**IPS Fidelity Review Report**

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| **IPS Team Name and City:** | |  | | |
| **Dates of Fidelity Review:** | |  | | |
| **Reviewer Names:** | |  | | |
| **Most recent IPS fidelity rating and dates of the review:** | |  | | |
| **Number of fidelity reviews:** | |  | | |
| **Review Data Sources/Overview** | | | | |
| **Number of People Served:** | [#] | | **Total Staff Employed:** | [# FTE], [#PTE] |
| **Team Lead Interview:** |  | | **Employment Specialist(s) Interview:** |  |
| **Employment Peer Mentor(s) Interview:** |  | | **Executive Leadership Interview:** |  |
| **Number of Individuals Interviewed:** |  | | **Clinician(s) Interview:** |  |
| **Number of Family Members Interviewed:** |  | | **Prescriber(s) Interview:** |  |
| **Vocational Rehabilitation Counselor(s) Interview:** |  | | **Benefits Counselor Interview:** |  |
| **Other interviews:** |  | | **Observation of EBHT Meeting(s)** | **Yes  or No  # Internal:** [#] **# External:** [#] |
| **Observation of VUM** | **Yes  or No** | | **Job Development Details** | **# ESPs:** [#]  **# First Meetings:** [#]  **# Second Meetings:** [#] |
| **Number of Charts reviewed:** | [#] | | **Received Excel Spreadsheet** | **Yes  or No** |
| **Received Career Profiles:** | **Yes  or No** | | **Additional Documents Received:** | **Yes  or No**  **Types:** |
| **Received Progress Notes:** | **Yes  or No** | | **Mode of Review:** | **Charts reviewed by: EMR access  Secure file upload  Shared screen** |
| **Purpose:** The purpose of the fidelity site visit and report is to help more people work. The review team assessed the IPS team's adherence to the evidence based IPS-SE model, as required by the IPS Service Definition and the Transitions to Community Living Initiative. This report documents the findings and recommendations of the fidelity evaluation.  **Method:** The Individual Placement and Supports-Supported Employment Fidelity Scale was completed following the visit. The individual items ratings are contained in this report. The scale is divided into three sections including staffing, organization, and services. Each item is rated on a 5-point response format, ranging from 1= no implementation to 5= full implementation, with intermediate numbers representing progressively greater degrees of implementation. Agencies that fully implement IPS-SE according to the scale criteria have shown to have higher competitive employment rates than those that do not. The following section addresses the three areas based on the visit.  **Summary:** The total Supported Employment fidelity rating for ZZ IPS-SE team is **ZZ.** The table below provides a summary of all items and subscale scores. The total rating indicates the program is implementing IPS-SE at ZZ fidelity (ratings that are between ZZ and ZZ). The Managed Care Organization, ZZ, will receive the final fidelity rating and fidelity report. | | | | |
| **Strengths and Recommendations** | | | | |
| Program Strengths:  During the fidelity evaluation, fidelity reviewers observed notable strengths of the team. The following strengths are not to be an exhaustive list, but overall highlights what the reviewers observed.  [Evaluators, choose 2-3 program strengths, citing specific examples, try to make these substantial strengths]  Program Recommendations:  The next few recommendations are intended to assist the agency to improve fidelity to the evidence-based practice and overall good clinical practice. This list reflects several areas that would result in the biggest changes in the program’s operations and services, and therefore is not an exhaustive list.  [Evaluators, choose 3 (or more) overarching recommendations, add plenty of details] | | | | |

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| **Section 1. Staffing** | | |
| **Item** | **Observations** | **Rating Considerations** |
| **ST1. Caseload Size** Definition: Employment specialists have individual employment caseloads. The maximum caseload for any full-time employment specialist is 20 or fewer individuals. | The team is serving ZZ number of individuals. ESP 1 is serving ZZ, ESP 2 is serving ZZ, ESP 3 is serving ZZ, (add or delete ESPs as needed) and TL is serving ZZ (delete if TL is not serving anyone). Excluding the team lead in this calculation (delete if TL is not serving anyone), the average caseload size per ESP is ZZ.  The EPM is not included in this calculation as they do not have a discrete caseload and can work with anyone on the team.  [Evaluators make note if TL was covering for someone who was out, if an ESP recently left, ESP was newly hired and building a caseload] | This finding would result in a X Rating. |
| Sources of Information: Excel and caseload data provided by the team lead; interviews with the team lead, employment specialist(s), and employment peer mentor(s).  Rationale: Research has demonstrated that IPS specialists with large caseloads have difficulty maintaining regular contact with individuals and meeting other fidelity standards. Caseload sizes of 20 people or less are manageable and allow IPS specialists time to provide effective employment services to people who are in different stages of working on goals for employment and school.  Calculation: Add the number of people who are assigned to each specialist and divide by the number of full-time equivalent specialists (full time = 1, half time = 0.5, etc.). Score using the 1-5 anchors as appropriate.  Notes: Reviewers do not include the number of individuals served by the team lead when averaging the IPS specialists’ caseloads. They follow this guideline even when the supervisor spends half or more of their time as an IPS specialist. | |
| **ST2. Employment Services Staff**  Definition: Employment specialists provide employment services only. | ESP 1 spends ZZ%, ESP 2 spends ZZ%, ESP 3 spends ZZ% of their time providing employment services, (add or delete ESPs as needed) and TL spends ZZ% (delete if TL is not serving anyone). Excluding the team lead in this calculation (delete if TL is not serving anyone), the average amount of time ESPs are providing employment services is ZZ%.  [Evaluators add more to what you heard/observed, examples of case management, were they related to employment?] | This finding would result in a X Rating. |
| Sources of Information: Interviews with employment specialist(s), employment peer mentor(s), team lead, individuals served, and mental health practitioners; review of chart data; observation of vocational unit meeting.  Rationale: Practitioners who have dual roles (both vocational and clinical responsibilities) often focus on mental health emergencies, housing crises, etc., and do not have time to connect with employers or develop other skills needed to become effective IPS specialists.  Calculation: Determine the percentage of time each IPS specialist provides employment services. Add the percentages and divide by the number of IPS specialists. Score using the 1-5 anchors as appropriate.  Notes: The score is based on the amount of time that IPS specialists devote to non-employment activities, regardless of whether there is another position available to help with those services. | |
| **ST3. Vocational Generalist**  Definition: Each employment specialist carries out all phases of employment service, including intake, engagement, assessment, job placement, job coaching, and follow-along supports before step-down to less intensive employment support from another mental health practitioner. | There were/were no specialized roles on the team.  ESP 1 provides ZZ phases of service, ESP 2 provides ZZ phases, ESP 3 provides ZZ phases. (Add or delete ESPs as needed)  Therefore, ESP 1 rates a ZZ, ESP 2 rates a ZZ, ESP 3 rates ZZ. The average rating is ZZ.  Reviewers will provide additional comments on the quality of the phases directly in the services section of the report.  [Evaluators add more to what you heard/observed if not a 5, does the TL do all the intakes b/c of QP status to do the PCP] | This finding would result in a X Rating. |
| Sources of Information: Interviews with employment specialist(s), team lead, employment peer mentor(s), individuals served, and natural supports; review of chart data; observation of vocational unit and mental health treatment team meetings  Rationale: During research studies, people were most likely to drop out of services when asked to transfer from one IPS specialist to another, for example, when different people provided different parts of the employment service (e.g., job search and job support). Many individuals value the relationships that they form with IPS specialists and do not want to transition to new practitioners. Employers also seem to prefer working with a single IPS specialist throughout the employment process.  Calculation: Determine the score for each IPS specialist using the anchors 1 - 5. Add the scores and divide by the number of IPS specialists. Round down (e.g., 3.6 3). Score using the 1-5 anchors as appropriate.  Notes: An IPS supervisor (or another designated person) is responsible for meeting all people newly referred to the IPS program before assigning each person to an IPS specialist. In this case, the score is not higher than 4 because the IPS specialist is not engaging people directly from the referral. | |
| **Section 2. Organization** | | |
