

AHCCCS Provider Response to SAMHSA Fidelity Review

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

Date: 1/19/25

Name and contact information of provider: Southwest Behavioral & Health Services, In Home program
Kristin Damron, Program Director; 602-316-1989, kristinda@sbhservices.org

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

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

Our experience was overwhelmingly positive. The auditors were understanding and focused.

One member who was interviewed did report confusion, stating he was told by the auditor that he "had to" remain in PSH services despite his desire to discharge and focus on the support of his PNO ACT team. Member reported feeling he was given "ultimatums" and was displeased with his experience.

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

Identification of program strengths and areas for growth are always helpful.

What suggestions would improve the review process?

Reducing program scores due to systemic issues such as rent prices is not of benefit to the program, particularly when the program staff are routinely advocating and educating on these concerns. Also, taking provider evidence into consideration for a sufficient score; i.e., training evidence with outpatients teams regarding PSH services versus simply relying on the interview process.

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

A number of fixes were able to be quickly identified and implemented and others are in discussion.