Florida Assertive Community Treatment (FACT)

**Requirement:** Contractual

**Frequency:**
- Annual Monitoring
- Monthly & Quarterly Reports

**Due Date:** 10th of each month with invoice

**OVERVIEW**

In an effort to promote independent, integrated living for individuals with serious psychiatric disabilities, Florida Assertive Community Treatment (FACT) teams provide a 24-hour-a-day, seven-days-a-week, multidisciplinary approach to deliver comprehensive care to people where they live, work or go to school, and spend their leisure time. The programmatic goals are to prevent recurrent hospitalization and incarceration and improve community involvement and overall quality of life for program participants.

This document provides guidance as to the programmatic expectations for a Network Service Provider implementing FACT teams. It was developed based on the Tool for Measurement of Assertive Community Treatment (TMACT) Protocol.¹

**Program Description**

FACT team means a self-contained clinical team that assumes responsibility for directly providing the majority of treatment, rehabilitation and support services to identified individuals with serious psychiatric disabilities. These unique characteristics include:

- The provider is the primary provider of services and fixed point of accountability;
- Services are flexible and primarily provided out of office;
- Services are highly individualized;
- There exists an assertive, “can do” approach to service delivery; and
- Services are provided continuously over time.

A typical FACT member may present with diagnoses such as schizophrenia, schizoaffective disorder, bipolar disorder, major depression, and personality disorders. Challenges associated with these illnesses are often compounded by co-occurring substance use issues, physical health problems, and intellectual disabilities. These individuals are at high risk of repeated psychiatric admissions and have typically experienced prolonged inpatient psychiatric hospitalization or repeated admissions to crisis stabilization units. Many are involved in the criminal justice system and face the possibility of incarceration.

The FACT team delivers services on a long-term basis with continuity of caregivers over time. Emphasis is on recovery, choice, outreach, relationship-building, and individualization of services. Enhancement funds are available to assist with housing costs, medication costs, and other needs identified in the recovery planning process. The number of contacts and the frequency at which they are provided is set through collaboration rather than service limits. The team is available on nights, weekends, and

holidays. Service intensity is dependent on need and can vary from minimally once weekly to several contacts per day. On average, participants receive 3 weekly face-to-face contacts. This flexibility allows the team to quickly ramp up service provision when a program participant exhibits signs of decompensation prior to a crisis ensuing. FACT teams must provide a minimum of 75% of all services and supports 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 on job sites.

There are no mandated minimum or maximum lengths of stay in the program. The FACT team conducts regular assessment of need for ACT services and uses explicit criteria for transfer of participants to less intensive service options. Transition is gradual, individualized and actively involves the participant and the next provider to ensure effective coordination and engagement.

Utilization of the team approach to delivering services and lack of service limits makes FACT a unique service. There is no Medicaid state plan service equivalent to FACT and therefore it is not included among services covered by managed medical assistance or specialty plans. The program is funded through a combination of state general revenue and Medicaid administrative matching.

Program Goals

The FACT program goals are to:

- Implement with fidelity to the ACT model;
- Promote and incorporate recovery principles in service delivery;
- Eliminate or lessen the debilitating symptoms of mental illness that the individual experiences;
- Meet basic needs and enhance quality of life;
- Improve interactions in adult social and employment roles and responsibilities;
- Reduce hospitalization;
- Increase days in the community;
- Collaborate with the criminal justice system to minimize or divert incarcerations; and
- Lessen the role of families and significant others in providing care.
NETWORK SERVICE PROVIDER RESPONSIBILITIES AND EXPECTATIONS

Staffing Requirements

Minimum Staffing Standards

FACT staffing configurations are comprised of 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. The ratio of FACT participants to direct service staff members should not exceed 10:1. Hours of operation and staff coverage is available to provide services seven days per week with two overlapping eight hour shifts, operating a minimum of twelve hours per day on weekdays and eight hours each weekend day and holiday. The FACT team operates an after-hours on-call system with a mental health professional on-call at all times.

Based on the TMACT, below are the minimum staffing patterns for FACT:

<table>
<thead>
<tr>
<th># of Participants</th>
<th>Minimum Direct Service FTE</th>
<th>Minimum Total FTE</th>
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<tbody>
<tr>
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<td>10.3</td>
<td>12.3</td>
</tr>
<tr>
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</tr>
<tr>
<td>85</td>
<td>9.1</td>
<td>10.9</td>
</tr>
</tbody>
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There is some flexibility in the composition of FACT team professionals, within the guidelines of the prescribed staff to participant ratio. However, a FACT team must minimally include:

- One team leader;
- One part-time psychiatrist or psychiatric advanced registered nurse practitioner (ARNP);
- One nurse for every 35 participants, one of whom must be a full-time registered nurse (RN) who is required to be on duty each workweek day defined as Monday through Friday;
- One full-time peer specialist;
- One full-time substance abuse specialist
- One full-time vocational specialist;
- One full-time case manager; and
- One administrative assistant.

Staff Roles and Credentials

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

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2 Direct service staff does not include the psychiatric care provider or administrative staff.
**Team Leader**

The team leader must be a full-time employee and possess a Florida license in one of the following professions:

- Clinical Social Worker;
- Marriage & Family Therapist;
- Mental Health Counselor;
- Psychiatrist;
- Registered Nurse; or
- Psychologist.

He/she is responsible for administrative and clinical oversight of the team and functions as a practicing clinician. If the team leader is a registered nurse, this will not replace the requirement for a registered nurse on duty every weekday. The team leader receives clinical supervision from the psychiatrist or psychiatric ARNP and administrative supervision from the Chief Executive Officer or designee.

**Psychiatrist or Psychiatric ARNP**

The psychiatrist or psychiatric ARNP provides clinical supervision to the entire team as well as psychopharmacological services for all FACT participants. He/she also monitors non-psychiatric medical conditions and medications, provides brief therapy and provides diagnostic and medication education to participants, with medication decisions based in a shared decision making paradigm. If consumers are hospitalized, he/she communicates directly with the inpatient psychiatric care provider to ensure continuity of care and conducts home and community visits as needed. The program psychiatrist must be board certified. If the FACT team employs a psychiatric ARNP, there must be access to a board certified psychiatrist for weekly consultation. A minimum of 32 hours per week of psychiatric services must be available for FACT participants (e.g., 32 hours for 100 FACT participants or 16 hours for 50 FACT participants.)

