

# 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: 4/25/16

Name and contact information of provider: Child & Family Support Services  
Sarah Piano, Director of Quality Management, [sarahp@cfssinc.com](mailto:sarahp@cfssinc.com), 480-237-6837  
Kristin Grimsrud, Program Director, [kristing@cfssinc.com](mailto:kristing@cfssinc.com), 480-237-6829

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

<input checked="" type="checkbox"/>	Permanent Supportive Housing
<input type="checkbox"/>	Supported Employment
<input type="checkbox"/>	Consumer Operated Services
<input type="checkbox"/>	Assertive Community Treatment

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

*The reviewers were professional and skilled in their explanation of the review process and expectations. The reviewers made all staff and members feel comfortable with the process and were clear around timelines and what the day would look like. This allowed us to plan for different staff and members to be present at different points throughout the day.*

*CFSS remains unsettled being reviewed on a model of supportive housing that is not currently within our contracted scope. We were previously made aware that if what is contractually expected of us remains the same, we will continue to score poorly in several areas of this tool.*

*It was reassuring to receive feedback that we have improved in areas where we have the ability to administer change. Our staff and members both now possess a greater understanding of the fidelity model and the expectations connected to this review.*

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

*The manner in which open discussions were held with reviewers was incredibly helpful. They were personable and provided clarification when needed. It was beneficial to talk through what supportive housing looks like at our agency, as well as our unique challenges with the model, in an open discussion. The reviewers seemed to be interested in understanding barriers, even though there is not anything that can be done currently to rectify the barriers, given our contractual requirements.*

What suggestions would improve the review process?

*It would be beneficial for the review to separate out what is the responsibility of the provider, leasing company, case management agency, and the RBHA. If the scores were broken down into these categories, it would be an incredibly useful tool in identifying areas of improvement. Mimicking last years results, it was unclear where training needs should be more of a focus.*

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

*CFSS continues to embrace the system shift to the fidelity model and the opportunities that will hopefully rise within this shift. Several recommendations that were made again this year are currently not within our control due to services that we are contracted to provide. CFSS is looking forward to scattered site service opportunities increasing in Maricopa County, so that we can apply our scattered site model currently in place in northern Arizona.*

*CFSS will maintain changes to administrative processes and clinical practices that have resulted in better alignment with the fidelity model.*

