DMHAS Community Support Program (CSP) Fidelity Scale (revised 10/2016*)

Provider Name		Program Name(s)			# of Charts Rev		
Date of Review		Program Code(s)					
Provider Staff	Leadership:				Reviewers	DMHAS:	
	CSP-RP staff:						

Domain	Item Number	Standard	Contract monitor	1	2	3	4	5	Score	Notes
Domain 1: Staffing	1	Peer Support Position(s) & Role	1 Certified Recovery Support Specialist	Less than .10 FTE	.10 – .39 FTE	.40 – .69 FTE	.70 – .99 FTE	1 FTE		
	2	CSP Team Availability	CSP team operates at least 10 hrs/day, 5 days/week; available for scheduled evening/weekend appts as needed	Team is available < 10 hours per day, M-F	N/A	N/A	N/A	CSP team operates at least 10 hrs/day, 5 days/week; available for scheduled evening/weekend appts as needed		
	3	# of FTE's	Capacity/20 =expected # of FTE's	Does not meet requirement	N/A	N/A	N/A	Meets requirement		
	4	CSP Team performs as a team	Team engages in client-based discussions at least 2x/week (i.e., half hour or more); can be by phone; all staff aware of all client needs	All staff on team work independently; no familiarity with others' clients	No client-related meetings, but staff have back-up of 1-2 other team members	1 client-related meeting per week	2 meetings per week, but staff work independently	≥ 2 client-based meetings/week; full team is aware of each client's needs		
	5	Staff "Clinical" Supervision	CSP staff receive a minimum of 3 hours of clinical supervision per month by Team Leader	Average of < 1.5 hours/month supervision for all CSP staff	≥ 1.5 & < 2 hours/month	≥ 2 & < 2.5 hours/month	≥ 2.5 & < 3 hours/month	Average of at least 3 hours/month supervision (some individual and group) for all CSP staff		
Domain 2: Service Intensity & Location	6	CSP In-vivo services	At least 50% of total face-to-face service hours occur in the community.(EDW report-Service Utilization and Location-Community)	≤ 20% of face-to-face hours in community	≥ 20 & < 35%	≥ 35 & < 50%	50%	> 50%		
	7	Clients with 0 F2F contacts	Expected # of clients enrolled for entire quarter receiving 0 services meet the benchmark. (Source: EDW report-Service Intensity report(Client Contacts)- (Clients with 0 F2F contacts)	<10%	9%	8%	7%	<7 %		
	8	CSP Capacity	Program served at least the number of CSP clients that their contracted/agreed upon capacity indicates	Team serves <40% of capacity	Team serves 40-59% of capacity	Team serves 60-79% of capacity	Team serves 80-89% of capacity	Team serves 90-100% of capacity		

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	9	CSP Overall Hours/Staff Productivity	Program delivered at least the expected number of face-to-face CSP service hours overall that their contracted/agreed upon capacity indicates. (FTE~37.5 hours x 55% productivity=20.63 hours per FTE X # of FTES's x 12 weeks(quarter) =expected hours per quarter) (Source: EDW report: Service Utilization and Location report)	Team delivers <40% of expected F2F hours	Team delivers 40-59% of expected F2F hours	Team delivers 60-79% of expected F2F hours	Team delivers 80-89% of expected F2F hours	Team delivers 90-100% of expected F2F hours		
Domain 3: Documentation, Treatment Planning	10	Functional Assessment	Functional skills assessment is conducted using a DMHAS approved assessment, the full assessment is administered upon admission with quarterly updates.	< 40% of clients have a full assessment administered upon admission, with updates as required	40% – 59% of clients have a full assessment administered upon admission, with updates as required	60% – 79% of clients have a full assessment administered upon admission, with updates as required	80% – 89% of clients have a full assessment administered upon admission, with updates as required	90-100% of clients have a full assessment administered upon admission, with updates as required		
	11		Functional skills assessments are fully completed and accurate: 1) LOAs completed; 2) Summary page and integrated summary included on full FAs;	<40% of clients have high quality FAs completed	40-59% of clients have high quality FAs completed	60-79% of clients have high quality FAs completed	80-89% of clients have high quality FAs completed	90-100% of clients have high quality FAs completed		
	12	Individualized Recovery Plan (IRP)	Goals in IRP are recovery life goals and in the client's own words	< 40% of clients have goals meeting criteria	40% - 59% of clients have goals meeting criteria	60% - 79% of clients have goals meeting criteria	80% – 89% of clients have goals meeting criteria	90-100% clients have goals meeting criteria		
	13		Each client has an IRP with the following structure: 1) target dates for objectives 2) identified persons/positions assigned to action steps; 3) frequency, intensity and duration of interventions 4) inclusion of person in recovery and natural supports, as appropriate	< 40% of clients have IRPs meeting all criteria	40% - 59% of clients have IRPs meeting criteria	60% - 79% of clients have IRPs meeting criteria	80% – 89% of clients have IRPs meeting criteria	90-100% clients have IRPs meeting criteria		
	14		Each client has an IRP with the following content-related pieces: 1) Identification of strengths & barriers (including from FA); 2) Objectives are measurable; 3) Skill-building language is used in some interventions if person is in action stage 4) TCM is included, if needed	< 40% of clients have IRPs meeting all criteria	40% - 59% of clients have IRPs meeting criteria	60% - 79% of clients have IRPs meeting criteria	80% – 89% of clients have IRPs meeting criteria	90-100% clients have IRPs meeting criteria		
	15		Each recovery plan is reviewed & updated every 90 days	< 40% of clients have a recovery plan updated every 90 days	40% – 59% of have a recovery plan updated every 90 days	60% – 79% of clients have a recovery plan, updated every 90 days	80% - 89% of clients have a recovery plan, updated every 90 days	90-100% of clients have a recovery plan, updated every 90 days		

