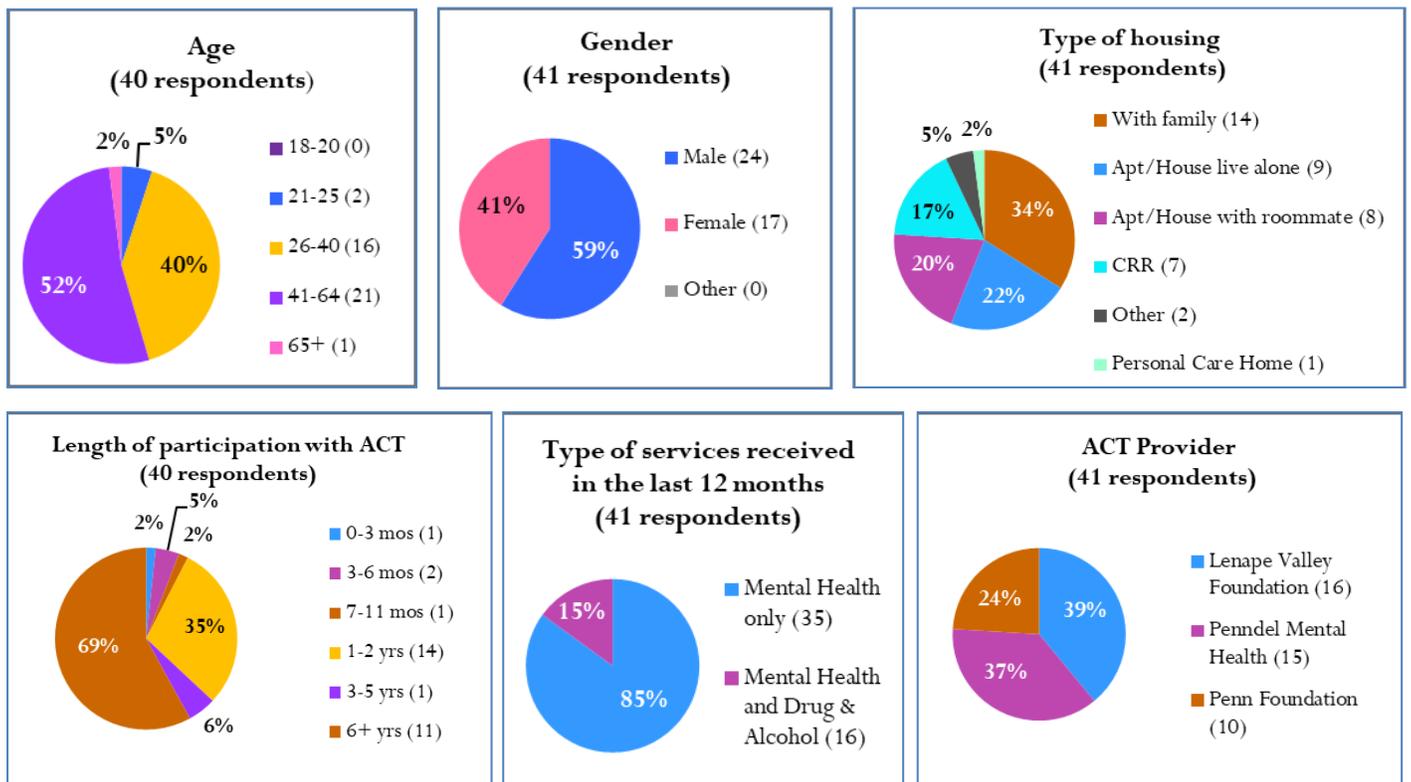


# 2019 BUCKS COUNTY ASSERTIVE COMMUNITY TREATMENT SURVEY Community Report

In 2018/19, Voice & Vision, Inc. interviewed forty-one participants in Assertive Community Treatment (ACT) at three Bucks County providers: Lenape Valley Foundation (LVF), Penn del Mental Health (PMHC) and Penn Foundation (PF). The three providers gave Voice & Vision a total of 212 participant names with contact information.

The purpose of this project was to explore the experiences of ACT participants regarding (1) their contact with the ACT team, (2) any safety concerns, (3) concerns with physical and mental health, (4) medication issues, and (5) overall outcomes and satisfaction. This study was requested by Bucks County Departments of Mental Health/Developmental Programs and Behavioral Health to assist ACT providers with State licensing requirements. Individual reports were given to each provider. This summary report focuses on aggregate results and notes any differences in results by provider. Complete aggregate results are available upon request.

## DEMOGRAPHICS:



### Contact with ACT/FACT teams

- Of all people interviewed, 83% said they contact their team when they need support.
- Everyone reported meeting with someone on the team at least weekly (70% said several times/week).
- Of the people who contact the team, 95% were satisfied with their ability to reach someone on the team when needed.

### Safety Concerns

- Thirty-two people said they have no safety concerns. Of the nine people who reported having safety concerns, most of them shared about personal fears/anxieties. One mentioned a lack of security at the apartment and one other cited outdoor maintenance issues. For the nine with safety concerns, seven (78%) said the team is “very helpful” and two (22%) “somewhat helpful” in addressing their concerns.

### Mental Health/Physical Health Concerns

- Fourteen people said they don’t have any concerns about their mental health. Of the 27 indicating mental health concerns, 21 (78%) said the team is “very helpful” in addressing their concerns. Six (22%) said the team was “somewhat helpful.” Four people suggested the following ways the team could be more helpful: have male support staff, schedule visits at different times, don’t forget things discussed previously, and have separate people for roles of therapist and case manager.
- Twenty-one people said they don’t have concerns about their physical health. For the twenty people with concerns, ten (50%) said the team was “very helpful” in addressing their concerns. Many people mentioned a wide variety of ways the teams helped with their physical health needs. Six (30%) said they were “not helpful at all.” One person who said the team was “not helpful” shared that he gets help with physical health issues from other medical professionals and doesn’t need help from ACT; this may have been the case with others saying the team was not helpful with physical health issues.

### Medication Issues

- Twenty-seven (68%) of the forty people answering the question said that their team administers their medications. All twenty-seven were satisfied with the team’s dispensing their medication (85% said they were “very satisfied.”) Many shared positive comments especially regarding the convenience as well as the efficacy of their medications.
- Two people mentioned negative side effects of their medication; one mentioned dissatisfaction with medication change made during recent hospitalization; one mentioned that the unavailability of their medication for a time was disruptive.

### Overall Satisfaction and Outcomes

- Thirty-four people (83%) said they were “always” able to get the help they needed from their team. One person said they didn’t need any help.
- When asked if there were anything else the ACT team could do, one person wanted to end ACT services. Four other individuals and one family member shared suggestions: help with getting an ID, improve transportation, work on communication, and link people with volunteer, work, or job coach opportunities when requested. The one family member interviewed asked for connection to respite and waiver-type services.
- Thirty-five people (85%) said they were “always” given the chance to make treatment decisions. Thirty-six people (87%) indicated the quality of their life was “much better” (63%) or “a little better” (24%). One person said their life was “much worse;” this was due to side effects of medication.
- Thirty-eight people (93%) said they were “very satisfied” (73%) or “satisfied” (20%) overall with the services they were receiving.