**Nurse**

Preferred staffing for each FACT team includes only RN’s; however, one (1) RN and licensed practical nurses (LPN) are deemed an acceptable minimum. The RN must have at least one year experience working with adults with mental illnesses. 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);
- Educate other team members on monitoring of 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**

A peer specialist has lived experience receiving mental health services for severe 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. Peer specialists provide essential expertise and consultation to the entire team to promote a culture in which each person's point of view and preferences are recognized, understood, respected, and integrated into care. Within one year of employment, Peer Specialists must meet the professional requirements and standards set forth by the Florida Certification Board and become certified by the state of Florida as a Certified Recovery Peer Specialist. Their special mental health professional qualifications are compensated on an equitable basis with other members of FACT.

**Substance Abuse Specialist**

There must be at least one substance abuse specialist with a bachelor’s or master’s degree in psychology, social work, counseling, or other behavioral science with two years of experience working with individuals with co-occurring disorders. Within one year of employment, a bachelor’s level substance abuse specialist must meet Florida’s standards for certification as an addiction professional. The substance abuse specialist provides integrated treatment for co-occurring mental illness and substance use disorders to FACT participants who have a substance use problem, including:

- Completing substance use assessments that consider the relationship between substance use and mental health;
- Assessing and tracking participants’ stages of change readiness and stages of treatment;
- Using outreach and motivational interviewing techniques;
- Using cognitive behavioral approaches and relapse prevention; and
- Applying treatment approaches consistent with the participants’ stage of change readiness.

The substance abuse specialist also provides consultation and training to other FACT team staff on integrated assessment and treatment skills.

**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: [http://store.samhsa.gov/product/Supported-Employment-Evidence-Based-Practices-EBP-KIT/SMA08-4365](http://store.samhsa.gov/product/Supported-Employment-Evidence-Based-Practices-EBP-KIT/SMA08-4365).

The vocational specialist also provides consultation and training to other FACT team staff on supported employment approaches.

**Case Manager**

These positions require a minimum of a bachelor’s degree in a behavioral science and a minimum of one year of work experience with adults with psychiatric disabilities. These team members carry out the rehabilitation and support functions under clinical supervision and are integral members of individual treatment teams. This includes social and communication skills training and functional training to enhance participant’s independent living.
**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 both in the office and field. Additionally, the assistant serves as a liaison between FACT participants and staff, including attending to the needs of office walk-ins and calls from participants and natural supports. The assistant actively participates in the daily team meeting.

**Staff Communication and Planning**

The FACT team conducts daily organizational staff meetings at regularly scheduled times as established by the team leader. In order to effectively coordinate staff time and contacts with FACT participants, the team completes the following tasks during the daily meeting:

- Conduct a brief, but clinically-relevant review of all FACT participants and contacts in the past 24 hours and document this information;
- Maintain a weekly schedule for each FACT 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:
  - The weekly schedule for each FACT participant,
  - Emerging needs, and
  - Need for pro-active contacts to prevent future crises; and
- Revise recovery plans as needed and add service contacts to the daily staff assignment schedule per the revised recovery plans.

**Program Enrollment**

The FACT Team should actively recruit new enrollees who could benefit from ACT, including assertive outreach to referral sources outside of usual community mental health settings (e.g., state treatment facilities, community hospitals, crisis stabilization units, emergency rooms, prisons, jails, shelters, and street outreach). The FACT team engages individuals in order to screen them for eligibility and allow them to make an informed decision regarding participation in FACT services. Once the FACT program establishes that threshold and eligibility requirements are met and the individual agrees to participation, FACT teams enroll applicants. Admission rates should not exceed four admissions per month in order to maintain a stable service environment.

**Threshold Requirements**

FACT teams must comply with the following parameters when at full capacity or while achieving full capacity:

- At least 50 percent of enrolled FACT participants must be directly discharged from a state mental health treatment facility serving the circuit in which the FACT team is located; and
- At least 60 percent of all FACT participants must be eligible for Medicaid.
Clinical Eligibility Requirements

- **The individual must have a diagnosis within one of the following categories as referenced in the American Psychiatric Association's Diagnostic and Statistical Manual of Mental Disorders, 5th Edition or the latest edition thereof** (see Appendix A for a detailed list of qualifying diagnoses):
  - 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 one of the following six criteria:
  - High risk for hospital admission or readmission;
  - History of prolonged 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 for aftercare services by one (1) of the state’s correctional institutions;
  - Referred from an inpatient detoxification unit with documented history of co-occurring disorders; or
  - Have more than 3 crisis stabilization unit or hospital admissions for mental health crisis stabilization within one year.

- The individual must meet at least three of the following six 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, and
    - 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 safe 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; or
  - High-risk of or recent history of criminal justice involvement (arrest and incarceration).

As long as the above admission requirements are met, substance use disorders and mild intellectual disabilities cannot be used as a basis to deny FACT services. Individuals will continue membership with their managed medical assistance plan for provision of medical services. FACT will be solely responsible
for comprehensive behavioral health services. FACT will coordinate care with individual’s managed medical assistance plan.

Services and Supports

The FACT approach to performing services is based on recovery orientation and promotes empowerment. The guiding principles 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:

- **Crisis Intervention and 24/7 On-call Coverage**
  The FACT team assists with crisis intervention, referrals, or supportive counseling when needed.

- **Comprehensive Assessment**
  Within 60 days of admission to FACT, the team completes assessments to guide care.

- **Natural Support Network Development**
  This develops natural community supports, including extended family and friends, support groups and peer support, and religious and civic organizations.

- **Case Management**
  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 services; and
  - Legal services.

