



# The “Triple A” Approach to Maintain Service Engagement for Individuals with Serious Mental Illness: Acceptable, Accessible, and Available

Based on qualitative interviews with 56 individuals with serious mental illness and 25 providers about the reasons for disengagement from services, Smith, Easter, Pollock, Pope, and Wisdom (2013) found that the reasons cited by the individuals with mental illness differed from those reported by the providers.

## Why Individuals Disengage from Services

Top Client Reasons	Percent	Top Provider Reasons	Percent
Services not consistent with client’s perceived needs	30	Transportation	84
Clinician(s) not caring/having a bad attitude	29	Client stigma/hopelessness	76
Lack of willingness/motivation to participate	27	Lack of illness awareness/clients feel nothing is wrong	68
Feeling unsafe or unable to trust provider staff	25	Language/cultural barriers	68
Transportation	25	Lack of willingness/motivation to participate	64
Substance use	23	Family/friends don’t support treatment	64

Based on their findings, and the input of both the clients and the providers, Smith and colleagues developed a strategy for effective provider engagement strategies. Their strategy revolves around three aspects of services that were found to be of importance to both clients and providers and make up the “Triple A” model of engagement.

## “Triple A” Model of Engagement and Strategies to Increase Engagement: Top Priorities



*Engagement is a dynamic process guided by an individual's circumstances and motivations and the way they match up with specific services and treatments.*