| **O1. Integration of Rehabilitation with Mental Health thru Team Assignment**  Definition: Employment specialists are part of up to two mental health treatment teams from which at least 90% of the employment specialist’s caseload is comprised. | **Team Assignment:**   * The agency has multiple practitioners (case managers and therapists) who refer to the IPS program, but the practitioners are not organized into teams. Delete if not applicable * ESP 1 is serving ZZ number of individuals. They are connected to ZZ treatment teams. ESP 1 has ZZ% of their caseload connected to two treatment teams for a rating of ZZ.   + Team 1: ZZ   + Team 2: ZZ   + Team 3: ZZ Add or delete as necessary * ESP 2 is serving ZZ number of individuals. They are connected to ZZ treatment teams. ESP 1 has ZZ% of their caseload connected to two treatment teams for a rating of ZZ.   + Team 1:   + Team 2:   + Team 3: Add or delete as necessary * ESP 3 is serving ZZ number of individuals. They are connected to ZZ treatment teams. ESP 1 has ZZ% of their caseload connected to two treatment teams for a rating of ZZ. Add or delete as necessary   + Team 1:   + Team 2:   + Team 3: Add or delete as necessary * ESP 4 is serving ZZ number of individuals. They are connected to ZZ treatment teams. ESP 1 has ZZ% of their caseload connected to two treatment teams for a rating of ZZ. Add or delete as necessary   + Team 1:   + Team 2:   + Team 3: Add or delete as necessary   ESP 1 rates ZZ, ESP 2 rates ZZ, ESP 3 rates ZZ, and ESP 4 rates ZZ. The average is ZZ. Delete ESPs as needed.  [Evaluators make note if there are no team assignments, one referral source makes majority of referrals, etc.] | This finding would result in a X Rating. |
| Sources of Information: Data provided in the spreadsheet; interviews with the team lead, employment specialist(s), mental health practitioners, and executive leadership  Rationale: There is a limit to the number of people with whom each IPS specialist can coordinate services if they are to be successful in their other duties. IPS specialists participate in weekly IPS unit meetings, weekly mental health treatment team meetings for each team to which they are assigned, and monthly state Vocational Rehabilitation meetings. In addition, they are asked to communicate with mental health practitioners and Vocational Rehabilitation counselors between meetings. For IPS specialists to manage all these priorities, services are organized so that specialists relate to a small number of referral sources from which their caseload is comprised.  Calculation: Determine the score for each IPS Specialist using the anchors 1-5. Add the scores and divide by the number of IPS Specialists. Round down (e.g., 3.63). Score using the 1-5 anchors as appropriate.  Notes: If an IPS specialist receives referrals from four mental health teams, but 90% of the referrals come from two teams, the **score is 5**. A mental health agency has multiple practitioners (case managers and therapists) who refer to the IPS program, but the practitioners are not organized into teams. In this case, the **score is 2**. An IPS program is part of a rehabilitation agency. Referrals to IPS are from individual mental health practitioners at multiple agencies separate from the rehabilitation agency. The **score is 1**. | |
| **O2. Integration of Rehabilitation with Mental Health thru Frequent Team Member Contact**  Definition: Employment specialists actively participate in weekly mental health treatment team meetings (not replaced by administrative meetings) that discuss individual clients and their employment goals with shared decision-making. The employment specialist’s office is in close proximity to (or shared with) their mental health treatment team members. Documentation of mental health treatment and employment services is integrated in a single client chart. Employment specialists help the team think about employment for people who haven’t yet been referred to supported employment services. | **Component #1:**   * ESP 1 attends the ZZ meeting weekly/bi-weekly/monthly. They attend/do not attend the entire meeting. ESP 1 attends the ZZ meeting weekly/bi-weekly/monthly. They attend/do not attend the entire meeting. Delete if only attend 1 meeting. Add more if they attend more. * ESP 2 attends the ZZ meeting weekly/bi-weekly/monthly. They attend/do not attend the entire meeting. They attend/do not attend the entire meeting. Delete if only attend 1 meeting. Add more if they attend more. * Add additional ESPs here. * Make note if EPMs attend the meetings and add input.   **Component #2:** From observation, review of meeting minutes, and/or interviews there were/were not examples of shared decision-making. Add notes about did the team generate ideas to suggest to clients or did the IPS specialist simply reports on her caseload? Do mental health practitioners provide information that is relevant to individualized job searches or discuss what job supports may be helpful? Do they share information about a person’s work or education history? Does the team generate solutions to help people with employment? If yes, share examples.  **Component #3:** Employment service documentation is/is not integrated into the individuals’ mental health record. If not, list what was reported/observed. List any other notes.  **Component #4:** The ESPs have office space in ZZ. Note if located internally and/or externally, how often they are in the external partner. If there are multiple partners, make notes about each partner’s office space. List any other notes about office space.  **Component #5:** From observation, review of meeting minutes, and/or interviews there were/were not examples of employment specialist(s) recommending employment for individuals who had not yet been referred. List examples and any other notes. | This finding would result in a X Rating. |
| Sources of Information: Interviews with employment specialist(s), employment peer mentor, team lead, clinicians, prescriber; observation of treatment team meeting(s); walk through of mental health agency; review of chart data and meeting minutes  Rationale: Frequent contact helps practitioners work as a team to assist people with their employment goals. With good integration, individuals do not receive conflicting messages from different providers. The goal is for all practitioners to support each person’s work and education goals using a team approach.  Calculation: Determine the total number of components present at the time of review. The total gives the item score.  Notes: If the entire meeting is devoted to staffing 1-2 people, it is an administrative meeting, or a meeting to discuss crises, reviewers **do not give credit** for this component. An IPS specialist should meet once a week with teams from which they have three or more people on their caseload. For those teams from which they have one or two people, they should attend meetings at least twice each month. An IPS specialist reports on the progress of people they are serving during the mental health treatment team meeting, but the team does not engage in conversations about how to help people achieve their goals. Reviewers **do not give credit** for the second component. Vocational records are separate from mental health treatment records. Reviewers **do not give credit** for this component. If the IPS specialist is employed by the mental health agency, and their offices is in a separate building from clinicians, reviewers **do not give credit** for this component. The IPS specialist is employed by a rehabilitation agency. They have office space at the rehabilitation agency and at the mental health agency. They spend most of their office time at the mental health agency location. Reviewers **give credit** for this component. | |
| **O3. Collaboration Between Employment Specialists and Vocational Rehabilitation Counselors**  Definition: The employment specialists and VR counselors have frequent contact for the purpose of discussing shared clients and identifying potential referrals. | The IPS team meets with the ZZ VR office weekly/monthly/quarterly on ZZ. They meet in-person/virtually. If there are multiple unit offices, share details about the other meetings. They communicate infrequently/frequently between meetings through phone/email/meetings. List examples or notes about communication. If reviewing meeting minutes, talk about the agenda (updates only, share decision-making, referrals, problem-solving systemic issues)  The IPS team has ZZ shared cases with VR, which is ZZ% of the caseload. Give kudos if a high number. Make note if in the CORE project. Talk about the relationship (if good, greatly improved). Give examples of things VR has done to help individuals. | This finding would result in a X Rating. |
| Sources of Information: Interviews with employment specialist(s), team lead, employment peer mentor, vocational rehabilitation counselors; review of meeting minutes  Rationale: Both state Vocational Rehabilitation counselors and IPS practitioners are interested in achieving good employment outcomes. Individuals benefit from the combined resources and expertise from both types of service providers.  Calculation: Determine the frequency of communication between the IPS specialists and Vocational Rehabilitation counselors. Score using the 1-5 anchors as appropriate.  Notes: Meetings are in person and individuals served may or may not be present. When they are not present, the counselor and specialist generate possible solutions to share with the person later. The individual ultimately decides which strategies to try. | |
| **O4. Vocational Unit**  Definition: At least two full-time employment specialists and a team leader comprise the employment unit. They have weekly client-based group supervision following the supported employment model in which strategies are identified and job leads are shared. They provide coverage for each other’s caseload when needed. | The IPS team meets on ZZ from ZZ- ZZ. They meet in-person/virtually/hybrid. During the meeting, reviewers observed (sharing of successes, job leads, problem-solving, updates only, admin, valuing the EPMs input, etc.). Share any other notes about the meeting format, agenda, attendance (does anyone else from the agency attend). Did reviewers observe a typical meeting?  There were/were no examples of team members providing backup coverage. List examples if applicable. | This finding would result in a X Rating. |
