

# Youth ACT FAQs

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## About Our Services

### What is Youth ACT?

Youth ACT (Assertive Community Treatment) is a wraparound care model where a team of mental health providers work with youth and their family to provide assertive engagement; case management; assessment; child and family services planning; individual, group, and family counseling; individual and family psychoeducation; psychosocial rehabilitation; crisis intervention services; medication management; health services; peer services; vocational services; and educational services within clients' homes and their community.

### What can I expect?

Within the first 30 days, our team complete an assessment process is to gain knowledge of the youth and family's history, presenting concerns, and treatment goals. Team members then visit with the youth and their family on a consistent basis, providing treatment through several modalities explained in the treatment plan developed with input from the youth and family.

### How often are appointments?

Our team works with the youth and their family to establish a treatment plan that best serves and supports their needs and goals.

### What do I do if I need medication?

If you need a medication refill, please contact our office at 518.426.2600, ext. 2300, to request a refill at least 3 days prior to the medication running out. Medication concerns can be addressed during business hours, 8:30 a.m.–4:30 p.m., Monday through Friday.

### When will I see the medication prescriber?

Youth and their families must meet with the medication prescriber every 4–6 weeks. If you have specific concerns regarding medication, or wish to speak with our medication prescriber, please contact our office at 518.426.2600, ext. 2300.

## About On-Call Services

### What is Youth ACT on-call?

Youth ACT has 24/7 on-call system to provide support and guidance by phone to clients and their families during business and after hours (Monday–Friday, 5:00 p.m.–9:00 a.m., and Saturday–Sunday, 24-hour support). Clients and their families can use this service to receive support and guidance during emergency situations that cannot wait until business hours. On-call support can be reached only by phone call; we are unable to receive text messages. Text messages sent outside of regular business hours will be responded to the next business day during business hours.

The logo for Northern Rivers, featuring the text "NORTHERNRIVERS" in a bold, sans-serif font. The word "NORTHERN" is in a lighter blue color, and "RIVERS" is in a darker blue color. A green wavy line underlines the text.

### **When should I call on-call?**

Clients and their families should use Youth ACT on-call supported when emergencies or crises happen after hours and safety is not an immediate concern. Ideally Youth ACT clients should be willing to speak with on-call support to deescalate and plan for safety.

### **When should I NOT to call on-call support?**

If the safety of the client or another family member is at immediate risk, emergency services such as 911 or Mobile Crisis should be used. Because Youth ACT on-call support is a phone service, Youth ACT team members are unable to meet with clients and their families in person until the next business day.

Medication requests must be done during business hours Monday–Thursday (9:00 a.m.–5:00 p.m.). Youth ACT does not have a physician on-call and cannot assist with medication requests until the next business day.

### **What if I call and get no response?**

Although on-call support is a 24/7 service, there may be times that you do not receive an immediate response from the on-call staff member. If this occurs, leave a brief message about what is currently happening and we will respond shortly. If you have not received a call within 15 minutes, please call again.

### **When should I call 911 or other emergency services instead of Youth ACT on-call support?**

Clients and family members should reach out to 911 or other emergency services when:

- There is imminent danger of violence from client to self and/or others
- Client has suicidal/homicidal thoughts or gestures **and** cannot contract for safety (or refuses to speak with on-call staff)
- Client has run away and/or their location is unknown
- Client presents a serious threat to property (e.g., punching holes in walls, throwing large or dangerous objects, severe property destruction, etc.)

**Youth ACT On-Call: 518.982.2754**

**Mobile Crisis: 518.292.5499**