

AHCCCS Provider Response to SAMHSA Fidelity Review

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

Date: 1/4/17

Name and contact information of provider:

AHCCMS Carole Schmidt, Program Director
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602-230-2222

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 review was conducted in a professional manner. Information about what to expect as well as expectations of the agency needed for the review were clearly indicated in a timely manner for agency preparation.

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

The reviewers were open to questions we had during the review & asked questions of the agency for clarification of data when needed. All the questions we had in advance were answered as well. This easy communication with the surveyors was most helpful during the entire process.

What suggestions would improve the review process?

AHCCMS ratings in some dimensions were low based on Clinic operations & procedures.
Ratings on AHCCMS Fidelity Report should only reflect operations & procedures that AHCCMS has jurisdiction over.

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

We agree there are areas we can improve upon. Thank you for providing specific recommendations in each dimension to assist with implementation for improvement.

There are some areas where it would be difficult for AHCCMS to initiate significant changes as follows:

- Member's choice of housing is paramount, and although we have educational & supportive discussions with those members about alternative housing options, they choose to pay above 30% of their income towards rent for a variety of personal reasons. We must ultimately support them in their choice of housing.
- AHCCMS is allowed no influence on members receiving, or the qualifications for, housing vouchers within that service system.

Member Readiness Screening:

- AHCCMS has no readiness screening requirement for services.
- Clinic staff must follow their clinic's screening protocol before referring a member to PSH, of which AHCCMS cannot regulate.
- Clinics are operated independently by agencies not affiliated with AHCCMS.

Exploration of tenant preferences:

Member choice of services at program entry & opportunity to modify service selection:

- AHCCMS has no input into Clinic treatment plans to reflect the voices of the members or to reference housing support services.
- AHCCMS does not have the ability or authority to monitor or ensure evidence in clinic records of: members having the ability to modify service selection, annual plan revisions & revised plans to reflect housing support services provided.

Behavioral Health services are team based –Ongoing collaboration efforts between AHCCMS & the clinic CM; sharing current information:

- AHCCMS initiates & requests current information & documents from case managers & clinics ongoing; sometimes several requests are required. AHCCMS encounters difficulty with some of case managers & clinics in obtaining required current documents needed for the member's initial referral, as well as ongoing services when the member's clinical documents expire. If members have been referred by the clinic to other providers for specialized treatment, this information would be contained in these documents & during clinical staffings.

