



# CORE ELEMENTS of an Effective AOT Program



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# CORE ELEMENT 1: Program has buy-in from key leadership

- State and district mental health authority (LGE)
- Attorneys for LGE, parish or municipality
- Criminal prosecuting attorney for diversion programs
- Public defenders office and/or mental health advocacy service attorneys
- Civil court judge for AOT docket
- Sheriff and/or police commander
- Treatment providers, including community mental health (case management and medication management), inpatient psychiatric services, psychiatric emergency services, etc.
- Peer/family advocate



# State and District Mental Health Authority/LGEs

## Responsible for ensuring that:

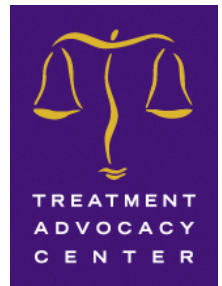
- transitions between levels of care are effectively monitored
- community providers are meeting the requirements of the code
- treatment plan focuses on appropriate treatment and engagement



# Attorney for LGE, parish or municipality

## Responsible for:

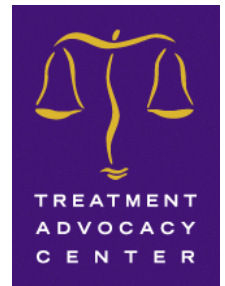
- Gathering evidence and conducting investigation before hearing
- Presenting evidence, introducing documents and examining witnesses during hearing
- Filing motions including requests for hearings, requests for evaluation for hospitalization, and motions to continue and discontinue court orders



# Civil court judge

## Responsible for:

- Following judicial procedure outlined in the statute, meeting timelines, issuing notices and conducting hearings
- Ensuring due process protections are in place
- Determining if the burden of proof is met
- Serving as primary motivator to ensure “black robe effect”



# Outpatient Treatment Provider

## Responsible for:

- Working with patient to develop treatment plan (at a minimum, includes case management and medication management)
- Monitoring the patient and providing documentation to support motions to the court
- Engaging patient in prescribed care
- Using court order as leverage, with ultimate goal of having patient accept treatment voluntarily



# Crisis Center or Psychiatric Emergency Department Administrator

## Responsible for

- Evaluating individual within prescribed timeframe
- Filing report with the court for use in making determination
- Coordinating with other stakeholders for common objectives



# Inpatient Treatment Provider

## Responsible for:

- Filing affidavit and providing evidence for commitment
- Testifying at the hearing on the diagnosis, treatment course and prognosis of the patient
- May provide outpatient services under the Written Treatment Plan





# Sheriff/Law Enforcement

## Responsible for:

- Serving subpoenas and executing temporary orders of detention.
- Helping to monitor AOT patients in the community
- Maintaining lines of communication with AOT case managers
- Facilitating an appropriate response to observed behavior suggesting treatment non adherence



# Criminal Prosecutor

## Responsible for:

- Assessing whether criminal conduct arises from untreated mental illness
- Identifying whether civil commitment criteria appear to be met
- Initiating diversion from the criminal system to the civil inpatient or AOT docket if appropriate



# Peer/Family Advocate

## Responsible for:

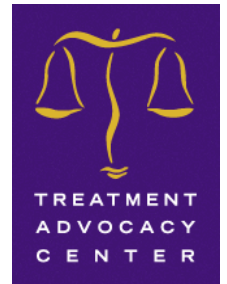
- Assuring that AOT process is responsible to those it serves
- Providing energy to the AOT program
- Assisting with community education activities
- Holding AOT program accountable to community and consumers



## CORE ELEMENT 2: Representatives of key stakeholders meet regularly

Once launched, stakeholders should continue to meet at least quarterly to:

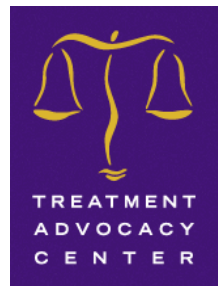
- evaluate the effectiveness of the program
- identify gaps
- make needed improvements



## CORE ELEMENT 3: Agreed-upon written policies, procedures and forms are in place

Established procedures need to be in place prior to program launch. These include:

- Task flow diagrams
- Job descriptions
- Organizational charts
- List of contacts
- Educational materials
- Pleadings and legal forms



## CORE ELEMENT 3 (Continued)

### Policies developed should include:

- Pathways to care
- Local processes for involuntary commitment
- Hospital discharge care planning
- Transfer of patients to more restrictive treatment settings

### Forms needed include:

- Tracking, assessment and monitoring progress in the program
- Routing and transfer forms



## CORE ELEMENT 4: AOT Monitor serves as liaison between treatment team and court

### Purpose of an AOT Monitor:

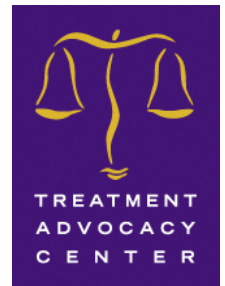
- Drive the AOT program (not a member of the treatment team)
- Primary point of contact
- Maintain communication between court and treatment team
- Ensure patient meets his/her commitment to the program
- Monitor program outcomes



## CORE ELEMENT 4 (Continued)

### Specific responsibilities include:

- Tracking all journal entries from court
- Ensuring resources and programming are available to the patient
- Identifying and addressing any barriers to service access
- Making sure evaluations are performed on time and reporting results to stakeholders
- Resolving disputes between agencies

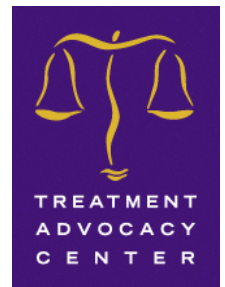




# CORE ELEMENT 5: Educate stakeholders and community

## Target audiences should include:

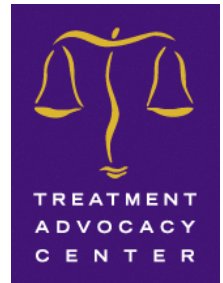
- Staff at agencies serving AOT patients
- Family and caregivers
- NAMI affiliates
- Law enforcement
- Consumer-operated services
- Psychiatrists practicing outside the community system



# CORE ELEMENT 6: Outcomes, satisfaction, and gaps in resources systematically tracked and evaluated

## Key data for tracking patient outcomes and gaps in services:

- Historical commitment dates/length of commitments
- Hospitalization history
- Requests for emergency evaluations
- ER visits
- Criminal justice history
- Housing history
- Employment history
- Treatment costs



## CORE ELEMENT 6 (Continued)

Evaluation of Family and Client Satisfaction may include:

- Interactions during court proceedings and treatment team meetings
- Quality of information about program provided to patient
- Patient's level of confidence that their privacy is protected
- Benefits of participation in program
- Suggestions for improvement



## CORE ELEMENT 7: System in place for identifying and addressing gaps in resources/areas for improvement

- Evaluating program outcomes should be an ongoing agenda item for quarterly stakeholder meetings.
- Treatment staff should be surveyed anonymously.
- Remember, client and community needs change over time. Programs should expect to continually adapt to maintain good results.



# Available Resources

[www.treatmentadvocacycenter.org](http://www.treatmentadvocacycenter.org)



Fixing the System



Implementing AOT Laws



Documents & Forms for AOT Implementation

# Contact Information

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