

# AHCCCS Provider Response to SAMHSA Fidelity Review

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

Date: 11/8/2016

Name and contact information of provider:

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Type of evidence-based practice provider (select one):

	Permanent Supportive Housing
X	Supported Employment
	Consumer Operated Services
	Assertive Community Treatment

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

The reviewers were very detailed and covered all aspects of the Supported Employment Program during their time at our agency. We felt that the review was fair, although we feel that the focus is on what was happening currently in our program, rather than a reflective look back at the entire year since our last review. We are in the process of training new staff, so our review captured only the perspectives of staff that are relatively new to the system (and definitely new to the SE program). We appreciate the feedback and insight from the review team and look forward to applying the feedback in our program.

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

There were a few recommendations that directly relate to coordination with the clinical teams. This has been an area of recommendation since the start of the Fidelity Review process, yet there appears to be limited progress in aligning the clinical team activities with the efforts of the community provider agencies. This continues to impact the outcomes of the reviews (in a negative way) because the philosophies don't appear to be aligned. This recommendation continues to be a valuable one; there needs to be more training directed to the clinical teams and an increased level of accountability from all parties involved in order to sustain our progress and efforts.

What suggestions would improve the review process?

The interviews conducted at the clinic should be with those that are actually connected with the agency being reviewed. There were interviews conducted at both clinics that involved clinical staff that are loosely (and in one case, very loosely!) attached to our SE team. This doesn't provide an accurate measurement of coordination between VALLEYLIFE and the clinical team. If there isn't staff available at the time the reviewers are on site, the interviews should be done by phone or at an alternate time.

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

VALLEYLIFE believes the following would benefit the review process in the future:

- Review process should be conducted in a collaborative, thoughtful way with time to discuss findings during the review process, rather than weeks after the conclusion. There should be an effort made to clarify questions during the process, as well as request for additional information when needed.

**(Organization) Item #1 Integration of rehabilitation with mental health treatment:**

VALLEYLIFE believes this is a systems-wide issue that should be addressed at the RBHA level in order to facilitate closer integration of Supported Employment providers with behavioral health treatment. This integration is something that will require training and re-focus at all service levels, and extends to include making space available within the clinic settings.

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