| Sources of Information: Interviews with the team lead, employment specialist(s), employment peer mentor; review of meeting minutes; observation of vocational unit meeting  Rationale: A unit of people performing the same work is able to share ideas and information and provide back up for each other. In contrast, a single IPS specialist on a team of mental health practitioners has no one to help him learn skills such as building employer relationships.  Calculation: Determine the number of staff on the vocational unit, frequency of client-based group supervision, and whether coverage for each other’s caseloads is available when needed. Score using the 1-5 anchors as appropriate.  Notes: IPS specialists meet weekly but the focus of the meeting is to discuss administrative issues or to quickly provide an update on each person they serve. The rating is **not higher than 3**. | |
| **O5. Role of Employment Supervisor**  Definition: Supported employment unit is led by a supported employment team leader.  Employment specialists’ skills are developed and improved through outcome-based supervision.  **Component #1:** One full-time (FTE) supervisor is responsible for no more than 10 employment specialists. The supervisor does not have other supervisory responsibilities.  **Component #2:** Supervisor conducts weekly supervision designed to review individual situations and identify new strategies and ideas to help individuals with their work lives.  **Component #3:** Supervisor communicates with mental health team leaders to ensure that services are integrated, to problem-solve programmatic issues, (such as referral issues or transfer of follow-along to mental health workers), and to be a champion for the value of work. Supervisor attends a meeting for each mental health treatment team on a quarterly basis.  **Component #4:** Supervisor accompanies employment specialists, who are new or having difficulty with job development, in the field monthly to improve skills by observing, modeling, and giving feedback on skills, e.g., meeting employers for job development.  **Component #5:** Supervisor reviews current program outcomes with employment specialists and sets goals to improve program performance at least quarterly. | **Component #1:** The team lead supervises ZZ ESPs and ZZ EPM(s). The lead does/does not have any other agency responsibilities. If they do, explain.  **Component #2:** The team lead does/does not conduct weekly supervision designed to review individual situations and identify new strategies and ideas to help individuals with their work lives. Share examples if they do in VUM and/or individually, a specific situation (if applicable).  **Component #3:** The team lead does/does not meet with each mental health team leaders to strategize on programmatic issues. Share specifics here of issues resolved. The team lead does/does not attend mental health treatment team meetings. List the frequency and which ones.  **Component #4:** The team lead does/does not provide field mentoring to employment specialists. List the frequency of field mentoring for each ESP and EPM, is it job development, where does it occur, other supervision provided, outcomes based or administrative.  **Component #5:** The team leaddoes/does not review current program outcomes with employment specialists and/nor sets goals for improvement on a quarterly basis. List specific outcomes if tracking. Make note if not tracking. Write some examples of goals the team and/or ESP(s) are working on, if applicable. | This finding would result in a X Rating. |
| Sources of Information: Interviews with team lead, employment specialist(s), employment peer mentor, and clinician(s); review of supervision logs, program data, treatment team meeting minutes; observation of vocational unit meeting  Rationale: Effective supervisors are key to successful programs. IPS supervisors fulfill a number of functions, including trainer for IPS specialists, liaison to state Vocational Rehabilitation, promoter of employment in the agency, quality improvement manager for the IPS program (outcomes-based supervision), organizer of the steering committee, and co-leader for program implementation and sustainability.  Calculation: Determine the total number of components present at the time of review. Score using the 1-5 anchors as appropriate.  Notes: If a supervisor has a caseload that is large (10+), in relation to their many other responsibilities, reviewers **do not give credit** for component 1 and recommend that the supervisor reduce their caseload. The supervisor must provide weekly supervision in order **to receive credit** for component 2. Either individual or group supervision (vocational unit meetings) is sufficient for component 2. An IPS supervisor does not schedule weekly unit meetings or individual supervision but has daily contact with team members and discusses client situations as they occur. Reviewers do not give credit for component 2 because impromptu conversations do not replace focused planning and sharing ideas. A supervisor attends one mental health treatment team meeting each quarter. The specialists on their teamwork with four mental health treatment teams. Reviewers **do not give credit** for component 3 because they are not attending each team meeting each quarter. To get credit for component 4, the supervisor must do the field mentoring themself and not delegate to another staff person. To receive credit for component 4, supervisors provide monthly field mentoring with anyone who is new or is having difficulty with job development. If fewer than 40% of the people on a specialist’s caseload are employed or if a specialist has fewer than three job starts each quarter, the IPS supervisor provides monthly field mentoring. For component 5, the supervisor reviews client outcomes with the team *and/or* individual IPS specialists each quarter. The supervisor also helps set goals for improvement. A supervisor tracks employment outcomes and shares data with the team, but does not set goals for improvement. Reviewers **do not give credit** for component 5. | |
| **O6. Zero Exclusion**  Definition: All individuals interested in working have access to supported employment services regardless of job readiness factors, substance abuse, symptoms, history of violent behavior, cognitive impairments, treatment non-adherence, and personal presentation. These apply during supported employment services too. Employment specialists offer to help with another job when one has ended, regardless of the reason that the job ended, or number of jobs held. If VR has screening criteria, the mental health agency does not use them to exclude anybody. Individuals are not screened out formally or informally. | Reviewers did/did not hear/observe examples of exclusionary practices. If so, share examples. Notate if IPS team does not exclude individuals or if they do share examples.  The IPS team does/does not have a waitlist. If they do, note how many people are on it, how long it usually takes to meet with an ESP/get enrolled.  IPS specialists do/do not help people find multiple jobs. If they do, list specifics. If hasn’t happened yet, make note.  There is/is not a mechanism in place for self-referrals. Give specifics. | This finding would result in a X Rating. |
| Sources of Information: Interviews with clinicians, executive leadership, prescribers, employment specialist(s), employment peer mentor(s), individuals service, and natural supports; review of chart data, observation of treatment team meeting(s) and the agency facility  Rationale: Practitioners cannot accurately predict whether someone will be successful at work, but interest in work has been demonstrated to be a predictor of success. People who want to work overcome many types of barriers and IPS specialists help by assisting people in finding jobs that are good matches for each person’s skills, experiences, preferences, and needs. An important foundation of IPS is that any person who wants to work should have access to IPS services.  Calculation: Determine what level of exclusion (if any) the agency has. Score using the 1-5 anchors as appropriate.  Notes: If there is a waiting list for the IPS program, reviewers **do not score higher than 4**. There may be times when people are encouraged to postpone work and focus on treatment, which is ***not* consistent** with zero exclusion criteria. When programs do not have mechanisms for individuals to refer themselves to IPS, or individuals and their family members do not know that they can self-refer, the **rating is not higher than** 4. Mental health practitioners require abstinence before referring people to IPS; IPS specialists discourage mental health practitioners from referring people who have legal histories; or when IPS specialists close cases for people whose jobs did not end well, reviewers **do not rate higher than 3**. Reviewers hear that mental health practitioners refer people to the prevocational programs to gain work experience and develop good work behaviors. Reviewers **do not rate higher than 3**. | |
| **O7. Agency Focus on Competitive Employment**  Definition: Agency promotes competitive work through multiple strategies. Agency intake includes questions about interest in employment. Agency displays written postings (e.g., brochures, bulletin boards, posters) about employment and supported employment services. The focus should be with the agency programs that provide services to adults with severe mental illness. Agency supportsways for individuals to share work stories with other individuals and staff. Agency measures rate of competitive employment and shares this information with agency leadership and staff. | **Component #1 (mental health agency):** The agency intake does/does not include questions about employment. Make notes if standardized, only if interested in work, share a few examples.  **Component #2 (mental health agency):** The agency does/does not include questions about interest in employment on all annual (or semi- annual) assessment or treatment plan reviews. If so, what documents, examples of questions.  **Component #3 (IPS agency and mental health agency, if separate):** The agency does/does not display written postings (e.g., brochures, bulletin boards, posters) about working and supported employment services, in lobby and other waiting areas. List type and where located.  **Component #4 (mental health agency):** The agency does/does not support ways for individuals to share work stories with other clients and staff at least twice a year. Note frequency, how (newsletters, website, emails), who sees it/has access to it.  **Component #5 (mental health agency):** The agency does/does not measure the rate of competitive employment for all adults being served and/nor share this with agency leadership and staff quarterly. | This finding would result in a X Rating. |
