

## **FACT Team FACTS**

### **What is the FACT (Florida Assertive Community Treatment) team?**

- **FACT teams have been formed on the evidence-based model of Assertive Community Treatment (ACT) for individuals with persistent, severe and chronic long term mental illness.**
- **The multidisciplinary approach of ACT offers a mobile, integrated, around-the-clock, system of care, with a full array of treatment, support and rehabilitation services. The FACT team services approximately one hundred of the most severely mentally ill adults living in Pasco County.**
- **FACT team operating hours are from 6 a.m. – 6 p.m., including Saturday and Sunday. There is an after hours on-call crisis line available for clients in case of an emergency. In almost every county in the country with a dense population there is an Assertive Community Treatment team operational.**
- **Recent evidence, statistics, and client outcomes have shown that the ACT team model, has been one of the most effective treatments in assisting the mentally ill to obtain a stable and meaningful life as possible.**
- **The ACT model is very comprehensive and continues to produce support and positive outcomes for the individual being treated.**

### **Who is on the FACT team staff?**

- **Psychiatrist – Dr. Susan Hanna MD conducts a psychological evaluation yearly, and holds a monthly appointment with each client to assess their mental health status, stability, and progress on their treatment plan goals. Our psychiatrist prescribes the appropriate medications to each client to treating their diagnosis, evaluates the medications effectiveness, and makes any medication adjustments when and if needed.**
- **Team Leader – Ken Bedeker, LMHC, Manages, counsels and provides leadership for the entire FACT team staff, works with all participating agencies that are involved in the care for all one hundred FACT team clients.**

### **Therapist(s) (3)**

- **Provide weekly therapy sessions using an array of therapeutic methods to help the client overcome personal, psychological and behavioral issues.**

- The therapist works with the client on developing an improved relationship with people living in the community, their family, while assisting them in learn positive social and coping skills to deal stressful situations in their daily life.
- Therapy is a collaborative treatment based on the relationship between an individual and the therapist. To achieve positive outcomes you have to have a good and trusting client/therapist relationship.

### **Forensic Specialist**

- Represents and advocates for FACT team clients throughout the entire legal process. Presents psychological evaluations, treatment plans, progress reports and current assessments to the court, so all parties involved can make a complete and informed decision as to the clients care and outcome of the case. The Forensic Specialist visits the client weekly during their time of incarceration.
- Mediates and negotiates criminal and civil charges, and terms of conditional release with the State Attorney, Public Defender's and Probation Office, in an effort to present the client with a clear and agreed outcome.
- The FACT team arranges for placement of a client when released from jail, with the goal of having all legal variables resolved -- such as probation, court costs, and any ordered programs the court recommends.

### **Case Managers**

- Case Management is a method of providing services whereby a mental health professional assesses the needs of the client, his family, and when appropriate, arranges, coordinates, monitors, evaluates, and advocates in regard to the individual's personal needs.

### **Peer Specialist**

- Bay Care Staff member who formerly has overcome similar issues the client experiences. The peer specialist overcome those issues and now works with the clients on a day-today basis providing transportation, counseling, guidance and encouragement.

### **Registered Nurse**

- Manage client's medications, distribution of medications, scheduling of medical and psychiatric doctor appointments according to the clients personal needs.

- Acts as advocate and liaison for recipients in securing medical care, and other community supports that promote integrated physical and mental health wellness.
- Provide supervision to the LPN's on medication inventory oversight and medication management procedures.
- Ensure all consumers have a primary care provider (PCP) and receive an annual physical, medical care and maintain a prescription schedule.
- Administer IM's and vaccines, transcribe orders and updates, medication administration records, and monitor vital signs and side effects of medications reporting any findings to the FACT team.

**LPN's (2) -- Assist RN in all aspects of client care.**

**Q. What Services are provided by the Bay Care FACT team?**

- **Individual therapy** – scheduled weekly or as needed -- if crisis occurs immediate counseling is available.
- **Medication Management** – as prescribed by psychiatrist (daily, bi-weekly, weekly) according to clients living status and ability to independently administer medication.
- **Substance Abuse Counseling** – weekly class available at the FACT team office, along with personal s/a counseling (one-on-one) if required.
- **Arts and Crafts Group** – available weekly for all clients
- **VEEP (Volunteer and Employment Enhancement Program)** – Support and encourage volunteer work in the community to facilitate the development of employability skills that will be transferable into traditional paid employment. Nutritional food package is provided monthly as incentive for completing their community based activities.
- **Various Social Groups** – encourage client integration into the community, and interaction with other FACT team clients as well. Example: Partial Hospitalization Program, daily outpatient (PHP).
- **Health and Wellness Groups** – weekly fitness group activity, the client can also participate in activities individually, which are provided at the New Port Richey Recreation Center. Offered activities by the FACT team and the New Port Richey Recreation Center are: Aikido Class/Low impact exercises/weight training/basketball/baseball/swimming, etc.