- **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 B, the January 2010 FACT Enhancement Guidelines.

- **Family Engagement and Education**
  With consent of the FACT 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**
  FACT medical staff provides psychiatric evaluation, medication management, medication education, and medication administration.

- **Rehabilitation Services**
  Team members provide skill training in the areas of effective communication, activities of daily living, safety planning, money management, and positive social interactions in order to enhance independent living. This may include modeling behaviors, practicing and role plays, staff feedback, and ongoing prompting and cuing.

- **Substance Abuse and Co-occurring Services**
  Both mental health and substance abuse 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**
  This includes vocational assessment, job placement, and ongoing coaching and support (including on-site support) as desired by the FACT participant.

- **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 to develop personalized strategies for managing their wellness, set and pursue personal goals, learn information and skills to develop a sense of mastery over their psychiatric illness, and help 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 provision of multiple housing options with assured tenancy rights regardless of progress or success in services. To this end, the team will assist the participants in applying for public housing through the local housing authority within sixty (60) days of enrollment.

- **Competency Training**
  For participants who are adjudicated incompetent to proceed, the FACT team will provide competency restoration training and assist the participant through the legal process.

**Initial Assessment and Recovery Plan**

The FACT team leader in coordination with the psychiatrist or psychiatric ARNP performs an initial assessment and develops an initial plan of care on the day of the participant’s admission to the FACT 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 FACT Team initiates and completes a comprehensive assessment within 60 days of the participant’s admission to the FACT program. The comprehensive assessment must meet the following requirements:
• The person’s psychiatrist or psychiatric ARNP, primary case manager, and treatment team members are assigned by the team leader on the day of admission. The team will assume responsibility for preparing the written assessment.

• Each assessment area is completed by the FACT team member with skill and knowledge in the area being assessed and is based upon all available information.

• The comprehensive assessment minimally includes:
  o Psychiatric history and diagnosis;
  o Mental status;
  o Strengths, abilities, and preferences;
  o Physical health;
  o History and current use of drugs or alcohol;
  o Education and employment history and current status;
  o Social development and functioning;
  o Activities of daily living;
  o Family and social relationships and supports; and
  o Recommendations for care.

• To supplement the comprehensive assessment, a psychiatric/social functioning history time line is completed no later than 120 days after the first day of admission.

• Assessments are updated at least annually and utilized in the updating of the recovery plan. All necessary areas essential for planning are included in the updated assessment.

**Comprehensive Recovery Plan**

A comprehensive recovery plan is completed within 90 days of admission and adheres 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 minimally every six months during planned meetings, unless clinically indicated earlier, by the treatment team and the FACT participant.

• Each recovery plan is based on assessment findings and accomplishes the following:
  o Identifies the participant's strengths, resources, needs and limitations;
  o Identifies short and long-term goals with timelines;
  o Identifies participant’s preferences for services;
  o Outlines measurable treatment objectives and the services and activities necessary to meet the objectives and needs of the participant; and
  o 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 agrees to identify a goal in that area.
Administrative Tasks

In addition to treatment, rehabilitation, and support services, 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 FACT participant, available for review to managing entity and Department staff;

- Coordination of services with other entities to ensure the needs of the participant are addressed at any given time;

- Providing staff training and supervision to ensure staff is 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.

FACT Transfers

When a FACT participant plans to move out of the area, the FACT team is responsible for transfers to the FACT team serving that area. The originating FACT team contacts the receiving FACT team to determine if they have capacity to accept the transfer and a date of transfer. Once this has been established, the originating team must, with consent, send the receiving FACT team a comprehensive referral packet.

FACT teams are obligated to accept any transfers if the team has capacity. Both the referring and receiving FACT teams will make every effort to ensure the FACT 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 make a clinical determination as to the need to conduct a new comprehensive assessment or develop a new recovery plan.

The provider must accept and enroll all referrals from the Departments’ Substance Abuse and Mental Health regional office and the Managing Entity.

Discharge Process

During the daily meetings, FACT teams 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 FACT team starts
addressing transition goals with the participant. This process may take time and early engagement with potential new service providers to acclimate the participant. At minimum, each FACT team shall discharge ten (10) consumers per year.

Discharges are tracked and fall into these categories:

- The participant moves outside of the geographic areas of the FACT team’s responsibility;
- 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;
- 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;
- The participant has been admitted to a state mental health treatment facility and has remained in such facility for a period exceeding one year, and there is no anticipated date of discharge; or,
- 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 year.
- 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.
- Client has reached maximum benefit and is either eligible for graduation from FACT or has made no therapeutic gains in their time spent on the FACT team and will have the same outcomes with traditional case management services.

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 set forth in the recovery plan;
- A plan developed in conjunction with the FACT participant for treatment upon discharge and for follow-up that includes the signature of the primary case manager, team leader, psychiatrist, and the FACT participant or legal guardian;
- Documentation of referral information made to other agencies upon discharge; and
- 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**

FACT advisory committees are a group of volunteer stakeholders that come together to support and guide a FACT team and ensure the team’s work is consistent with those portions of the NAMI-published National Program Standards for ACT Teams, revised June 2003\(^3\), that have been adopted by the Department. The advisory committee’s primary functions are to promote quality FACT programs consistent with these standards and assist in the oversight of the program through monitoring, problem-solving, and evaluation.

\(^3\) The National Program Standards for Act Teams may be accessed at: [http://www.nami.org/Template.cfm?Section=ACT-TA_Center&template=/ContentManagement/ContentDisplay.cfm&ContentID=50248](http://www.nami.org/Template.cfm?Section=ACT-TA_Center&template=/ContentManagement/ContentDisplay.cfm&ContentID=50248)
solving, and mediating grievances or complaints made by FACT participants or their families. Details regarding implementation and operation of the advisory committee, including a FACT Model Fidelity Review sample, can be found in Appendix C.

