

June 2018

Monitoring Fidelity of Assertive Community Treatment Programs

Comprehensive monitoring of Assertive Community Treatment (ACT) programs is critical for effective and consistent service delivery across teams. Beginning July 2018, Louisiana Managed Care Organizations (MCOs) will engage with the Center for Evidence Based Practices (CEBP) at Case Western Reserve University (CWRU), Cleveland, Ohio, to monitor ACT fidelity.

Fidelity refers to the degree to which a practice is delivered as designed, or adherence to the original model. Fidelity assessments measure this model adherence using a fidelity index or scale. The purpose of the fidelity review is to provide feedback to the organization about the current status of a program and to provide recommendations to practitioners and the organization on ways to move closer to full implementation, or high fidelity. Fidelity assessments are categorized as *process* measures and ideally should be approached from a quality improvement perspective. Fidelity reviews should encourage the organization and staff to recognize strengths as well as areas for growth.

The CEBP at CWRU shall utilize the Dartmouth Assertive Community Treatment Scale (DACTS) and the General Organizational Index (GOI) tools and processes when monitoring fidelity of ACT programs. All organizations and teams will be required to participate in this fidelity monitoring process.

The DACTS and the GOI, as well as the process for evaluating programs, are outlined within the Substance Abuse and Mental Health Services Administration ACT Evidence Based Practices Kit, which can be found at the following link:

<https://store.samhsa.gov/shin/content/SMA08-4345/EvaluatingYourProgram-ACT.pdf>. This process involves conducting an onsite monitoring visit from the CEBP evaluation team and includes:

- Chart reviews
- Administrative, staff, and client interviews
- Observation of team meetings
- Staff shadowing.

More information will be forthcoming about the process and evaluation instruments as soon as we have your ACT team's contact information as provided to us by the MCO's. We look forward to your participation in this important process. Please contact Dr. Jennifer Collins-Lakner at Jennifer.collins-lakner@case.edu if you have any questions.

You can learn more about the CEBP/CWRU and their fidelity monitoring process at <https://www.centerforebp.case.edu/practices/act>.

<https://providers.healthybluel.com>

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