**Q. Who are FACT team clients, where do they come from, and what are the requirements for admission for FACT team services?**

They are mothers, fathers, sons and daughters, who came from all walks of life all and socioeconomic conditions. Some people were lawyers, song writers, teachers, nurses, policemen and college graduates. All had lives, personal goals and dreams that were lost to the disease of schizophrenia.

- A FACT team client usually has a long term chronic history of severe and persistent mental illness.
- For admission to the FACT team a client must have a history of multiple state and local hospitalizations (baker acts).
- FACT team clients have a long term chronic history of being unable to appropriately and fully care for themselves in the community.
- The FACT team serves the adult population of eighteen years or older.

**Several primary mental health diagnoses of our clients:**

- **Schizophrenia** – is a long-term mental disorder of a type involving a breakdown in the relation between thought, emotion, and behavior, leading to faulty perception, inappropriate actions and feelings, withdrawal from reality and personal relationships into fantasy and delusion, and a sense of mental fragmentation.

Schizophrenia regularly onsets between the ages of 18-22 years old. Some experts believe that severe childhood abuse, and frequent or severe drug use can be a catalyst in triggering chemical changes in the brain causing schizophrenia.

- **Paranoid schizophrenia** – characterized especially by delusions of persecution, grandiosity, or jealousy and by hallucinations (such as hearing voices) chiefly of an auditory nature
- **Schizoaffective Disorder** - is a condition in which a person experiences a combination of schizophrenia symptoms - such as hallucinations or delusions and/or mood disorder symptoms, such as mania or depression. Schizoaffective disorder is not as well understood or well defined as other
- **Borderline Personality Disorder** - a disordered behavior pattern that is marked by unstable, intense emotions and mood with symptoms including instability in interpersonal relationships and self-image, fears of abandonment, and impulsive or unpredictable behavior and that has an onset during adolescence or early adulthood.

- **Bi-Polar** - any of several psychological disorders of mood characterized usually by alternating episodes of depression and mania —called also *manic depression* or *manic-depressive illness*
- **Dual Diagnosis** -- is the term used when a person has a mood disorder such as depression or bipolar disorder (also known as manic depression) and a problem with alcohol or drugs. A person who has a dual diagnosis has two separate illnesses, and each illness needs its own treatment plan.
- **Traumatic Brain Injury** -- is a nondegenerative, noncongenital (not born with) injury to the brain from an external mechanical force, possibly leading to permanent or temporary impairment of cognitive, physical, and psychosocial functions, with an associated diminished or altered state of consciousness.

#### **Q. Where do our clients live?**

- Many of our clients live in **Assisted Living Facilities** (specific residences or facilities specifically designated for the mentally ill (with an approximate population of ten to forty people))
- **Residential Treatment Facilities (RTF)** -- clients who reside in an RTF have usually been court ordered for an approximate 3-6 month period. Clients attend daily classes to work on their stability, recovery, daily living skills, addictions, mental health and concerning behaviors before resuming life in the community.
- **Client care homes** -- smaller residential homes in the community with 2-6 clients per home.
- **Family homes** -- client lives in the home with their biological families or friends.
- **Q. Can a FACT client graduate from the FACT team program? Yes.** After demonstrating two years of being able to fully care for themselves a client will be prepared for graduation. If a client decompensates or experiences relapse after graduation he will be eligible to apply for admission again.

#### **Staff Team Staff Goals**

- The primary goal for our staff is to provide each client diagnosed with a life-long mental illness the best quality of life possible.

## **FACT and Law Enforcement**

- The FACT team's primary interaction with law enforcement is during a baker act or a crisis situation where a client can be an immediate harm to himself or others.
- Notifying 911 via phone with an injury, accident, incident or death.

## **Baker Acting a mental health client**

**Ideal example** -- The FACT team calls 911, requesting a CIT Officer (Crisis Intervention Trained), officer is dispatched to the scene, counselor provides baker act documentation, officer transports client to a safe, secure facility for observation and treatment. Officer informs receiving facility that the client is a member of the FACT team, receiving facility contacts the FACT team for follow up, medication information and discharge planning.

**Compromised transport experience** -- The FACT team calls 911 requesting a CIT Officer, a CIT Officer is not available, a non-trained officer arrives on scene and denies transportation to a client in crisis although baker act documentation has been completed. Some officers question why the provider cannot transport a client in crisis.

Mental Health and Social Service professionals are not legally able to transport a client that is a danger to himself or others. Mental health professionals are not equipped with the appropriate vehicles and/or equipment to safely transport clients to a treatment center, hospital or crisis unit.

## **Client Testimony**

### **Questions, comments.**

**If you ever have any questions for the FACT team, do not hesitate to contact us.**

### **Contact Information:**

Bay Care FACT Team  
7809 Massachusetts Ave.  
New Port Richey, FL 34652  
[Rich.Kelly@baycare.org](mailto:Rich.Kelly@baycare.org)  
(727) 841-4508