

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: 5/22/15
Name and contact information of provider: Choices Network of Arizona – Townley; Site Administrator Candise Sorensen 602-944-9810

Type of evidence-based practice provider (select one):	
<input type="checkbox"/>	Permanent Supportive Housing
<input type="checkbox"/>	Supported Employment
<input type="checkbox"/>	Consumer Operated Services
<input checked="" type="checkbox"/>	Assertive Community Treatment

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

The overall experience was very positive and allowed for the clinical team to get a much better understanding of the ACT Fidelity measures and what improvements are needed to meet the standards. Although the ACT team has been through a great deal of staffing changes in the last year, they are committed to learning and implementing the necessary changes and moving toward better outcomes.

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

The recommendations helped to clarify how to make the best use of our current SAS staff members with more effective engagement using the IDDT model.

What suggestions would improve the review process?

A closer review of the ACT providers scheduled patients, to truly determine the amount of time spent assisting non-ACT patients would be helpful, especially since our ACT DR is working on her flex day off, specifically to assist another team that is without provider coverage.

Comments from your agency regarding the findings of the review and/or the fidelity report: Low score comments & corrections in process:

H5 – We are working to fill the last ACT case manager vacancy on the team, while providing closer oversight and training to the specific specialists, in order to better support and guide their individualized contacts.

H8 – All Choices clinics are working to hire and fill the second RN position on each of the ACT teams and the one selected for Townley, started in his position on 5/18/15.

S5 - We are working towards having our specialties really focus their attention on those clients with the specific identified need, to increase the frequency of contact, while improving the documentation of the individual specialties.

S7-8 – Using the IDDT model, we are focusing our attention on more 1:1 substance abuse counseling, as well as exclusive ACT SA groups. Additionally, we will work on better engagement strategies with all clients identified with SA needs.



