

## FY15 CST Fidelity Review Anchors

#	Criterion				
		1	3	5	DATA SOURCE
<b>1</b>	There is a full-time team leader who is at least a QMHP and serves as the clinical and administrative supervisor of the team and also functions as a practicing clinician on the team.	There is not a qualified, full-time team leader serving as a practicing clinician on a consistent basis.		There is a qualified, full-time team leader serving as a practicing clinician on a consistent basis.	Team Leader Interview, Chart Review
<b>2</b>	At least one member of the team is a person in recovery and this person is a fully integrated CST member.	The CST team does not include a person in recovery.	Person in recovery on staff but they are not a fully integrated team member.	Person in recovery is a fully integrated team member.	Interviews of Team Leader, Clinician and persons receiving services Chart Review
<b>3</b>	Team services and supports are available 24 hours per day and 7 days per week.	There is no evidence that team services and supports are available 24 hours per day and 7 days per week.		There is evidence that team services and supports are available 24 hours per day and 7 days per week.	Progress Notes, Staff Schedules, Interviews of Team Leader and Clinicians
<b>4</b>	CST services shall occur during times and at locations that reasonably accommodate the needs of persons receiving CST in community locations and other natural settings and at hours that do not interfere with the person's work, educational and other community activities.	There is little to no evidence that provider is accommodating persons needs and preferences for services.		There is consistent evidence that provider is accommodating persons needs and preferences for services.	Interviews of persons receiving services  Chart Review

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5	A minimum of 60% of all CST contacts must be delivered in natural settings and out of the provider's offices. This requirement will be monitored in the aggregate for a provider for an identified billing period, but will not be required for each person receiving services.	The requirement that 60% of all CST contacts be delivered in natural settings and out of provider offices was not met.		The requirement that 60% of all CST contacts be delivered in natural settings and out of provider offices was met.	Data Run completed by the Collaborative prior to the fidelity review
6	Documentation shall demonstrate a variety of team members providing a variety of services according to the team member's expertise and based on the individual needs of the consumer.	There is minimal or no evidence that services are being provided by a variety of staff with a variety of expertise.		There is consistent evidence that services are being provided by a variety of staff with a variety of expertise.	Progress Notes, Assessments
7	Do the persons receiving services know how to access staff after normal business hours?	Persons receiving services have no idea what to do if they need staff after normal business hours.		Persons receiving services can clearly identify who they would call, the process and how to use it.	Interviews of persons receiving services
8	Staff involves persons receiving services (and family) in assessment, treatment planning and service delivery.	Staff involves persons receiving services (and family) in <b>one or none</b> of the following areas: <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Treatment Planning</li> <li>• Service delivery</li> </ul>	Staff involve persons receiving services (and family) in <b>two</b> of the following areas: <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Treatment Planning</li> <li>• Service delivery</li> </ul>	Staff involve persons receiving services (and family) in <b>all three</b> of the following areas: <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Treatment Planning</li> <li>• Service delivery</li> </ul>	Staff Interviews, Progress Notes

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9	Persons receiving services (and family) feel they are involved in assessment, treatment planning and service delivery	Persons receiving services feel they are involved in <b>one or none</b> of the following areas: <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Treatment Planning</li> <li>• Service delivery.</li> </ul>	Persons receiving services feel they are involved in <b>two</b> of the following areas: <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Treatment Planning</li> <li>• Service delivery.</li> </ul>	Persons receiving services feel they are involved in <b>all three</b> of the following areas: <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Treatment Planning</li> <li>• Service delivery.</li> </ul>	Interviews of persons receiving services, Progress Notes
10	There is evidence that the Crisis Plan is used and modified as needed.	There is none or minimal evidence that crisis plans have been used or modified, if needed.		There is consistent evidence that crisis plans have been used and modified, if needed.	Crisis Plans, Progress Notes
11	In the past year treatment planning and services were individualized and appropriate to the person's level of need.	There is none or minimal evidence that treatment planning and services were individualized and based on the needs of persons receiving services.		There is consistent evidence that treatment planning and services were individualized and based on the needs of persons receiving services.	Assessments, Progress Notes, Treatment Plans
12	Does the Treatment Plan include goals/objectives to help the person build and make use of natural supports?	The ITP/ITP Reviews do not incorporate goals, objectives, interventions, etc. that address identification of natural supports, engagement or use of natural supports and the barriers to natural supports, etc.		The ITP/ITP Review incorporates goals, objectives, interventions, etc. that address identification of natural supports, engagement or use of natural supports and the barriers to natural supports, etc.	Treatment Plan, Progress Notes

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<b>13</b>	The service consists of therapeutic interventions delivered by a team that facilitates: <ul style="list-style-type: none"> <li>• Illness self-management</li> <li>• Skill building</li> <li>• Identification and use of natural supports</li> <li>• Use of community resources</li> </ul>	One (1) or none of the required therapeutic interventions are being delivered by the CST.	There is evidence and documentation that 2-3 types of the required therapeutic interventions are being delivered by the CST.	There is evidence and documentation that all four types of the required therapeutic interventions are being delivered by the CST.	Progress Notes
<b>14</b>	Does the Discharge/Transition Plan change as symptoms change?	There is no evidence that the Discharge/Transition Plan changes as symptoms change, if needed.		There is documented evidence that the Discharge/Transition Plan changes as symptoms change, if needed.	Discharge and Transition Plan, Crisis Plans, Progress Notes
<b>Records support the specified LOCUS Score:</b>					
<b>15</b>	Risk of Harm	Records never or usually do not support specified LOCUS scores for this item.		Records always or usually support specified LOCUS scores for this item.	LOCUS Tool, Progress Notes, Assessments, Treatment Plans
<b>16</b>	Functional Status	Records never or usually do not support specified LOCUS scores for this item.		Records always or usually support specified LOCUS scores for this item.	LOCUS Tool, Progress Notes, Assessments, Treatment Plans
<b>17</b>	Co-Morbidity	Records never or usually do not support specified LOCUS scores for this item.		Records always or usually support specified LOCUS scores for this item.	LOCUS Tool, Progress Notes, Assessments, Treatment Plans

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18	Recovery Environment “Stress”	Records never or usually do not support specified LOCUS scores for this item.		Records always or usually support specified LOCUS scores for this item.	LOCUS Tool, Progress Notes, Assessments, Treatment Plans
19	Recovery Environment “Support”	Records never or usually do not support specified LOCUS scores for this item.		Records always or usually support specified LOCUS scores for this item.	LOCUS Tool, Progress Notes, Assessments, Treatment Plans
20	Treatment and Recovery History	Records never or usually do not support specified LOCUS scores for this item.		Records always or usually support specified LOCUS scores for this item.	LOCUS Tool, Progress Notes, Assessments, Treatment Plans
21	Engagement	Records never or usually do not support specified LOCUS scores for this item.		Records always or usually support specified LOCUS scores for this item.	LOCUS Tool, Progress Notes, Assessments, Treatment Plans

### General Descriptors

- Review the last 6 months of the clinical record (progress notes, ITP, MHA, etc) in which the consumer was enrolled in CST.