| Sources of Information: Interviews with executive leadership, clinicians; review of agency data and chart data; tour of agency facility  Rationale: Zero Exclusion Criteria measures whether people who are interested in work have access to IPS supported employment. Agency Focus on Competitive Employment provides opportunities for people to consider whether they want to work. Some people who have not worked, maybe for years, need encouragement to think about how a job would fit into their lives. Others need hope that they could be successful in a job that they would enjoy.  Calculation: Determine the total number of components present at the time of review. Score using the 1-5 anchors as appropriate.  Notes: When agencies have multiple mental health treatment teams, the rating is made for the office/team to which the IPS specialists are connected. When the IPS program is not situated within the mental health agency but is part of a separate rehabilitation agency or community rehabilitation provider, reviewers apply components 1, 2, 4, and 5 to the mental health agency. Component 3 is for both agencies. The reason that the questions should be standardized (written on the forms) is so that practitioners do not unintentionally ask about employment in a dismissive manner such as, “You don’t want to work, do you?” Questions about a person’s work history are insufficient. (Components 1 & 2). At least one public area of the building should include material about employment so that clients and family members know that help is available for jobs and careers. (Component 3). Reviewers **do not give credit** for component 4 if mental health practitioners do not hear the success stories. Component 5 refers to all persons with serious mental illness served by the agency, not just those people who receive IPS services. For **credit to be given**, agency leaders must have shared at least one quarter of employment data with agency administrators and staff. | |
| **O8. Executive Team Support for SE**  Definition: Agency executive team members (e.g., CEO/Executive Director, Chief Operating Officer, QA Director, Chief Financial Officer, Clinical Director, Medical Director, Human Resource Director) assist with supported employment implementation and sustainability.  **Component #1:** Executive Director and Clinical Director demonstrate knowledge regarding the principles of supported employment.  **Component #2:** Agency QA process includes an explicit review of the SE program, or components of the program, at least every 6 months through the use of the Supported Employment Fidelity Scale or until achieving high fidelity, and at least yearly thereafter. Agency QA process uses the results of the fidelity assessment to improve SE implementation and sustainability.  **Component #3:** At least one member of the executive team actively participates at SE leadership team meetings (steering committee meetings) that occur at least every six months for high fidelity programs and at least quarterly for programs that have not yet achieved high fidelity. “Steering committee” is defined as a diverse group of stakeholders charged with reviewing fidelity, program implementation, and the service delivery system. The committee develops written action plans aimed at developing or sustaining high fidelity services.  **Component #4:** The agency CEO/Executive Director communicates how SE services support the mission of the agency and articulates clear and specific goals for SE and/or competitive employment to all agency staff during the first six months and at least annually (i.e., SE kickoff, all-agency meetings, agency newsletters, etc.) This item is not delegated to another administrator.  **Component #5:** SE program leader shares information about EBP barriers and facilitators with the executive team (including the CEO) at least twice each year. The executive team helps the program leader identify and implement solutions to barriers. | **Component #1 (IPS agency and mental health agency, if separate):** The executive Director and Clinical Director does/does not demonstrate knowledge regarding the principles of supported employment. Share notes.  **Component #2 (IPS agency and mental health agency, if separate):** There is/is not an internal QA process that explicitly reviews the IPS program.Is it the whole scale, few items? How frequently are they reviewing the items? Other notes.  **Component #3 (IPS agency and mental health agency, if separate):** At least one member of the executive team does/does not actively participate in the steering committee meetings. List who attends from leadership and other stakeholders. Does external MH leadership attend? How frequently are the SCM? What is the agenda (review of program or review of fidelity items)? Do they have an action plan, do they update it?  **Component #4 (IPS agency and mental health agency, if separate):** The CEO does/does not communicate how IPS fits within the mission of the agency and/nor articulate and share specific goals for the IPS program. How does the CEO share information (emails, website, town hall meetings), how frequently, what are some goals, who receives the information?  **Component #5 (IPS agency):** The team lead does/does not meet with the executive team (including the CEO) at least twice a year to discuss barriers to implementation and brainstorm solutions. List how frequently, how it occurs (phone calls, virtually, leadership meetings). What have been some solutions/issues currently working on? | This finding would result in a X Rating. |
| Sources of Information: Interviews with executive leadership, team lead, employment specialist(s), employment peer mentor(s); review of steering committee meeting minutes; review of agency data and quality assurance reports  Rationale: The purpose of this item is to ensure that IPS implementation and sustainability is not delegated to the IPS team. Implementation research studies have demonstrated that agency leadership is critical for successful implementation of an evidence-based practice.  Calculation: Determine the total number of components present at the time of review. Score using the 1-5 anchors as appropriate.  Notes: To meet this criterion, senior management should have a general understanding of the IPS model to the extent that they understand the overall philosophy and key resources and practices necessary for an IPS program to function. Senior management are not expected to know the operational details of IPS. (Component 1). The purpose component 2 is to encourage agency leaders to help monitor and improve IPS fidelity scores. Reviewers **give credit** if the quality assurance process monitors a few fidelity items or the total score. Reviewers ask to see a copy of the most recent fidelity plan for Component 3. If the IPS agency is separate from the mental health agency, someone from a partnering mental health agency must attend the steering committee meeting for credit on this item. The IPS supervisor should have direct access to executive team members at least twice each year so that they can talk with the people who can help the program for Component 5. | |
| **Section 3. Services** | | |
| **SE1. Work Incentives Planning**  Definition: All individuals are offered assistance in obtaining comprehensive, individualized work incentives planning before starting a new job and assistance accessing work incentives planning thereafter when making decisions about changes in work hours and pay. | The team utilizes ZZ for benefits counseling. Share any notes about the BC.  Per the spreadsheet provided, ZZ people receive benefits (e.g., SSA, DSS, housing, VA). ZZ have received benefits counseling indicating that ZZ% of the caseload have received benefits counseling.  In review of charts of individuals receiving benefits, we found that ZZ% reflected benefits counseling.  [Evaluators: provide examples of what you saw/heard, were benefits summaries generic or individualized, notes about how benefits counseling happens (indiv vs group, in-person/phone/virtual), when it happens (before work, only after job offer] | This finding would result in a X Rating. |
| Source of Information: Interviews with employment specialist(s), team lead, individuals served, employment peer mentor(s), family members, and benefits counselor; review of chart data.  Rationale: In order to make decisions about work, job seekers and workers need accurate information about their individual situations. Many people do not work because they fear losing disability benefits. Others would like to work enough to support themselves and exit the benefit system. Comprehensive information about how work will affect each person’s financial situation is critical.  Calculation: Determine the amount of assistance individuals receive for comprehensive incentives planning. Score using the 1-5 anchors as appropriate.  Notes: Reviewers **do not** **score higher than 2** when work incentives planning consists only of explaining the rules for entitlements. IPS specialists report that they refer most people for benefits planning, but less than 20% of program participants meet with a benefits planner. Reviewers assign a **score of 2**. Reviewers determine that benefits planning offered is adequate for people who receive Social Security benefits only, but not for people receiving veteran’s benefits or multiple sources of benefits. They **do not score higher than 3**. When IPS specialists do not help any workers with monthly reporting (sending information about earned income to entitlement agencies), reviewers **do not score higher than 4**. | |