Reports

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

- FACT Enhancement Reconciliation Report: This quarterly report displays the FACT team’s monthly expenditures of enhancement funds.
- FACT Ad Hoc Quarterly Report: This report displays the FACT team’s monthly census, the number of pending referrals and aggregate client data for types of housing, employment/volunteer status, crisis stabilization admissions, state hospitalizations, educational status, and types of discharges.
- Incident Reports: The FACT team must comply with the reporting requirements of the Department’s Children and Families Operating Procedure CFOP 215-6 “Incident Reporting and Analysis System – IRAS”.
- Vacant Position(s) Reports: This monthly report displays positions required by this program and whether the positions were filled or vacant for the reporting month.
- Discharge Tracking Report: This report identifies each consumer discharged from FACT.

Outcome Measures

FACT teams are 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.

FACT teams also incorporate the following performance measures:

- 90 percent of all initial assessments shall be completed on the day of the person’s enrollment in FACT with written documentation of the service occurrence in the clinical record.
- 90 percent of all comprehensive assessments shall be completed within 60 days of the person’s enrollment in FACT with written documentation of the service occurrence in the clinical record.
- 90 percent of all individuals enrolled in FACT shall have an individualized, comprehensive recovery plan within 90 days of enrollment with written documentation of the service occurrence in the clinical record.

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4 http://www.dcf.state.fl.us/programs/samh/publications/c5v10.pdf
• 90 percent of all individuals enrolled in FACT shall have a completed psychiatric/social functioning history timeline within 120 days of enrollment with written documentation of the service occurrence in the clinical record.

• 50 percent of all individuals enrolled in FACT shall receive work-related services toward a goal of obtaining employment within one year of enrollment with written documentation of the service occurrence in the clinical record.

• 90 percent of all individuals enrolled in FACT shall receive housing services toward a goal of obtaining independent, integrated living within one year of enrollment with written documentation of the service occurrence in the clinical record.

• 90 percent of staffing requirements will be maintained monthly.

• Five percent or less of all individuals enrolled in FACT will be admitted to a state mental health treatment facility while receiving FACT services or within thirty (30) days of discharge from the FACT program.

• 75 percent of all individuals enrolled in FACT will maintain or show improvement in their level of functioning as measured by the Functional Assessment Rating Scale (FARS).

DEFINITION OF KEY TERMS

The following definitions facilitate a common understanding of key terms used in this Incorporated Document:

• **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** means 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, each of four levels: 1) freedom of choice regarding services; 2) influence over the operation and structure of service provision; 3) participation in system-wide human recovery planning; and 4) participation in decision-making at the community level. This fourth level addresses the role of individuals with disabilities as community citizens in general, not merely as service individuals.

• **Engage** as it relates to new FACT admissions means the process of identifying, recruiting and considering a person for enrollment in FACT. 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. FACT team members will begin to visit the person in the hospital and participate in developing the discharge plan, but will not officially assume responsibility to provide 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 FACT team, the FACT 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)** means the rating scale adopted by the Mental Health Program Office 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** means the condition of a defendant being 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 the purposes of 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 abuse impairment.\(^5\)

- **Not guilty by reason of insanity** means a ruling by a court acquitting a defendant of criminal charges because of a mental defect sufficient under the law to preclude conviction.

- **Psychiatric/social functioning history time line** means 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.\(^6\)

- **Recovery Plan** means the culmination of a continuing process involving the participant, family or other supports upon consent, and the FACT team. The plan reflects individualized service activity

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\(^5\) Chapter 394.455(18), F.S.

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 FACT 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.\(^7\)

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### Appendix A

#### DSM-5 Diagnoses and Codes

<table>
<thead>
<tr>
<th>ICD-9-CM Classification, Diagnosis and ICD-10-CM Classification</th>
<th>DSM-5 Diagnosis and Code</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Schizophrenia Spectrum and Other Psychotic Disorders</strong></td>
<td></td>
</tr>
<tr>
<td>295.40 Schizophreniform disorder (F20.81)</td>
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<tr>
<td>295.70 Schizoaffective disorder, Bipolar type (F25.0)</td>
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<tr>
<td>295.90 Schizophrenia (F20.9)</td>
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<tr>
<td>297.1 Delusional disorder (F22)</td>
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<tr>
<td>298.8 Other specified schizophrenia spectrum and other psychotic disorder (F28)</td>
<td>298.8 Other specified schizophrenia spectrum and other psychotic disorder (F28)</td>
</tr>
<tr>
<td>298.9 Unspecified schizophrenia spectrum and other psychotic disorder (F29)</td>
<td>298.9 Unspecified schizophrenia spectrum and other psychotic disorder (F29)</td>
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<tr>
<td><strong>Bipolar and Related Disorders</strong></td>
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</tr>
<tr>
<td>296.40 Bipolar I disorder, Current or most recent episode manic, unspecified (F31.9)</td>
<td>296.40 Bipolar I disorder, Current or most recent episode manic, unspecified (F31.9)</td>
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<tr>
<td>296.41 Bipolar I disorder, Current or most recent episode manic, mild (F31.11)</td>
<td>296.41 Bipolar I disorder, Current or most recent episode manic, mild (F31.11)</td>
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<td>296.42 Bipolar I disorder, Current or most recent episode manic, moderate (F31.12)</td>
<td>296.42 Bipolar I disorder, Current or most recent episode manic, moderate (F31.12)</td>
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<td>296.43 Bipolar I disorder, Current or most recent episode manic, severe (F31.13)</td>
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<tr>
<td>296.44 Bipolar I disorder, Current or most recent episode manic, with psychotic features (F31.2)</td>
<td>296.44 Bipolar I disorder, Current or most recent episode manic, with psychotic features (F31.2)</td>
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<td>296.45 Bipolar I disorder, Current or most recent episode manic, in partial remission (F31.73)</td>
<td>296.45 Bipolar I disorder, Current or most recent episode manic, in partial remission (F31.73)</td>
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<td>296.46 Bipolar I disorder, Current or most recent episode manic, in full remission (F31.74)</td>
<td>296.46 Bipolar I disorder, Current or most recent episode manic, in full remission (F31.74)</td>
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<td>296.50 Bipolar I disorder, Current or most recent episode depressed, unspecified (F31.9)</td>
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<td>296.51 Bipolar I disorder, Current or most recent episode depressed, mild (F31.31)</td>
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<td>296.52 Bipolar I disorder, Current or most recent episode depressed, moderate (F31.32)</td>
<td>296.52 Bipolar I disorder, Current or most recent episode depressed, moderate (F31.32)</td>
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<td>296.54 Bipolar I disorder, Current or most recent episode depressed, with psychotic features (F31.5)</td>
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<td>296.55 Bipolar I disorder, Current or most recent episode depressed, in partial remission (F31.75)</td>
<td>296.55 Bipolar I disorder, Current or most recent episode depressed, in partial remission (F31.75)</td>
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<td>296.56 Bipolar I disorder, Current or most recent episode depressed, in full remission (F31.76)</td>
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<td>296.7 Bipolar I disorder, Current or most recent episode unspecified (F31.9)</td>
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<tr>
<td>296.80 Unspecified bipolar and related disorder (F31.9)</td>
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<td>296.89 Bipolar II disorder (F31.81)</td>
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<tr>
<td><strong>Depressive Disorders</strong></td>
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<td>296.20 Major depressive disorder, Single episode, unspecified (F32.9)</td>
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<td>296.23 Major depressive disorder, Single episode, severe (F32.2)</td>
<td>296.23 Major depressive disorder, Single episode, severe (F32.2)</td>
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<td>296.24 Major depressive disorder, Single episode, with psychotic features (F32.3)</td>
<td>296.24 Major depressive disorder, Single episode, with psychotic features (F32.3)</td>
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<td>296.25 Major depressive disorder, Single episode, in partial remission (F32.4)</td>
<td>296.25 Major depressive disorder, Single episode, in partial remission (F32.4)</td>
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<td>Code</td>
<td>Description</td>
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<tr>
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<td>Major depressive disorder, Recurrent episode, severe (F33.2)</td>
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<td>Major depressive disorder, Recurrent episode, with psychotic features (F33.3)</td>
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<td>296.35</td>
<td>Major depressive disorder, Recurrent episode, in partial remission (F33.41)</td>
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<tr>
<td>296.36</td>
<td>Major depressive disorder, Recurrent episode, in full remission (F33.42)</td>
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**Anxiety Disorders**

