

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:
Name and contact information of provider: Lifewell Behavioral Wellness Dan Wheeler, MS, LPC, Clinical Director of Community Living Services 202 E. Earll Dr. Suite 200 Phoenix, AZ 85012 Office: (602) 599-5504

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

<p>What was your experience with the fidelity review conducted at your agency?</p> <p>Lifewell Behavioral Wellness staff found the reviewers to be friendly and responsive to questions leading up to the visit and that they were considerate of the time commitment from both the staff and members during their on site visit. The reviewers were very organized in their presentation and process for completing their review. It was apparent during the onsite visit that they had reviewed the information requested prior to the visit which was appreciated and helped the flow of the visit. Both of the reviewers asked several questions to make sure that they had a clear understanding of Lifewell Behavioral Wellness and how the Permanent Supportive Housing program is implemented to help them make their assessment of the programs fidelity. Additionally the reviewers were very clear that the purpose of this initial review was to be supportive and to help provide feedback to help not to punish the provider, this came through in the interactions that the reviewers had throughout the process including during the Fidelity review call.</p>
<p>What was most helpful about the fidelity review process for your agency?</p> <p>Lifewell Behavioral Wellness felt as though the entire review process was helpful as we work to have our program be in line with the SAMHSA fidelity measures. The process and information that was needed prior to the site visit was a good learning experience and one with has allowed us to improve our practices. The review conference call was beneficial as we were able to clarify a couple of processes, such as- We had interpreted these areas differently and the reviewer's clarifications that will help us improve the implementation of our program.</p>
<p>What suggestions would improve the review process?</p> <p>Lifewell Behavioral Wellness felt the review process was fair and the feedback provided was beneficial and intended to help improve Lifewell Behavioral Wellness; as well as the system as a whole. We understand that the review process includes the need for a third party review committee to review the findings from the reviewers who visited the site, however it would be beneficial to have received a general idea of how the review went and some things that were areas to improve. This would allow for discussions and potential changes be made earlier.</p>



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

Lifewell Behavioral Wellness appreciates the feedback provided to by the review team and we are committed to continued process improvement related to the SAMHSA Permanent Supported Housing model Lifewell Behavioral Wellness is looking at how we can take steps to help increase the awareness and understanding of the SAMHSA Permanent Supportive Housing model with-in our community and we look forward to continuing to work with the Regional Behavioral Health Authority (RBHA) and Arizona Department of Health Services (ADHS) through the implementation and monitoring of the SAMHSA Evidence Based practices.