| **SE2. Disclosure**  Definition: Employment specialists provide individuals with accurate information and assist with evaluating their choices to make an informed decision regarding what is revealed to the employer about having a disability.  **Component #1:** Employment specialists do not require all individuals to disclose their psychiatric disability at the work site in order to receive services.  **Component #2:** Employment specialists discuss with individuals the possible costs and benefits (pros and cons) of disclosure at the work site in advance of individuals disclosing at the work site.  **Component #3:** Employment specialists discuss specific information to be disclosed and offers examples of what could be said to employers.  **Component #4:** Employment specialists discuss disclosure on more than one occasion. | **Component #1:** In review of ZZ charts, we observed [every/most/few] job seeker and worker are asked about their preferences for disclosing a disability (or their involvement in the IPS program) to employers.  **Component #2:** In review of ZZ charts, we observed documentation of pros and cons in ZZ charts. Documentation appeared consistent (inconsistent) across ESPs. [Evaluators add more here to what you observed. Were there no cons, limited examples, etc. Make note if low % and why not present.]  **Component #3:** In review of ZZ charts, ZZ indicated they wanted disclosure. Within the ZZ charts, ZZ had specifics of what they wanted or did not want shared to employers. Documentation appeared consistent (inconsistent) across ESPs. [Evaluators add more to what you observed. Were there no specifics, limited examples, say anything, etc. Make note if low percentage and why not present]  **Component #4:** In review of ZZ charts, ZZ had documentation of disclosure discussed more than once. [Evaluators add more to what you observed. What specific documents did you find documentation? Make note if low percentage and why not present]  Reviewers foundZZ anchors present. | This finding would result in a X Rating. |
| Sources of information: Interviews with employment specialist(s), team lead, employment peer mentor(s), individuals served, and family members; review of chart data.  Rationale: Many job seekers are concerned with stigma about mental illness, or do not wish to focus on problems or disabilities while moving forward in their lives. Other people appreciate advocacy from IPS specialists while applying for jobs, considering more schooling and/or requesting accommodations. The essence of this item is that people should have choice about whether to share information, what information to share, and with whom. IPS specialists help each person consider their options and abide by individual choice.  Calculation: Determine the total number of components present at the time of review. Score using the 1-5 anchors as appropriate.  Notes: Unless reviewers find convincing evidence that specialists discuss disclosure in an impartial manner, they **do not give credit for component 1**. To **receive credit for component 2**, the specialists help people think about the possible costs or benefits in an impartial manner. When specialists use a disclosure worksheet or another similar form with individuals, reviewers assign a **score of 3 or higher**. When specialists use a comprehensive disclosure worksheet and it is apparent that they elicit individual’s perspectives about the possible benefits or costs related to disclosure, rather than the specialist giving their own opinions, reviewers **rate 4 or higher**. For a **score of 5**, reviewers must also find evidence that IPS specialists discuss disclosure with some people on more than one occasion. | |
| **SE3. Ongoing, Work-based Vocational Assessment** Definition: Initial vocational assessment occurs over 2-3 sessions and is updated with information from work experiences in competitive jobs. A vocational profile form that includes information about preferences, experiences, skills, current adjustment, strengths, personal contacts, etc., is updated with each new job experience. Aims at problem solving using environmental assessments and consideration of reasonable accommodations. Sources of information include the client, treatment team, clinical records, and with the individual’s permission, from family members and previous employers. | Evaluators reviewed ZZ charts and found that Career Profiles were/were not completed within 2-3 sessions. [Make note about how quickly or long it took ESPs to complete them. Could cite specific numbers if several were completed quickly. Could even do an average or median calculation.]  In our review of charts, we found that ZZ% had been updated. [Include examples of where they were updated: job start form, section updates, etc.]  In our review of charts, we found that ZZ% had input from others. [Include examples of who added input and what they had to say.]  Other observations: Include notes/examples about the quality of CPs. Strength’s based, details, missed opportunities/follow up questions, etc. | This finding would result in a X Rating. |
| Sources of Information: Interviews with employment specialist(s), team lead, employment peer mentor(s), individuals served, family members, vocational rehabilitation counselors and mental health practitioners; review of chart data (e.g., Career Profiles)  Rationale: In IPS supported employment, people learn about their strengths and preferences just as other people do – by working in regular jobs. The vocational assessment (referred to as the “career profile”) leads to individualized employment and education planning. The career profile is updated with each new employment and education experience.  Calculation: Determine the thoroughness of the initial vocational assessment (without prevocational requirements) and the frequency with which the agency updates the assessment. Score using the 1-5 anchors as appropriate.  Notes: IPS specialists typically provide services somewhat differently from each other. Reviewers gather as much information as possible, rate each specialist, and then calculate the average. When most people participate in vocational evaluations, regardless of the reason, reviewers **rate this item 1**. When IPS specialists do not use a comprehensive career profile, reviewers **rate 3 or lower**. When IPS specialists do not complete the work history in the career profile, **reviewers rate 3 or lower** even if a resume is in the individual’s record. When most profiles do not include information from sources other than the person, such as family members, mental health practitioners, housing staff, etc., the **rating is 3 or lower**. IPS specialists update the career profile with information each time a person starts a job, ends a job, or engages in an educational experience. Without these updates, reviewers **rate the item 4 or lower**. For a **rating of 5**, reviewers need evidence that the IPS team helps people analyze each job/education experience for lessons learned. | |
| **SE4. Rapid Job Search for Competitive Employment**  Definition: Initial employment assessment and first face-to-face employer contact by the individual or the employment specialist about a competitive job occurs within 30 days (one month) after program entry. | Per the spreadsheet, the median number of days to the first face-to-face employer contact is ZZ. The median number of days was ZZ in the ZZ charts provided. [Make note if this is too fast indicating that the ESP might not be fully exploring the person’s interests. Compare to what was observed in the charts to the spreadsheet.]  The team lead is/is not tracking the median days to first employer contact. | This finding would result in a X Rating. |
| Sources of Information: Interviews with the employment specialist(s), team lead, individuals served; review of chart data and spreadsheet.  Rationale: The purpose of this fidelity item is to ensure that individuals are assisted in contacting employers directly about competitive jobs, rather than participating in lengthy vocational counseling, prevocational groups or work adjustment programs. The timing of the job search is determined by the individual not by program requirements. When people say that they want to work, IPS specialists focus on the person’s goal and begin the job search right away. The person may want to apply for jobs directly or to learn about different types of work. When a person wants to begin an educational program, the IPS specialist and the potential student visit educational institutions right away. Visits to schools can include, for example, learning about what programs are offered, meeting with financial aid advisors, and meeting with an advisor to learn about the requirements for different degrees and certificates.  Calculation: Determine the median number of days between entry to the IPS program and first face- to-face contact with an employer for each IPS Specialist. Add the median days for each IPS specialist and divide by the number of specialists. Score using the 1- 5 anchors as appropriate.  Notes: In calculating the score for this item, reviewers should use recent enrollees to the IPS program. Specifically, once an IPS participant has been included in the calculation for rapid job search, he/she should not be included in future fidelity reviews in the calculation for determining the score on this item. To rate this item, only employer contacts that are made in person are counted. Contacts by phone or email are not included in the calculation. In-person contact may be made by the IPS specialist, client, or both people together. If the team lead is not tracking this information, the **rating is no higher than a 4**. | |