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<td>Generalized anxiety disorder (F41.1)</td>
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<td>Other specified anxiety disorder (F41.8)</td>
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<td>Agoraphobia (F40.00)</td>
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<td>300.23</td>
<td>Social anxiety disorder (social phobia) (F40.10)</td>
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<td>300.29</td>
<td>Specific Phobia ICD-10 code is based on the phobic stimulus:</td>
</tr>
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<td></td>
<td>(F40.218) Animal</td>
</tr>
<tr>
<td></td>
<td>(F40.228) Natural environment</td>
</tr>
<tr>
<td></td>
<td>(F40.230) Fear of blood</td>
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<tr>
<td></td>
<td>(F40.231) Fear of injections and transfusions</td>
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<tr>
<td></td>
<td>(F40.232) Fear of other medical care</td>
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<tr>
<td></td>
<td>(F40.233) Fear of injury</td>
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<tr>
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<td>(F40.248) Situational (e.g., airplanes, elevators, enclosed places)</td>
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**Obsessive-Compulsive and Related Disorders**

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**Dissociative Disorders**

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<td>Dissociative amnesia, with dissociative fugue (F44.1)</td>
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<td>300.14</td>
<td>Dissociative identity disorder (F44.81)</td>
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<td>Other specified dissociative disorder (F44.89)</td>
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<td>Depersonalization/derealization disorder (F48.1)</td>
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### Somatic Symptom and Related Disorders

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<tr>
<td>(F44.4)</td>
<td>With abnormal movement</td>
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<tr>
<td>(F44.4)</td>
<td>With swallowing symptom</td>
</tr>
<tr>
<td>(F44.4)</td>
<td>With speech symptom</td>
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<tr>
<td>(F44.5)</td>
<td>With attacks or seizures</td>
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<td>With anesthesia or sensory loss</td>
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<td>With special sensory symptom</td>
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<td>Other specified somatic symptom and related disorder (F45.8)</td>
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### Personality Disorders

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<td>Histrionic personality disorder (F60.4)</td>
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<td>Dependent personality disorder (F60.7)</td>
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<td>301.7</td>
<td>Antisocial personality disorder (F60.2)</td>
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<td>301.81</td>
<td>Narcissistic personality disorder (F60.81)</td>
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<tr>
<td>301.82</td>
<td>Avoidant personality disorder (F60.6)</td>
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<tr>
<td>301.83</td>
<td>Borderline personality disorder (F60.3)</td>
</tr>
<tr>
<td>301.89</td>
<td>Other specified personality disorder (F60.89)</td>
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<tr>
<td>301.9</td>
<td>Unspecified personality disorder (F60.9)</td>
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</table>
APPENDIX B

FACT ENHANCEMENT GUIDELINES
January 2010

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

An integral part of participation in FACT 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 FACT program believes that individuals are capable of purchasing needed services and commodities that will help them on their road to recovery. Individual choice drives this system of purchasing.

The FACT enhancement 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. FACT means a self-contained clinical team that assumes responsibility for directly providing the majority of needed treatment, rehabilitation and support services to identified individuals with psychiatric disabilities.

4. 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 who do not have other means of purchasing prescribed psychotropic medications.

5. “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.
6. Payer of Last Resort means using FACT enhancement funds after exhausting all other potential sources of funds.

7. “Recovery Plan” means an individual’s service/treatment plan.

8. “Services” means pharmaceuticals, lab work, treatment, housing assistance, or other assistance given to benefit a person.

9. “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.

10. “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 is the payer of last resort:

   Members must take responsibility in locating other sources of funding for services or commodities prior to requesting FACT enhancement funds for the purchase. FACT staff, in collaboration with the member, 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 prior to 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 like commodity or service.