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	16	**Encounter Notes(G.I.R.P. format) *Goal/Objective(G) *Intervention(I) *Response (R) *Plan(P)**	Encounter notes: 1) interventions relate to goals & objectives in IRP; 2) Interventions written in behavioral terms specifying teaching, coaching, cueing, etc.; 3) Includes client response to interventions & next steps; 4) date, start/end time 5) location of service; 6) staff sign, date & credentials.	< 40% of encounter notes meet description.	40% - 59% of encounter notes meet description.	60% - 79% of encounter notes meet description.	80% – 89% of encounter notes meet description.	90-100% encounter notes meet description.		
Domain 4: Interventions	17	**Stages of Change**	Stage of change is assessed and interventions are appropriately matched.	<40% of charts show evidence of stagewise services; none of the staff interviewed can articulate appropriate matching strategies	40-59% of charts show evidence of stagewise services; 1/4 of staff interviewed can articulate appropriate matching strategies	60-79% of charts show evidence of stagewise services; 1/2 of staff interviewed can articulate appropriate matching strategies	80-89% of charts show evidence of stagewise services; 3/4 staff interviewed can articulate appropriate matching strategies	90-100% of client charts show evidence of stagewise services; all staff can articulate appropriate matching strategies		
	18	**Skill-Building Interventions**	Staff routinely use skills lists, skill-builder toolkits and curricula to guide skill-building interventions.	< 40% of staff	40-59% of staff	60-79% of staff	80-89% of staff	90-100% of staff		
	19	**Mutual Support Groups**	Assertive linkage to mutual support groups (e.g., staff attend with client for 1st time, find sponsor/group, 12-step facilitation curriculum used, role play first meeting, debrief experiences)	No assertive linkage to mutual support groups.	Mutual support - One type of assertive linkage utilized; some documentation in plan/enc notes.	Mutual support - Two types of assertive linkage utilized; some documentation in plan/enc notes.	Mutual support - Three types of assertive linkage utilized; some documentation in plan/enc notes.	Mutual support - Four types of assertive linkage utilized; full documentation in plan/enc notes.		
	20	**Wellness Recovery Groups**	Rec/Well Workshops are offered by CSP, clubhouses and/or community hospitals with integration into CSP documentation (e.g., include on recovery plan as interventions, document in encounter notes).	No Rec/Well groups offered or linked.	Rec/Well groups offered monthly and some documentation in plan/enc notes.	Rec/Well groups offered bi-wkly and some documentation in plan/enc notes.	Rec/Well groups offered wkly and some documentation in plan/enc notes.	Rec/Well groups offered wkly and full documentation in plan/enc notes.		
	21	**Family/Natural Support Involvement**	Family education/ natural support groups offered at least 12 times/year (3 times/quarter)-"Family" is broadly defined to include all natural support persons (e.g., significant other, friend, roommate, sponsor, spiritual advisor etc.)	No family education/support groups offered.	Family education/ support group offered once per quarter	Family education/ support group offered 2 times per quarter	Family education/ support group offered 3 times per quarter	Family education/ support group offered 4 times per quarter		
	22		Team has regular contact with family /natural support of at least 50% of clients. (e.g., attending a tx plan meeting; be added to the recovery plan to assist with a certain goal/objective,intervention; regular contact with the CSP staff member etc.)	Team has no regular contact with family/natural support members.	Team has regular contact with family/natural support members of at least 20% to 29% of clients.	Team has regular contact with family/natural support members of at least 30% to 39% of clients.	Team has regular contact with family/natural support members of at least 40% to 49% of clients.	Team has regular contact with family/natural support members of at least 50% of clients.		

Average Staffing Score-Domain 1	#DIV/0!	
Average Service Intensity & Location Score-Domain 2	#DIV/0!	
Average Tx Planning & Documentation Score-Domain 3	#DIV/0!	
Average Interventions Score-Domain 4	#DIV/0!	
Total Average Score	#DIV/0!	

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Comments:

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