| **SE5. Individualized Job Search** Definition: Employment specialists make employer contacts aimed at making a good job match based on individuals’ preferences and needs rather than the job market. An individualized job search plan is developed and updated with information from the vocational assessment/profile form and new job/educational experiences. | Evaluators looked at ZZ charts of individuals in job search. There were/were no job search plans in the charts. In our review of charts, we found that ZZ% of the time employment specialist makes employer contacts based on job choices which reflect/do not reflect client’s preferences, strengths, symptoms, lessons learned from previous jobs etc.  Make note about specific vs. generic goals, preferences, employers listed, doesn’t make up with interests on first page of CP, aren’t updated with new job experiences, aren’t individualize, based on job market, etc. | This finding would result in a X Rating. |
| Sources of Information: Interviews with employment specialist(s), employment peer mentor(s), individuals being served, natural supports, and team lead; employer contact logs; review of chart data (e.g., job search plan); observation of vocational unit meeting and treatment team meeting  Rationale: IPS specialists learn about jobs that are consistent with each person’s stated interests. They also take other factors into consideration, such as work experience, education and training, skills and talents. They talk to each person about their previous job experiences—what the person enjoyed, what contributed to the person’s success, what did not go well, how the person got along with co-workers and supervisors, how the person found jobs, and why the person left each position. They help people think of jobs that will highlight their strengths and minimize potential problems, just as any other person seeking employment considers what would be a good job match. They understand that a person’s strengths are what will help them succeed at work, but also that people do not want to repeat negative past experiences. Some employment preferences are not related to job type but instead to job location, level of pay, work environment, work shift, or other factors. IPS specialists listen to what is most important to each person.  Calculation:Determine the percent of employer contacts made by the IPS specialists that are based on job choices that reflect client preferences. Score using the 1-5 anchors as appropriate.  Notes: When there is no evidence of documented job search plans reviewers **do not score higher than 3**. A good standard is that IPS team members can identify plans for different job seekers even without seeing the individuals’ names. The individualized job search plan is updated with information from the career profile and new job and school experiences. IPS specialists base most job searches on stated employment goals without further exploration. Reviewers **do not rate higher than 2**. | |
| **SE6. Job Development—Frequent Employer Contact** Definition: Each employment specialist makes at least 6 face-to-face employer contacts per week on behalf of individuals looking for work. | Per the employer contact logs, there was a total of ZZ employer contacts over 8 weeks. Employer contacts that were not in-person, not with the hiring manager, or were a follow-along support were not included in the calculation. [Make a note if they were mostly initial, not with hiring manager, not in person, focus on hiring from info learned, etc.]   * ESP 1: ZZ contacts, in ZZ weeks for an average of ZZ * ESP 2: ZZ contacts, in ZZ weeks for an average of ZZ * ESP 3: ZZ contacts, in ZZ weeks for an average of ZZ delete as needed * ESP 4: ZZ contacts, in ZZ weeks for an average of ZZ delete as needed   ZZ total employer contacts over 8 weeks/ ZZ total IPS specialists= ZZ  ZZ/ ZZ total number of weeks= ZZ  The team lead is/is not reviewing the employer contact logs weekly. If not reviewing weekly, state the frequency. | This finding would result in a X Rating. |
| Sources of Information: Interviews with the employment specialist(s) and team lead, review of employer contact logs  Rationale: Some IPS specialists are nervous about connecting with employers and may avoid this part of their job. Submitting the number of in-person employer visits that they make each week keep IPS specialists focused on visiting employers. Supervisors use the contact logs to help specialists think of follow-up visits with employers and to determine which IPS specialists need help with job development.  Calculation: Add the number of employer contacts for the previous two months (eight weeks) for the IPS specialists and divide by the number of specialists. Divide this number by the total number of weeks. Score using the 1-5 anchors as appropriate. The score is rounded down (e.g., 3.63).  Notes: Job development is usually carried out with or in support of a particular person. Reviewers do not count employer contacts made after the person starts working and is receiving follow-along support. Exclude specialists who have been in their positions for less than one month. A half-time IPS specialist makes three in-person contacts with hiring managers each week. The number of employer contacts is prorated because the IPS specialist works half time. The specialists track contacts weekly, but the supervisor does not review the logs; reviewers **do not score higher than 2** even if the IPS specialists make an average of six contacts per week. | |
| **SE7. Job Development—Quality of Employer Contact**  Definition: Employment specialists build relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the SE program offers to the employer, describe client strengths that are a good match for the employer. | According to the employer contact logs, there were ZZ initial meetings, ZZ second meetings, ZZ ongoing meetings. [give details if there were a high number of initial meetings with the focus on hiring]  During observation of job development, reviewers noted [give details, was the focus on hiring, skilled at JD, has several ongoing relationships, must go with individual to bill, etc.].   * ESP 1 rates ZZ * ESP 2 rates ZZ * ESP 3 rates ZZ delete/add as needed   The average rating for quality of job development is ZZ. | This finding would result in a X Rating. |
| Sources of Information: Interview with employment specialist(s), team lead, individuals served; observation of job development by employment specialist(s) and vocational unit meeting, review of employer contact logs  Rationale: The IPS specialist learns about the needs and preferences of employers in order to introduce them to the right job candidates. Multiple in-person visits demonstrate that the IPS specialist is reliable (they return as promised) and that they are focused on a long-term relationship with the employer.  Calculation: Add the scores and divide by the number of IPS specialists. Round down (e.g., 3.6 3).  Score using the 1-5 anchors as appropriate.  Notes: When specialists are unable to arrange meetings to learn about businesses during the fidelity visit, reviewers **do not score higher than 4** because they do not know how specialists are developing relationships unless they can observe the process. If it is not possible to observe employer relationship building, the **rating is 1**. Employer contacts focus on asking about job openings. Reviewers **rate a 2**. IPS specialists report that they cannot meet with employers without a client present because funding is not available in those situations. Reviewers **do not rate higher than 3**. | |
| **SE8. Diversity of Job Types** Definition: Employment specialists assist individuals in obtaining different types of jobs. | To rate this item, reviewers calculated the number of people who are currently competitively employed per the spreadsheet. Jobs that began prior to entering IPS do not count towards this number. Also, no more than two of the same type of job is counted in the number of diverse jobs. This calculation is focused on the job duties rather than the job title. The types of jobs included: ZZ.  There were a total of ZZ diverse jobs and there are ZZ of people working (ZZ jobs/ ZZ working= ZZ%).  [Make note if there are several of the same job type and why deducted number, if mostly entry level, career jobs, similar industry like food/filth/flowers, etc. If there were not 10 people working include why used previous job starts] | This finding would result in a X Rating. |
| Sources of Information: Interviews with employment specialist(s), employment peer mentor(s), individuals being served, team lead; review of chart data and spreadsheet.  Rationale: IPS specialists help individuals consider a wide range of positions for which they are qualified and are related to their preferences. IPS is an individualized service as indicated by the different types of jobs that people choose. IPS specialists avoid helping people with the same job types that do not meet their preferences.  Calculation: Determine the types of jobs individuals currently hold. Divide the diverse types of jobs by the total number of jobs. Remember, no more than two of the same type of job is counted in the number of diverse jobs. Score using the 1-5 anchors as appropriate.  Notes: If there are fewer than 10 jobs, reviewers ask to see a list of competitive job starts for the past six months (so that there will be enough jobs to determine what percent of jobs are diverse). If the number of examples in the past six months is less than 10 for a staff of at least two specialists (or fewer than five for a single specialist), reviewers **rate this item 1** because the sample size is too small. When job titles appear similar, reviewers ask about the job duties to determine if the jobs are the same type. If a job type is represented twice, the score is not affected. If a job type is listed three or more times, the **score *is* affected**. | |