2. Price Quotes:

   Participants are required to provide three price quotes from different vendors for any single item (commodity purchase) costing in excess of $300. These price quotes may be in the form of vendor circulars or advertisements, vendor website item 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 (includes date and time). Documentation of the price quotes must be filed (may be separate file from 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 vehicle from 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 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 FACT case manager and is dependent on the participants’ ability to pay.

7. Making the purchase:

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

   a) Make the purchase using his or her own funds and later, be reimbursed, or

   b) can 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 participants’ responsibility for ensuring the quality of the item purchased. If a purchased item is defective, inoperable, or unusable, it is the participants’ 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 identified needs outlined in the participants’ 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 prior to 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 subsequent to 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).
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 eye glasses and non-disposable contacts once per year, unless otherwise noted by a licensed eye care professional.
10. Haircuts from a professional at a current reasonable rate.
11. Facial cosmetic and make-up products for the purposes of camouflaging medical conditions, such as facial scars, burns, etc., and for the purposes of seeking or participating in employment.
12. Tutoring.
13. Face-to-face and distance learning educational classes.
14. Time-limited assistance to secure or maintain a more independent living arrangement.
15. Time-limited assistance with vehicle repair for purposes of employment and/or transportation.
16. Specialized treatment not provided by FACT team and not paid for by any other means (e.g. eating disorders).
17. Purchase of lawn maintenance service, when explicitly justified by the individual’s recovery plan.
18. Socialization activities aimed at improving social or behavioral skills (i.e., activities for depressed or agoraphobic individuals). Such activities should provide a means for improving communication skills, interpersonal skills, reducing public anxiety, and/or practicing adaptive behaviors in a public setting. Any social events, services, or activities paid for by enhancement funds should be based on the individuals’ assessed needs and reflected in their recovery plan.

Examples of disallowed purchases:

1. Rent reimbursement for an expired rental lease.
2. Motel room(s) beyond 21 days. (Motel rooms for more than 21 days may be authorized if the FACT team makes an ongoing and consistent effort to find more permanent housing, and this is fully documented in the recovery plan.)
3. Purchase of automobiles, sport utility vehicles (SUVs), minivans, motorcycles, recreational scooters or recreational vehicles.
4. Long distance telephone service.
5. Major repairs or renovations of rental property.
6. Pay-per-View or enhanced programming cable service.
7. Television larger than 21-inch screen, Video Cassette Recorders (VCRs), Digital Video Disc (DVD) players, video game consoles, stereos, MP3 Players 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 in excess of 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.
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 balances.
26. Payment of court-ordered costs, fines, restitution, or other similar debts.
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 prior to requesting the purchase with FACT enhancement funds.
- The purchase directly relates to 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.
- Individual 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 enhancement 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 personal 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 FACT Enhancement Funds guidelines.
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):

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<th>Recovery Plan Goal</th>
<th>Relationship to Purchase</th>
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</thead>
<tbody>
<tr>
<td>What goal on the recovery plan does this purchase relate?</td>
<td></td>
</tr>
<tr>
<td>How will this purchase assist in meeting the goal?</td>
<td></td>
</tr>
<tr>
<td>How many more times is this service estimated to be needed?</td>
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I, ________________________________, 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 prior to purchasing this service/commodity with payer of last resort enhancement funds.

______________________________
Signature

______________________________
Date
FACT ADVISORY COMMITTEES

A FACT Advisory Committee (Committee) is a group of volunteer stakeholders that come together to ensure the FACT team’s work is consistent with the portions of the NAMI-published National Program Standards for ACT Teams8 that have been adopted by the Department. 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 a FACT Committee is to guide and support local FACT team activities by monitoring on-going operations; promoting the team’s work in the community; and ensuring the team provides each participant 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 Handbook. 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 ME 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 upon the accumulation of practices, data and issues that may evolve over the course of time and experience.

Approving Membership
- Expressed willingness to volunteer time;

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8 The National Program Standards for Act Teams may be accessed at: http://www.nami.org/Template.cfm?Section=ACT-TA_Center&template=/ContentManagement/ContentDisplay.cfm&ContentID=50248
- 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 absence 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.
3. Identifying community resources for the team such as affordable housing, employment opportunities, and social outlets/supports.
4. Promoting awareness of the FACT team in the community through community dialogues when requested.
5. Providing support, guidance and assistance to the FACT team.
6. Monitoring ACT fidelity by administering the “FACT Model Fidelity Review” on an annual basis.9
7. Participating in planned technical assistance site visits conducted by the ME to FACT 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).10
10. Reviewing and commenting on the FACT team’s enhancement expenditures and quarterly FACT 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 prior to implementation.11

**Providers’ Role Relating to FACT Advisory Committees:**
1. Attending Committee meetings by the FACT team leaders and the provider’s Chief Executive Office/Executive Director or designee.
2. Providing FACT enhancement expenditures and FACT quarterly ad hoc data reports.
3. Providing any grievances/complaints and their outcome.
4. Forwarding of grievances/complaints not resolved at the team level within two weeks from 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 prior to 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.

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9 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 this Appendix C, revised May 2014.
10 Due to the size of Advisory Committees, no more than 2 members should schedule attendance at any one meeting at any given time and with prior agreement by the team leader.
11 A suggested format is attached but may be modified at the discretion of the entities developing the protocol.
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 record of FACT 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 any time.

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

Communications Protocol
See Below

FIDELITY REVIEW

Instructions for Completing the FACT Model Fidelity Review

This is a quality improvement exercise and is a contractual compliance activity. The Managing Entity is responsible for conducting this survey. 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 Advisory Committee Membership Application

Applicant Name: __________________________________________________________________________

Address: ____________________________________________________________________________

Phone Number: ___________________________ Occupation: ________________________________________

What is the applicant’s current relationship/involvement with this FACT team?
_____________________________________________________________________________________
_____________________________________________________________________________________

Membership Qualifications:

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.

