

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: 08-25-2016

Name and contact information of provider: CHEEERS Recovery Center
Kimberly Craig, CEO
1950 W. Heatherbrae Drive
Phoenix, AZ 85015

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?

Our experience with the Fidelity review was very positive with the entire process; From preparation to actual site review day, providing us with a welcomed opportunity to review core elements, principles and values associated with operating a Consumer Run/Consumer Driven organization. The review team was open to discussion, collaborative in nature and possessed subject matter expertise that allowed the entire process to be an opportunity for improvement and growth.

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

CHEEERS recently had a change in leadership and with this change has been evaluating all aspects of programming and operations. The Fidelity review provided an avenue for us to look closely at our programming from a past, present and future prospective and assisted us in establishing clear areas for improvement. Feedback, outside observations and input are needed and welcomed. Our goal is to continually evaluate and improve programming.

What suggestions would improve the review process?

CHEEERS does not have any suggestions to improve the review process. We felt we had more than adequate time to prepare and coordinate the interviews for the reviewers. The review team reviewed what documents they could prior to the day of the review, which allowed for us to focus on arranging the interviews and ensuring that we had representation in all the groups, consumers, supervisory staff and non-supervisory staff. We felt the process was well organized and efficient.

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

The following are some areas that will benefit from focused quality improvement as identified in the review:

Staff reported the linkage with other consumer-operated services as intense, but not reciprocated by the RBHA (Regional Behavioral Health Authority) clinics. The agency should continually research and work on methods for becoming more visible and integrated with clinical teams.

Response: CHEEERS wishes to acknowledge that collaboration and communication with the Clinics has improved significantly over the past year in regards to collection of required documentation in order of us to initiate and provide services to members. The issues raised in the Fidelity Review may, in part, be related to our need for in-service and cross training for our teams so that we fully understand the clinics operations and demands. We recognize that challenges exist as within any organization and we wish to approach this in a collaborative nature to ensure that clinics view CHEEERS as a resource and partner. Our Center Director is now doing the outreach to clinics to help establish relationships and we recently redesigned our internal Peer Support teams to ensure we have dedicated staff members to collaborate and coordinate services with the clinics' case managers and teams. We anticipate significant improvement in this area and see it as our responsibility to our members to create the relationships needed to advocate for them and to collaborate on their behalf.

Accessibility remains limited for individuals with physical disabilities; the program lacks an ADA accessible shower stall, wheelchair accessible van, and adaptive computers for the visually impaired.

Response: CHEEERS received notice of approved funding to purchase wheelchair accessible vans in FY 16/17 shortly after the fidelity review through the Federal Transit Administration, Section 5310 Enhanced Mobility Program grant application with Maricopa Association of Governments. This has been an identified need for some time and a wheelchair accessible van will be purchased after FY 16/17.

Our Computer lab and computer room for the Pre GED classes has been relocated since the review and we have upgraded all hardware and software to meet the needs of individuals in the program. CHEEERS had the equipment to do these upgrades however had not implemented or deployed the equipment at the time of the Fidelity Review. The relocation of this space allows for improved access and made 4 additional computers available to the program participants as well. We will continue to evaluate use of technology to ensure we are meeting the needs of our program participants.

CHEEERS made significant improvements towards meeting ADA requirement in the past year and is currently evaluating what options might be available to expand accessibility for the two showers we have in our leased facility. At the time of this response, we have not yet been able to determine a method or mode to make the two showers accessible within our current facility. We will continue to evaluate and look for options.

Though both the staff and member groups were content with their level of social interaction with each other, current keypad locks on the doors restrict access, and informally decreases sense of community.

Response: CHEEERS agrees with the Reviewers findings in this area and understands the importance of creating a sense of community which is informally decreased with keylock pads and restricted areas. We are currently remodeling office space and relocating staff within the facility to create more accessibility and visibility to participants. We intend to create an open campus to promote a sense of community, connection and trust. Concerns relating to protection of property, client sensitive information and proper securing of that information will be addressed via in-service training. Creating a sense of connection and community with close attention to environmental influences will additionally be addressed in trainings and on an ongoing basis. Door locks have been removed in many areas already. We additionally have restructured teams within our program to ensure we maximize interaction with participants and that access to space and support is not limited or restricted.

