

ADHS Provider Response to SAMHSA Fidelity Review

Complete the following form in response to the SAMHSA fidelity review process conducted by ADHS behavioral health staff.

Date: February 3 2015	
Name and contact information of provider: People of Color Network-Centro Esperanza 310 S Extension Mesa, AZ 85210 Office (480) 615-3800	
Type of evidence-based practice provider (select one):	
<input type="checkbox"/>	Permanent Supportive Housing
<input type="checkbox"/>	Supported Employment
<input type="checkbox"/>	Consumer Operated Services
<input checked="" type="checkbox"/>	Assertive Community Treatment
What was your experience with the fidelity review conducted at your agency? People of Color Network (PCN) appreciate the professionalism and collaborative approach used by the auditors during the ACT Fidelity review at the People of Color Network-Centro Esperanza Whole Health Center. The review included a holistic approach which included chart audits, staff interviews and interviews with participants. The auditor's expertise and feedback made this a valuable learning experience.	
What was most helpful about the fidelity review process for your agency? The report provided to the People of Color Network was thorough and included areas of exceptional performance, as well as opportunities for growth within the ACT Team. The scoring guideline contained clear criteria which needed to be met in order to achieve each rating. This clear and precise scoring criterion removed the potential reviewer subjectivity. The telephonic debriefing was well organized and included the ADHS auditors who conducted the review, representatives from the RBHA, as well as representatives from the provider agency. The debriefing discussed agency strengths, opportunities for growth and allowed time for the provider agency to provide comments or ask clarifying questions.	
What suggestions would improve the review process? The review process was well organized from early notification to the final debriefing.	
Comments from your agency regarding the findings of the review and/or the fidelity report: People of Color Network acknowledges the disruptive healthcare environment and RBHA transition, which has leads to an increased staff turnover in the community behavioral health system. People of Color Network has continued to work diligently on recruiting and retaining strategies to assist with the continuity and consistency needed to provide the highest quality of care to our participants. Staff turnover affects many metrics identified on the ACT Fidelity Review and it is our priority to hire, train and retain our diverse talented workforce. At the time of this review, PCN did not have Substance Abuse Specialist (SAS) hired to this ACT Team due to staff turnover. However, participants received their Substance Abuse Treatment from contracted providers. PCN has recently hired 2 Substance Abuse Specialist dedicated to this team who has already begun to provide services for those in need of this intervention. As PCN continues to align our staffing and service delivery to the SAMHSA Model, we have acknowledged there is a systemic need to hire Licensed Substance Abuse Counselors to provide substance abuse services.	