| **SE9. Diversity of Employers** Definition: Employment specialists assist individuals in obtaining jobs with different employers. | To rate this item, reviewers calculated the number of people who are currently competitively employed per the spreadsheet. Jobs that began prior to entering IPS do not count towards this number. Also, no more than two of the same employer is counted in the number of diverse employers. Employers included: ZZ.  There were a total number of ZZ employers and there are ZZ of people working (ZZ employers/ ZZ working= ZZ%).  [Make note if there are several of the same employer (check for same location because might be different locations) and why deducted number, career jobs, similar industry like food/filth/flowers, etc. Also note if did not have 10 employed why used job starts] | This finding would result in a X Rating. |
| Sources of Information: Interviews with the employment specialist(s), employment peer mentor (s), individuals being served, team lead); review of chart data and spreadsheet.  Rationale: IPS specialists work with the full range of employers in their communities so that they can help individuals find competitive jobs related to their individualized needs and preferences. Further, when multiple people from an IPS program work at the same business, there is a risk that they will be stigmatized, or that a person who does not wish to disclose a disability will feel uncomfortable. IPS specialists may occasionally advocate for more than one person to work at the same business (especially in separate departments) but they also discover that the wider their network of employers, the more they are able to provide individualized services.  Calculation: Determine the number of total employers and the number of diverse employers (the same employer no more than twice) where IPS clients work. Divide the number of diverse employers by the total number of employers. Score using the 1-5 anchors as appropriate.  Notes: If there are fewer than 10 working people, they ask to see a list of job starts for the past six months so that there will be enough employers to determine what percent are diverse. Reviewers should not include jobs obtained prior to entering IPS. If the number of examples in the past six months is less than 10 for a staff of at least two specialists (or fewer than five for a single specialist), they **rate this item 1** because the sample size is too small. When employers are the same, reviewers ask questions to determine if it is the same location. If there are three or more of the same employer at the same location, the third and subsequent employer are not included in the total number of jobs. | |
| **SE10. Competitive Jobs** Definition: Competitive jobs pay at least minimum wage, are jobs that anyone can apply for and are not set aside for people with disabilities. | To rate this item, reviewers calculated the number of people who are currently competitively employed per the spreadsheet. Jobs that began prior to entering IPS do not count towards this number. Also, jobs that were not paid at least minimum wage, volunteer, or integrated in the community were not counted. There were a total number of ZZ competitive jobs and there are ZZ of people working (ZZ competitive jobs/ ZZ working= ZZ%). The team had an average competitive employment rate of ZZ%.  [Make note if this is low, medium, high # working and/or competitive employment rate. Give kudos if high or in line with international learning community. If 10 people aren’t employed let know why used job starts] | This finding would likely result in a X Rating. |
| Sources of Information: Interview data employment specialist(s), employment peer mentor (s), individuals being served, team lead; review of chart data and spreadsheet.  Rationale: People say that they are interested in regular jobs rather than positions that are set aside for those who have disabilities. In this way people are part of their communities and do not feel the effects of stigma from mental illness.  Calculation: Determine the number of competitive jobs of IPS clients. Divide the number of competitive jobs by the number of IPS clients employed (whether currently or during the past six months). Score using the 1-5 anchors as appropriate.  Notes: Reviewers ask for a list of job types and businesses where people are working. If there are fewer than 10 working people, they ask to see a list of job starts for the past six months so that there will be enough jobs to determine what percent of jobs are competitive. Reviewers should not include jobs that people obtained prior to entering IPS. If some people are working for temporary staffing agencies, reviewers ask why those jobs were selected. When people are in volunteer jobs, reviewers ask why they are not working in competitive positions. The number of people working in volunteer jobs may affect the score for this item. | |
| **SE11. Individualized Follow-Along Supports**  Definition: Individuals receive different types of support for working a job that are based on the job, preferences, work history, needs, etc. Supports are provided by a variety of people, including treatment team members, family, friends, co-workers (i.e., natural supports), and employment specialist. Employment specialist also provides employer support at the individual’s request. Employment specialist offers help with career development, i.e., assistance with education, a more desirable job, or more preferred job duties. | Evaluators looked at ZZ charts of individuals in follow-along supports. The charts did/did not have follow-along support plans. In ZZ (ZZ%) of charts, it was found that follow-along supports were specific to each person’s strengths and needs. If there are good or poor examples list them. Make note about specific vs. generic supports, individualized or cookie-cutter, preferences, who provided support, if supports were provided to an employer, check-ins vs. depth, virtual vs. in-person, etc.  When an individual started a job, the follow-along support plan was/was not updated. (Delete sentence if there are no FAS plans. Include details of updates if applicable: was it specific to the job)  There were/were no examples of career advancement. Include examples here if there were some. | This finding would likely result in a X Rating. |
| Sources of Information: Interviews with employment specialist(s), employment peer mentor(s), individuals being served, natural supports, team lead, clinicians; review of chart data (e.g., follow-along support plans); observation of the vocational unit and treatment team meeting.  Rationale: Helping people succeed at jobs and in educational/training programs is as important as helping them find employment. Supports are individualized because different workers have different needs and preferences related to working a job and going to school.  Calculation: Determine the different types of supports clients receive throughout the employment process. Score using the 1-5 anchors as appropriate.  Notes: Job supports are related to the person’s work history, preferences, strengths, symptoms, supports, and other factors. Written job support plans are required for **scores of 4 or 5**. If the plan is not updated when a person is offered a job to include factors related to the position and the person’s current situation, reviewers **do not rate higher than 3**. Reviewers find examples of career development to **rate a 5**. Individuals report that they receive supports for school and work from the IPS specialists only, not clinicians. Reviewers **do not score higher than 3**. IPS specialists tell workers to “call if there is a problem” rather than scheduling meetings. Reviewers **do not rate higher than 2**. When specialists use this approach for at least half of the working people, reviewers **do not rate higher than 3**. Reviewers hear and read about situations in which people had difficulties with a job, but the assigned specialist did not offer to change or intensify supports. They **do not rate higher than 3** because the supports are not individualized. Most workers decline follow-along supports. If IPS specialists do not tell workers what they can offer to help them succeed, reviewers **do not score higher than 2**. | |
| **SE12. Time-unlimited Follow-Along Supports** Definition: Employmentspecialists have face-to-face contact within 1 week before starting a job, within 3 days after starting a job, weekly for the first month, and at least monthly for a year or more, on average, after working steadily, and desired by clients. Clients are transitioned to step down job supports from a mental health worker following steady employment. Employment specialists contact clients within 3 days of learning about the job loss. | Per review of the chart data from individuals who were working, ZZ (ZZ%) were seen in person within a week of starting a job, ZZ (ZZ%) within 3 days of starting a job, and ZZ (ZZ%) weekly for the first month of the job. According to the spreadsheet, there were ZZ job starts. Per the spreadsheet, ESPs saw individuals ZZ (ZZ%) in person within a week of starting a job, ZZ (ZZ%) within 3 days of starting a job, and ZZ (ZZ%) weekly for the first month of the job. The team provided supports to some/most of individuals around a job start. There were ZZ individuals who had been working longer than ZZ months. The team was consistently/inconsistently providing in-person supports monthly.  The team had ZZ of graduations in specific time frame.  If an individual lost a job, the ESP contacted the person within 3 days. Delete if not applicable. Share details of what the contact was like and if they started the job search again quickly.  Make note about low or high percentages within time frames, in-person vs. virtual, job loss, documentation about job supports, etc. Be sure to include data from the spreadsheet, especially if there are contradictions from the charts. | This finding would likely result in a X Rating. |