Membership Requirements:

Committee members are required to become familiar with the Program Standards for ACT team and the FACT handbook. Committees meet at least quarterly and all members agree to serve at least a 2-year term. Attendance at all meetings is required and unexcused absences may result in membership being rescinded.

By signing below the applicant confirms they meet the qualifications for membership and agrees to the membership requirements.

Applicant Name: ________________________________ Date: __________________________

Applicant Signature: ______________________________

FACT Team Lead Signature: _______________________________

The Managing Entity Approves Membership for the Above Applicant:

□ Yes  □ No

Signature of ME Staff: ________________________________ Date: __________________________
FACT Advisory Committee Communication Protocol

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.

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 8am and 4pm Monday thru Friday. Weekends and holidays will not be used for conducting routine business.

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 ___________________________

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 two days from the date of the request.

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 _____________
## FACT MODEL FIDELITY REVIEW

<table>
<thead>
<tr>
<th>Standard</th>
<th>Element</th>
<th>Y</th>
<th>N</th>
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<tbody>
<tr>
<td><strong>A. Staff Composition</strong></td>
<td>Look at staffing chart for documentation</td>
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<td></td>
<td>Minimum size team includes 12.3 employees</td>
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<tr>
<td></td>
<td>Psychiatrist or Psychiatric ARNP @16 hours per 50</td>
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<tr>
<td></td>
<td>1 FTE Program Assistant</td>
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<td></td>
<td>1 FTE Team Leader (licensed professional)</td>
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<td></td>
<td>3 Nurses – at least one must be a RN</td>
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<td></td>
<td>2 Licensed mental health professionals</td>
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<td></td>
<td>1 Substance Abuse Specialist (may be 1 of the licensed mental health professionals)</td>
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<td></td>
<td>1 FTE Peer Specialist</td>
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<td></td>
<td>1 Employment Specialist</td>
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<tr>
<td><strong>B. Key Staff Roles</strong></td>
<td>Look at position descriptions for documentation</td>
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<tr>
<td>1. Team Leader</td>
<td>Leads daily organizational team meeting</td>
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<td></td>
<td>Available to team for clinical supervision</td>
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<td></td>
<td>Provides 1:1 supervision to staff</td>
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<td></td>
<td>Functions as a practicing clinician</td>
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<td></td>
<td>Assigns team members including a primary case manager to each new participant</td>
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<tr>
<td>2. Psychiatrist or ARNP</td>
<td>Conducts psychiatric &amp; health assessments</td>
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<td></td>
<td>Supervises psychiatric/psychopharmacological treatment of all enrolled participants</td>
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<td></td>
<td>Monitors non-psychiatric medical conditions &amp; medications</td>
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<td></td>
<td>Supervises medication management system with nurses</td>
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<td></td>
<td>Provides brief therapy and diagnostic/medication education to enrolled participants</td>
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<td></td>
<td>Provides crisis intervention on-site</td>
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<td></td>
<td>Provides family interventions and psycho-education</td>
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<td></td>
<td>Attends daily organizational &amp; recovery planning meetings</td>
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<td></td>
<td>Provides clinical supervision to staff including RN</td>
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<td></td>
<td>If participant is hospitalized, actively collaborates with inpatient care providers to ensure continuity of care</td>
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<td></td>
<td>If ARNP, must have continual access to and weekly consultation with a board certified psychiatrist</td>
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<tr>
<td>Standard</td>
<td>Element</td>
<td>Y</td>
<td>N</td>
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<tr>
<td>3. Nurses</td>
<td>RN, LPN and MD manage medication system</td>
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<td></td>
<td>Administer and document medication treatment</td>
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<td></td>
<td>Screen and monitor for medical problems and side effects</td>
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<td></td>
<td>Coordinate services with other health providers</td>
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<td></td>
<td>Provide education on health promotion &amp; prevention, education side effects, and strategies for medication</td>
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<td>4. Employment Specialist</td>
<td>Serves as mentor to staff for employment</td>
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<td></td>
<td>Maintains liaison with DVR and training agencies</td>
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<td></td>
<td>Provides full range of work services (job development, assessment, job support, career counseling)</td>
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<td>5. Peer Specialist</td>
<td>Position is integrated within the team</td>
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<td></td>
<td>Shares roles with other team members</td>
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<td></td>
<td>Provides individual and group support services</td>
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<tr>
<td>6. Substance Abuse Specialist</td>
<td>Serves as mentor to staff for assessing, planning and treating substance use</td>
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<td></td>
<td>Provides supportive treatment individually &amp; in groups (i.e., CBT, motivational interviewing)</td>
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<tr>
<td>C. Program Size &amp; Intensity</td>
<td>Look at policies for documentation</td>
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<tr>
<td></td>
<td>Program size does not exceed 100 participants</td>
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<td></td>
<td>Participants are contacted face-to-face an average of 3 times per week</td>
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<td></td>
<td>Clinically compromised participants are contacted multiple times daily</td>
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<tr>
<td>D. Admission &amp; Discharge Criteria</td>
<td>Look at policies for documentation</td>
<td></td>
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<tr>
<td></td>
<td>Admission criteria specify target population</td>
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<td></td>
<td>Discharge criteria include demonstrated ability to perform successfully in major role areas over time</td>
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<td></td>
<td>Discharges mutually determined by participant and team</td>
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<td></td>
<td>Team assumes long-term treatment orientation</td>
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<tr>
<td>E. Office Space</td>
<td>Tour office space for documentation</td>
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<td></td>
<td>Easily accessible to participants and families</td>
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<td></td>
<td>Common workspace, layout promotes communication</td>
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<td></td>
<td>In office medication storage area</td>
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### 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 SSA, health care providers, other agency assigned workers

