

# 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: 12/7/2015

Name and contact information of provider:  
 Michelle Blau, AHCCMS Program Director  
 110 W. Camelback Rd #200 Phoenix AZ 852013  
 602-621-2651

Type of evidence-based practice provider (select one):

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

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

In the early phases of preparation, there was definite confusion as to what members and program was being reviewed. The year previously involved an audit of our Community Living Placement programs and thus the assumption was made that this was the same indented population of review. However, once clarification was received, the process was relatively smooth. Reviewers were flexible with the proposed agenda. The worksheet provided was also helpful in providing more complete and organized information. It is projected that this worksheet will continue to better serve the data collection process and will be improved for future reviews.

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

The post-review conference call was extremely helpful in further clarifying results of the fidelity review. The opportunity to pose questions and receive clarification on expectations and the scoring processes will allow AHCCMS to improve in areas applicable for all future reviews.

What suggestions would improve the review process?

- It is suggested that the areas of scoring where potential points delegated is either a 1 or 4 be adjusted to mirror the sections wherein scoring ranges from 1 through 4. Because of the member choice component in most every aspect of PSH services, requiring 100% compliance (in areas such as: lease/HQS obtainment, income/rent ration) in order to receive a fair score seems near impossible to achieve. Partial credit for attempt, educational discussions, and some compliance should be credited.
- It is also suggested that PNO Clinics and the RHBA receive their own scores separate from AHCCMS. Though it is understood that PSH services reflects a team approach and that systemic issues should be addressed within a review, it is difficult to truly identify a valid score for AHCCMS program policies and implementation when other provider's actions are reflected within the scoring structure.

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

Please see attached email regarding response to findings of review.



