

AHCCCS Provider Response to SAMHSA Fidelity Review

Complete the following form in response to the SAMHSA fidelity review process conducted by AHCCCS staff.

Date: 1/9/18

Name and contact information of provider:

AHCCMS

110 W. Camelback Rd. Phoenix, AZ. 85013

(602) 230-2222

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 Fidelity reviewers were very informative about the review preparations as well as the review process itself. It was a positive experience.

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

The instructions provided were clear and easy to follow. Any questions we had before and during the fidelity review were answered fully and in a timely manner.

What suggestions would improve the review process?

The review process was clear and easy to follow. AHCCMS has no suggestions to improve the review process.

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

1.1.c. – It is imperative that PNO clinics provide necessary documentation for AHCCMS to begin PSH services for members, especially for members who have been issued housing vouchers with time limits in which to obtain safe and affordable housing of their choice.

3.2.a. – AHCCMS has been able to obtain HQS reports for members with RBHA affiliated housing vouchers through ABC Housing. AHCCMS has been unable to obtain HQS reports for members who have subsidized housing through: Bridge to Permanency, Section 8, Housing Authorities and/or low-income housing projects, despite numerous attempts to obtain them through several different channels. Some entities mentioned here reported that they did not know what an HQS report was and reported to not have them when it was explained to them.

AHCCMS position on performing HQS inspections for non-subsidized housing members is that a housing inspection service would compromise their confidentiality of being in a PSH program for SMI adults. Several members choose to live with family or friends where a

housing inspection attempt would interfere with their relationships with those family members or friends. Member's choice of housing is priority.

5.1.a. – AHCCMS continues to request leases &/or rental agreements from members as soon as they are housed & have discussions with members on how AHCCMS having a copy of rental agreements allows AHCCMS to confirm that members have legal rights to their housing units. However, there are numerous members who live with family or in other situations where the member chooses to not have a rental agreement. Member choice of housing is ultimately the priority. There are other members who decline to provide a copy of their rental agreement to AHCCMS for personal reasons which they decline to disclose to AHCCMS.

7.1.a and 7.1.b. – Ratings of "1" were based on clinic treatment plans, not AHCCMS treatment plans. AHCCMS provides clinics with treatment plans and modifications, however, the clinics do not provide treatment plan modifications to AHCCMS unless treatment plans are requested annually by AHCCMS for documentation compliance purposes.

