

Telecare Mental Health Services of North Carolina, Inc.

Durham ACTT

Telecare Durham Assertive Community Treatment Team (ACTT) is a new program, located in Durham County, North Carolina. The program opened in February 2003, and has been contracted by The Durham Center to provide assertive community treatment services to 100 Durham County residents.

Where It's Located:

Telecare Durham Assertive Community Treatment (ACTT)
2400 Broad Street
Durham, NC 27704
Phone: 919-220-4224
Fax: 919-220-7392

The purpose of Durham ACTT is to provide excellent services for adults with complex mental illness, assist them in living in the community during their recovery process, and support them in achieving their full potential. Members of Durham ACTT are adults with serious mental illness (SMI), who often have co-occurring disorders such as substance abuse. Durham ACTT provides wraparound services and supports, 24-hours-a-day, 7-days-a-week, 365-days-a-year. The program complies with accepted ACT standards and has received accreditation by CARE, a national accrediting body.



Telecare Durham ACTT building. Left to right: Brenda Palatnick, Telecare start-up staff, and Linnie Smith, Telecare Durham ACTT Administrator.

Some of the services provided to help members attain their goals include:

- Clinical risk assessments
- Medication management and training
- Individual service planning
- Psychiatric services and individual therapy
- Psychosocial rehabilitation and social skills training
- Symptom education
- 24-hour crisis care services for members and families
- Housing services, including support in finding and maintaining chosen housing environments, and support in daily living
- Employment services, including skills-development training and job placement assistance
- Linkage to community services
- Substance abuse services and supports
- Support if incarcerated
- Money management and support
- Special activities and social outings
- Support in strengthening family relationships, developing friendships, and pursuing social activities

Choices Make the Difference:

For many people with serious mental illness, it is hard to believe in a hopeful future, where recovery is possible and goals are within reach. The challenges they face are daunting — and the resources to overcome these challenges are few. Drawing on over 30 years of research and proven results, Durham ACTT offers a wide range of services and supports to assist clients in the recovery process. Assertive Community Treatment (ACT) is a community-based alternative to institutional psychiatric treatment. ACT is distinctive because of its unique staffing and team structure. ACT teams provide intensive, wraparound services to the program's members, developing strong, supportive, lasting relationships that have been research-proven to help members significantly reduce their time in the hospital, while developing life skills that lead to long-term stability in the community.

Individuals selected for ACT programs generally have a history of high use of psychiatric services and institutional care settings, such as Institutes for Mental Disease and state hospitals. The individuals selected for ACT no longer require a secure environment, but cannot make the transition to independent living without support. ACT services fill that gap by providing intensive services and strong member-staff relationships that enable members to transition to and remain in the community successfully. Among the benefits associated with ACT programs, are a reduction in the use of inpatient hospital bed days, and a decrease in the number of visits to local area hospital emergency departments.

The ACT model, developed in Madison, Wisconsin in the 1970s (Stein and Test), is built on the belief that these individuals can achieve better results while living in the community rather than a hospital setting, when they receive highly individualized mental health services. Durham ACTT will provide a full range of services, including psychiatric services; crisis response; vocational, educational and housing support; assistance with entitlements; community living support; advocacy; and linkage to community resources. Services will be provided by multidisciplinary teams in low staff-to-member ratios, and will be delivered in the community where members, live, work and socialize. Services will be available on a 24-hour basis. Durham ACTT will also use an innovative "It's Your Choice" model, which focuses on reducing the amount of harm in members' lives while empowering them to set goals and make effective choices to achieve them.

About Telecare Corporation

Based in Alameda, California, Telecare is one of the largest women- and employee-owned mental health services providers in California, Texas, Oregon and now North Carolina. Founded in 1965, Telecare has delivered outcomes-driven ACT services since 1994. Telecare partners with public sector entities and behavioral health organizations to provide cost-effective, clinically advanced services that include innovative treatment and recovery-focused interventions. Telecare currently offers a broad array of programs from inpatient acute and non-acute services, to crisis, residential, ACT, case management, outpatient and administrative services. Telecare serves adults with serious mental illness, as well as older adults, and individuals who are both mentally ill and homeless, involved in the criminal justice system, have substance abuse issues, or suffer from developmental disabilities or neurobehavioral disorders. With over 1,900 employees, Telecare provides assistance to thousands of individuals every day.