

# AHCCCS Provider Response to SAMHSA Fidelity Review

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

Date: 11/01/2017

Name and contact information of provider:  
 John Moore CEO  
 Marc Community Resources  
 Cell phone 602-300-4900

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 detailed and covered all aspects of the Supported Employment Program during their time at our agency. Their review was fair and helpful to our ongoing progress of the fidelity measures.

What was most helpful about the fidelity review process for your agency?  
 The reviewers provided clarification and recommendations to questions that were asked regarding some of the findings during the follow up phone call.

What suggestions would improve the review process?  
 Marc Community Resources suggests consistency across the board with all providers regarding which clinics the fidelity reviewers choose to visit during the review, either both co-located sites or 1 co-located site and 1 non co-located site as this can significantly impact the scores depending on which sites are visited regarding the Integration of Rehabilitation with Mental Health Treatment measure.

Comments from your agency regarding the findings of the review and/or the fidelity report:  
 We feel the Zero Exclusion measure should be based on the findings during the record review whether or not the providers are following the Zero Exclusion Criteria not the staff at the clinics that are visited. It clearly states in our review that both Marc Community Resources staff as well as one of the clinics that were visited demonstrated anyone who desires employment should be and are referred to SE services. We work hard to collaborate and provide technical assistance with the assigned co-located clinics regarding the Supported Employment Model and how it is implemented for both parties.  
 Zero Exclusion as well as Integration with the Clinical Teams appears to be a system-wide issue that providers have a limited ability to impact; this continues to be addressed at the RHBA level with technical assistance training for Supported Employment.  
 We will implement and work towards increasing our scores in the areas that the fidelity reviewers feel could use some improvement as well as maintain our scores in the areas we are excelling in.