| Sources of Information: Interviews employment specialist(s), employment peer mentor(s), individuals served, natural supports, team lead, clinicians; review of chart data (e.g., follow-along support plans) and spreadsheet; observed vocational unit meeting and treatment team meeting.  Rationale: There is some evidence that job loss is most likely to occur soon after a job start. Therefore, practitioners are encouraged to offer more supports to people who have just become employed. After people work steadily for a long period (on average, about a year) and report that they are satisfied with their jobs, they may no longer want and need job supports from the IPS team. In these situations, mental health practitioners provide job supports.  Calculation: Determine the frequency with which the IPS specialists meet face-to-face with clients. Score using the 1-5 anchors as appropriate.  Notes: When IPS specialists do not document the job supports they provide, reviewers **do not score higher than 3**.  Reviewers look for **in-person supports** offered just prior to the job start and after the job start. They count the number of weekly meetings with an IPS specialist during the worker’s first month on the job. People are transferred off the IPS team when they like their jobs and no longer feel that they need IPS services. If workers are almost always transferred off the IPS team as they reach a one-year anniversary on their jobs because the program automatically closes them, reviewers **do not rate higher than 4** because the duration of job supports is not individualized. After 90 days employment, most working people receive phone call supports. Reviewers **do not rate higher than 2.** | |
| **SE13. Community-based Services** Definition: Employment services such as engagement, job finding and follow-along supports are provided in natural community settings by all employment specialists. | Per the spreadsheet data, the average community-based time for the team was ZZ%.   * ESP 1 works a total of ZZ hours a week and average ZZ% of time in the community. * ESP 2 works a total of ZZ hours a week and average ZZ% of time in the community. * ESP 3 works a total of ZZ hours a week and average ZZ% of time in the community. Delete if unnecessary * ESP 4 works a total of ZZ hours a week and average ZZ% of time in the community. Delete if unnecessary * EPM 1 works a total of ZZ hours a week and average ZZ% of time in the community. * EPM 2 works a total of ZZ hours a week and average ZZ% of time in the community. Delete if unnecessary   The average amount of time the ESPs spend in the community is ZZ% (Average of the ESPs percent in the community)/ ZZ total number of ESPs= ZZ%. The EPM is not included in the calculation of this item, though reviewers wanted to note the amount of time the EPM(s) spend in the community.  Make note of reasons why so low or high. Give kudos if above 65%. | This finding would likely result in a X Rating. |
| Sources of Information: Interviews with team lead, employment specialist(s), employment peer mentor(s) individuals served, natural supports, clinicians, VR counselors; review of chart data and spreadsheet; calendar walk back with employment specialist(s) and employment peer mentor(s).  Rationale: Research has demonstrated that IPS specialists who carry out their job responsibilities away from their offices help more people with employment.  Calculation: Determine the percentage of scheduled work hours that each IPS specialist spends in the community. Add the percentages for all IPS specialists and divide by the number of specialists. Score using the 1-5 anchors as appropriate.  Notes: Each employment specialist is rated based upon their total weekly scheduled work hours. Reviewers find the average amount of time that each specialist spends away from the office and divide the time away by the total number of hours worked each week to find the percentage. A common misconception about this item is that for good fidelity, 65% of client meetings are in the community. For **good fidelity**, IPS specialists spend at least 65% of their *total work hours* away from their offices. Examples of community locations include state Vocational Rehabilitation offices, businesses, libraries (to submit online applications), schools and colleges, coffee shops, people’s homes, a monthly meeting of job developers in the area, and time spent traveling to different locations. | |
| **SE14. Assertive Engagement and Outreach by Integrated Treatment Team** Definition: Service termination is not based on missed appointments or fixed time limits. Systematic documentation of outreach attempts. Engagement and outreach attempts made by integrated team members. Multiple home/community visits. Coordinated visits by employment specialist with integrated team member. Connect with family, when applicable. Once it is clear that the client no longer wants to work or continue with SE services, the team stops outreach. | **Strategy #1:** From review of the 2 assertive engagement charts and the closed tab of the spreadsheet, individuals were /were not terminated based on missed appointments or fixed time limits. Add details if fixed time limits.  **Strategy #2:** We found that ZZ of reviewed charts systematically documented outreach attempts. Add examples.  **Strategy #3:** We found thatZZ of individuals in Closed tab of the spreadsheet had engagement and outreach attempts made by integrated team members. This data was confirmed/not confirmed in the progress notes and examples from interviews. Add examples.  **Strategy #4:** We found thatZZ of individuals in Closed tab of the spreadsheet had multiple home/community visits. This data was confirmed/not confirmed in the progress notes and examples from interviews. Add examples.  **Strategy #5:** We found thatZZ of individuals in Closed tab of the spreadsheet had coordinated visits by employment specialist with integrated team member. This data was confirmed/not confirmed in the progress notes and examples from interviews. Add examples.  **Strategy #6:** We found thatZZ of individuals in Closed tab of the spreadsheet connect with family and/or natural supports, when applicable. This data was confirmed/not confirmed in the progress notes and examples from interviews. Add examples.  Of the six identified strategies for engagement and outreach, ZZ were determined present at the time of review. | This finding would likely result in a X Rating. |
| Sources of Information: Interviews with employment specialist(s), employment peer mentor(s), team lead, individuals served, natural supports, clinicians; observed vocational unit meeting and treatment team meeting(s); review of chart data and spreadsheet.  Rationale: The reasons people stop attending IPS appointments vary. One person may have trouble remembering appointments while another is nervous about working. Problems with babysitters, limited options for transportation, concern about losing benefits, or low expectations for employment services can also result in missed meetings. In order to help people overcome these issues, IPS specialists attempt to meet in person to learn about the problem. They work with the mental health treatment team practitioners and family members (with permission) to make services accessible to the person.  Calculation: Of the six identified strategies for engagement and outreach, determine the number present at the time of review. Score using the 1-5 anchors as appropriate.  Notes: Reviewers ask to read at least two chart records for people who left the IPS program without a job. They read progress notes for the last few months of IPS services to learn if the IPS specialist provided outreach, and what types of attempts were made to re-engage the person in services. After two months of unsuccessful (and varied) attempts to re-engage a person, the IPS specialist may close the person’s case without negative effects on the score. Some IPS specialists report that when a person misses appointments they make a few phone calls, send a letter, and then close the person’s case. They document their outreach attempts. Reviewers **rate 2**. | |

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| **Staffing** | | Rating |
| 1. | Caseload size |  |
| 2. | Employment Services Staff |  |
| 3. | Vocational Generalists |  |
| **Organization** | |  |
| 1. | Integration of rehabilitation with mental health through team assignment |  |
| 2. | Integration of rehabilitation with mental health through frequent team member contact |  |
| 3. | Collaboration between employment specialists and Vocational Rehabilitation counselors |  |
| 4. | Vocational Unit |  |
| 5. | Role of employment supervisor |  |
| 6. | Zero Exclusion |  |
| 7. | Agency focus on competitive employment |  |
| 8. | Executive team support for SE |  |
| **Services** | |  |
| 1. | Work incentives planning |  |
| 2. | Disclosure |  |
| 3. | Ongoing, work-based vocational assessment |  |
| 4. | Rapid job search for competitive employment |  |
| 5. | Individualized job search |  |
| 6. | Job Development—frequent employer contact |  |
| 7. | Job Development—quality of employer contact |  |
| 8. | Diversity of job types |  |
| 9. | Diversity of employers |  |
| 10. | Competitive jobs |  |
| 11. | Individualized follow-along supports |  |
| 12. | Time-unlimited follow-along supports |  |
| 13. | Community-based services |  |
| 14. | Assertive engagement and outreach by integrated treatment team |  |
| Total | |  |

115 - 125 = Exemplary Fidelity

100 -114 = Good Fidelity

74 - 99 = Fair Fidelity

73 and below = Not Supported Employment