you're not happy, we're not happy

LET'S TALK ABOUT YOUR RECOVERY

- We want to talk with you and help you achieve your hopes and dreams
- We want to learn about your life experiences to better understand problems or risks
- Family members, friends, and other people may participate in your journey if you want them to

RECOVERY PLAN

- We'll work with you to develop a recovery plan
 - You will think about what you want to achieve and how we can help
 - We will help you figure out your strengths, priorities, and concerns
- Recovery plans are written every three and six months, but can be changed as often as you and the team wants to change them

MENTAL HEALTH SERVICES

- We can teach you skills that can help you:
 - Manage symptoms
 - Deal with issues around substance abuse
 - Improve family relationships
 - Develop new friendships and social activities or reconnect with old relationships

MEDICATION SUPPORT SERVICES

- The team will work with you to develop a medication plan that works for you
- You have the right to ask questions
- You will have all the information that you want about the medications you are taking
- You have the right to decide not to take medications

EMPLOYMENT SERVICES

- Regarding a job, we can help you:
 - Increase access to meaningful roles
 - Better understand your skills, abilities, resources, priorities and concerns
 - Develop job seeking and interviewing skills
 - Learn to effectively communicate with employers to improve placement outcomes
 - Understand employment and return-to-work incentive programs related to your benefits

HEALTH AND DENTAL CARE

- The program does not provide health or dental care directly
 - The team can help you locate a doctor or dentist and we can go with you to appointments if you would like us to

HOUSING

- We can help you explore and find reasonable housing options
- We can work with you to maintain housing and increase your activities of daily living
- Many services will be provided to you in your place of residence

TRANSPORTATION

- The team can help you access transportation
- Our goal is to help you be as independent as possible
- We will assist you in learning to use the public transportation system effectively

YOUR RESPONSIBILITIES

You're an important part of the team, so we want you to:

- Commit to the ACT team for at least one year
- Dream
- Ask questions
- Keep track of your progress
- Talk with us about concerns and how to solve problems when they arise

You have the right to:

- Ask for and receive help
- Say no
- Express yourself
- Make decisions
- Confidentiality and privacy
- Safety

HEALTH AND SAFETY

- We want you to be healthy and safe
- We also need the ACT team to be healthy and safe
 - You can't have drugs and weapons when you're with the team, and you can't have them when in our building
- If you have any prescription medication with you, it must be secure in your pockets, purse, or backpacks

CIVIL COMMITMENT AND/OR GUARDIANSHIP

- You may come to the team with different backgrounds and involvement in the legal system
 - In this case, your choices may involve a third party
 - The team has contracted with different organizations in order to provide services to you
 - These services will not change your legal standing
 - We will notify other legal parties involved of your progress in the program

TRANSITION PLANS

- When you have accomplished your goals, we will help you transition out of this program and provide referrals to other resources
- Program Transition Criteria:
 - Ability to take care of your needs independently without support from ACT
 - Ability to meet basic needs such as food, shelter, clothes, medical needs/medications
 - Use coping skills for positive mental health and not engage in crisis mental health services
 - Ability to navigate community resources and secure needs without assistance
 - Ability to not use hospital services for at least one year
 - Develop meaningful roles and engage in meaningful activities
 - Ability to successfully use lower levels of care without relapse

POTENTIAL RISKS AND BENEFITS OF SERVICES

Some benefits of joining the ACT team include:

- Achieving your hopes and dreams
- Being healthy and connected to people and important activities in your daily life
- Developing a strong sense of yourself as a person and creating yourself to your full abilities
- Being able to solve problems

There are also risks involved that may include:

- What you want may not be achieved
- There may be times when you feel worse
- Your medications may have potential risks, but your prescriber will talk with you about them

GRIEVANCES AND COMPLAINTS

If you feel that you are not being listened to or not being treated with respect, we want you to use the following steps:

- First we want you to talk with the person that you are having problems with
 - Tell them how you feel and what you want
 - Know that sometimes problems are just misunderstandings
 - If you need help trying this first step, ask someone else on the team for help
- If step one doesn't get the result you want, talk to Team Lead, Andrew Johnston, about the issue and ask him to help you
- If you're still having trouble, talk to Mark Manazer, Chief Operating Officer

VOLUNTEERS OF AMERICA, UTAH

- VOA, Utah is a private non-profit social service agency located in Salt Lake City
- VOA serves a variety of people in the community and is often known by one of its many programs including:
 - The Adult Detoxification Center
 - Cornerstone Counseling Center
 - The Homeless Youth Resource Center
 - The Young Men's Transition Home
 - The Young Women's Transition Home
 - Homeless outreach services at a variety of locations around Salt Lake City
- The administrative office is located at 435 Bearcat Drive in Salt Lake City, Utah 84115
- For further information about VOA, Utah, please call 801-363-9414

AFTER HOURS SUPPORT

- The ACT Team is available to you 24 hours a day by telephone in case you need support
- You can reach us at 801-875-4558, Monday–Friday 9 am–5 pm
- For urgencies after business hours, on weekends and holidays, please call:
 - The Salt Lake County Crisis Line at 801-587-3000
 - The Crisis Line is able to reach the ACT team after hours if they determine that it's needed

