

# 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: August 10, 2015

Name and contact information of provider:

CHEEERS Recovery Center  
1950 W. Heatherbrae Dr., Suite 7  
Phoenix, AZ 85015  
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Type of evidence-based practice provider (select one):

	Permanent Supportive Housing
	Supported Employment
X	Consumer Operated Services
	Assertive Community Treatment

What was your experience with the fidelity review conducted at your agency?

We were very pleased with the fidelity review process. The reviewers provided us with ample time to provide documentation and were flexible and understanding when scheduling the review. The reviewers were polite and professional. The review was comprehensive. We felt as though the reviewers respected our agency, our mission, and our model. The process was collaborative; it felt as though our staff, participants, and the reviewers were working together to assess our agency.

What was most helpful about the fidelity review process for your agency?

We are always looking to improve the quality of service we provide to our participants. The fidelity review and review process helped us determine areas of improvement and also helped us to acknowledge our strengths as an agency so that we can repeat successful efforts in new program areas.

What suggestions would improve the review process?

It might be helpful to spread the review process over several days. This would allow for a broader sampling of participants and staff, and might alleviate some pressure on the agency (and the reviewers) that comes from a full-day review.

Comments from your agency regarding the findings of the review and/or the fidelity report:

We were very pleased with the results of our most recent fidelity review, and hope to continue improving our service delivery over the next year. We are grateful to have had our strengths acknowledged in so many ways by the fidelity review team!

In all, we had very few suggestions for improvement. Please see below for our response to these recommendations.

**“Continue efforts to increase the number of people with a lived experienced as part of the Board of Directors.”**

CHEEERS Recovery Center is actively recruiting Board Members with lived experience via in-center, online, and direct, person-to-person advertising. We have experienced some Board of Directors turnover over the past few months, which has resulted in a lower-than-typical percentage of Peer Self-Identifying board members; however, we do intend to fill all vacant spots with individuals with lived experience.

**“Continue to provide education and coordination efforts with traditional mental health care agencies (i.e., adult clinics); continue to seek out members open to sharing their stories with stories with adult clinic staff. Attempt to educate clinic staff why coordination with CHEEERS is beneficial to co-served members.”**

Our agency has recently created a new position (Director of Programs and Outreach). We are pleased to announce that this position has been filled by an individual with lived experience. A primary function of the Director of Programs and Outreach position will be managing relationships with RBHA affiliates, PNO clinics, and with Mercy Maricopa Integrated Care. The Director of Programs and Outreach will seek to engage interested participants at every stage and level of the outreach process, so that they might share their recovery stories and explain how CHEEERS Recovery Center has impacted their lives.

**“Consider removing locks from doors that do not house sensitive staff or member documents; consult with other similar programs to determine if locks or keypads restrict or control entry in those agencies.”**

CHEEERS Recovery Center strives to allow unrestricted access to all areas of our Center that do not house sensitive participant information. In the interest of protecting our physical assets (including computers, monitors, televisions, projectors, and other valuable personal or business materials) from outside traffic, we feel that it is necessary to keep certain areas restricted from outside traffic at this time. These restricted areas might include office spaces, which house sensitive information, and unmonitored group rooms which contain valuable equipment.

We will continue to ensure that areas that do not contain sensitive employee or participant information or valuable assets are available at all times, and will continue to move towards new monitoring systems that will protect the interests, privacy, and assets of our staff, participants, and agency.

**“Consider eliminating space designated as staff-only, such as the lunch room; staff and members should be encouraged to eat together, if schedule allows, supporting a sense of equality and cohesiveness.”**

CHEEERS Recovery Center staff are encouraged to eat with participants, and may choose to eat wherever they feel comfortable. We have chosen to add a staff break area to our Center because we feel that, particularly for direct service staff, having a private space to eat or relax is an important protection against Compassion Fatigue. Many of our staff choose to eat with our participants every day, but we respect the choice that many of our providers make to take a break in a private environment.

**“Revise policies implying participation in services is required.”**

CHEEERS Recovery Center is currently in the process of reviewing and revising all of our Policies and Procedures. We will make revisions where necessary to reflect that participation in the CHEEERS program is voluntary, but that certain RBHA restrictions may apply.

**“The program should consider including program members in the candidate interview process.”**

We are currently in the process of reevaluating our interview process, and will make considerations for participant involvement in the revised hiring process.

**“CHEEERS should consider adding stabilization grab bars and built in shower chair to showers.”**

Shower chairs and stabilization grab bars have been purchased and are scheduled for installation.

