

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: 4/5/15

Name and contact information of provider:
Ynez Cross, Administrator
Helping Hearts Residential Facilities I, LLC

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?

The format of the audit was confusing at first since many of the components were outside of our agency and we were just learning the principals of Fidelity. However, Jeni and TJ were very helpful in answering questions and ensuring that we had the correct documentation and personnel available.

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

Jeni and TJ were very open with answering questions. Our follow-up with the MMIC Housing Staff provided further assistance as we develop our plan. We appreciate the candor and cooperation with all parties as we move forward in this new model.

What suggestions would improve the review process?

More clarity about who is being interviewed for the different items as many of the steps occur prior to where we have any input as a permanent supported housing provider.

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

There were some comments that were not completely clear or differ from our agency position, however, we understand that the tenant and/or staff perception may differ from the management policy and it brings forth the importance of understanding others perception and moving forward from there.

