

# AHCCCS Provider Response to SAMHSA Fidelity Review

Complete the following form in response to the SAMHSA fidelity review process conducted by AHCCCS staff.

Date: 2/14/2022

Name and contact information of provider:

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Type of evidence-based practice provider (select one):	
	Permanent Supportive Housing
X	Supported Employment
	Consumer Operated Services
	Assertive Community Treatment

What was your experience with the fidelity review conducted at your agency? The experience was very positive. Our review team, Niki and Annette, had open communication with us throughout the process. We appreciate the conversations and feedback.

What was most helpful about the fidelity review process for your agency? Upfront communication about schedule/calendar for events was helpful for us in preparation and planning for the review. Niki was extremely accommodating with our file system, since we do not have a system that made it easy for the review team to access the files, Niki worked with us on a plan that met their needs but didn't create a burden on the VALLEYLIFE team.

What suggestions would improve the review process? We have no suggestions currently.

Comments from your agency regarding the findings of the review and/or the fidelity report: (1) integration – one of the areas of feedback is that we should educate the prescriber on the importance of attendance. We do this as best we can, but feel this responsibility should be at the clinic level, supported by the RBHA for additional training and technical assistance. (2) diversity of jobs – we work hard to find jobs at different employers, even though the job type may be a “duplicate” --- perhaps the “diversity” expectation could be reviewed to account for a member sample that has similar job goals but are working at different employers. We do not have members working at the same employer(s), even though they may have similar jobs. (3) community based services – we feel we should have gotten a score of “5” in this area. Our percentage was 67%, but 3 of the member files that were reviewed are work from home positions that support is not provided in the community. There are still some members that have concerns about COVID-19 or are choosing to work from home for other reasons. Perhaps looking at the avoidance of unnecessary risks during a public health crisis due to community services would be a good idea in situations like these. We feel like our staff worked hard to maintain contact with individuals that were choosing not to leave their home – but yet we still were able to find them meaningful jobs that met their individual goals.

We appreciate the detailed feedback of our review and found the experience helpful and positive. Thank you!