

TMHSU Assertive Community Treatment (ACT) Team Intake Process

The ACT teams have been exceeding caseload capacity for some time. To remedy this, CAD and ACT developed a new intake process that was piloted for one year from April 2018 to April 2019. The new intake process is designed to match the number of new ACT clients with the ACT Teams' capacity to accept new referrals. The process has now been formalized.

Goal: To identify the Vancouver clients most in need of Vancouver ACT services, and facilitate timely activation.

Process: This is a limited referral process in which each of the three sites listed below identifies their top referral priority and submits referrals bi-weekly according to their site's allocated number.

To initiate a referral, please contact your Site's representative:

- Vancouver Community (submit up to 2 referrals) David Cawley
- Tertiary Mental Health and Substance Use (submit 1 referral) Sheinoor Hargrove
- Assertive Outreach Team (submit 1 referral) Heather Hamilton

Other Programs (VISU, DCC, FOC, AAC, ACT teams outside of Vancouver etc.):
Please contact Central Access & Discharged (CAD) to discuss potential referrals to Vancouver ACT (604-875-4111 x 23066).

**Please contact CAD with any questions or for more information regarding
the referral process.
Phone: 604-875-4111 x 23066**