<table>
<thead>
<tr>
<th>Standard</th>
<th>Element</th>
<th>Y</th>
<th>N</th>
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<tbody>
<tr>
<td>G. Hours of Operation</td>
<td>Look at policies for documentation</td>
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<tr>
<td></td>
<td>Staff on duty 7 days per week</td>
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<td></td>
<td>Program operates 12 hours on weekdays</td>
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<td></td>
<td>Program operates at least 8 hours on weekend days and holidays</td>
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<td></td>
<td>Team members are on-call all other hours for 24 hour coverage</td>
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<td></td>
<td>Team members available by phone and face-to-face with back-up by Team Leader and psychiatrist</td>
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<td>H. Team Communication &amp; Planning</td>
<td>Look at policies, observe daily organizational meeting and ask to see 2-month posting of treatment team meetings for</td>
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<td></td>
<td>Organizational team meeting held daily M-F</td>
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<td></td>
<td>Meeting completed within 45-60 minutes</td>
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<td>Member status reviewed via daily log and staff report</td>
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<td></td>
<td>Team leader facilitates discussion &amp; recovery planning</td>
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<td>Services &amp; contacts scheduled per recovery plans and triage</td>
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<td></td>
<td>Staff assignments determined</td>
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<td></td>
<td>Daily staff assignments prepared</td>
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<td></td>
<td>Service provision monitored and coordinated</td>
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<td></td>
<td>All staff contacts with participants are logged</td>
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<tr>
<td></td>
<td>Recovery planning meetings held weekly</td>
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<td></td>
<td>Recovery planning meetings held by senior staff</td>
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<tr>
<td></td>
<td>Recovery planning meetings schedule posted 2 months</td>
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### I. Policy and Procedure
- Look at policies for documentation
- Admission and discharge criteria and procedures
- Job descriptions, performance appraisals, training plan
<table>
<thead>
<tr>
<th>Service Scope</th>
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<tbody>
<tr>
<td>a. Case management</td>
</tr>
<tr>
<td>b. Crisis assessment &amp; intervention</td>
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<tr>
<td>c. Symptom assessment, management &amp; supportive therapy</td>
</tr>
<tr>
<td>d. Medication prescription, administration, monitoring &amp; documentation</td>
</tr>
<tr>
<td>e. Substance abuse services</td>
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<tr>
<td>f. Work related services</td>
</tr>
<tr>
<td>g. Activities of daily living</td>
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<tr>
<td>h. Social, interpersonal relationships &amp; leisure time</td>
</tr>
<tr>
<td>i. Support services</td>
</tr>
<tr>
<td>j. Education &amp; support to families &amp; other supports</td>
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<tr>
<th>Enrolled participant rights</th>
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<tr>
<th>Program performance improvement and evaluation</th>
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<th>80% of participants live in independent community living</th>
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<th>Legal advocacy provided as needed</th>
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**NOTES:**
Recipient’s name: ________________________________ meets the following criteria for admission to the Florida Assertive Community Treatment (FACT) program:

Has a diagnosis within one of the following categories as referenced in the American Psychiatric Association’s Diagnostic and Statistical Manual IV-TR, 4th Edition (or most current edition):

- Schizophrenia and Other Psychotic Disorders
- Mood Disorders
- Anxiety Disorders
- Personality Disorders

In addition, the individual meets at least one of the following criteria:

- Demonstrates a high risk for hospital admission or readmission
- Has prolonged inpatient or State hospital stays (more than 90 days)
- Has repeated crisis stabilization contacts (more than 3 admissions)
- Have repeated (more than three (3) episodes per calendar year) local criminal justice involvement;
- Have been referred for aftercare services by one (1) of the state’s correctional institutions;
- Referred from an inpatient detoxification unit and documented history of co-occurring disorders

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

- Inability to consistently perform the range of practical daily living tasks required for basic adult interactional roles in the community. These tasks include maintaining personal hygiene, meeting nutritional needs, or caring for personal business affairs. The tasks may also include obtaining medical, legal, and housing services, recognizing and avoiding common dangers or hazards to self and possessions. Persistent or recurrent failure to perform daily living tasks except with significant support or assistance from others such as friends, family, or relatives also is considered to be part of the range of daily tasks required;
- Inability to be consistently employed 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 safe living situation (repeated evictions, loss of housing, or no housing);
- Coexisting substance use disorder of significant duration (greater than six months) or coexisting mild mental retardation;
- Destructive behavior to self or others; or
- High-risk or recent history of criminal justice involvement (arrest and incarceration).

I ________________________________ attest that the above information is accurate and correct to the best of my knowledge.
Recipient’s name:_____________________________ meets the following criteria for discharge from the Florida Assertive Community Treatment (FACT) program:

**Discharge from the FACT program may occur when persons served by the FACT team meet one of the following criteria:**

- The person moves outside of the geographic areas of the FACT team’s responsibility.
- The person moves outside of the geographic areas of the FACT team’s responsibility and moves outside of the State of Florida.
- The person demonstrates an ability to perform on a continued basis in major role areas (i.e., work, social, and self-care) without requiring assistance from the program.
- The person requests discharge, despite the team’s repeated efforts to develop a recovery plan acceptable to the person served by the team.
- The person has been admitted to a state mental health treatment facility and has remained in such facility for a period exceeding one year and after direct consultation with the individual’s treatment team at the facility, it has been determined that there is no immediate, anticipated date of discharge.
- The person has been adjudicated guilty of a felony crime and subsequently sent to a state or federal prison for a sentence that exceeds one year.

I____________________________________ attest that the above information is accurate and correct to the best of my knowledge.
MONTHLY VACANT POSITION(S) REPORT

FACT Program/Contract No. ________________
Network Service Provider: ________________

<table>
<thead>
<tr>
<th>Position Number</th>
<th>Position Title</th>
<th>Date Position Became Vacant</th>
<th>Number of Vacant Calendar Days</th>
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## MONTHLY ENROLLMENT REPORT

FACT Program/Contract No. ________________

Network Service Provider: ________________

<table>
<thead>
<tr>
<th>A</th>
<th>Total Number of Customers Enrolled</th>
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<tbody>
<tr>
<td>B</td>
<td>Total Number of Customers Required to be Served Monthly</td>
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<tr>
<td>C</td>
<td>Number of Vacant Customer Slots (A-B)</td>
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<tr>
<td>D</td>
<td>Percent of Operating Capacity (A/B)</td>
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