



Assessing Fidelity to the Coordinated Specialty Care (CSC) Model¹

When assessing fidelity to the CSC model, it is important to have a clear understanding of the CSC model components that you plan to assess, the resources needed to conduct a valid assessment, and what you will do with the information collected. Accurately assessing fidelity to the model and making needed adjustments ensures that your team is implementing the model as designed. You also need to determine the frequency in which you will assess fidelity, what period the rating will cover, and how the team will report information back to the program.

Here are several questions for your team to consider:

- What will we do with the results of the fidelity assessment process? How will we use the results to support quality improvement?
- Which CSC components are we going to track?
- What process(es) will we use and who will conduct the assessment?
- What resources do we need to collect and analyze the data? Do we have the needed resources?
- Regarding data sources –
 - » Which data sources will we use (such as secondary administrative data; record reviews; interviews with clients, family members, program staff; staff self-report surveys; client self-reports; site visits; direct observations)?

- » What are the strengths and weaknesses of each data source?
- » Which data sources require the most intensive resources? Does it make sense to collect data from these sources? Are there other ways to collect data that are less resource intensive and yield information that is just as useful?
- » Are there ways to build upon data we already collect to reduce the burden of the assessment to the program?
- » Which tools should we use to track data?
- » How often should we track data?

We strongly recommend that your team review Essock and Addington's issue brief on assessing fidelity to the CSC model, referenced below. Your team may find it helpful to use a worksheet – such as the one on the following page – to determine next steps for assessing CSC fidelity within your program.

1. Material within this document was adapted from *Coordinated Specialty Care for People with First Episode Psychosis: Assessing Fidelity to the Model* by S. M. Essock and D. E. Addington, 2018, Alexandria, VA: National Association of State Mental Health Program Directors.

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