

**IPS FIDELITY PREPARATION**  
IL REGIONAL GROUP TRAINING INITIATIVE

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# LEARNING OBJECTIVES

- **IPS Supported Employment Fidelity Scale**
  - Explore & Discuss each item
- **Fidelity-related documentation**
  - Key documents
  - Items to prepare in advance


# FIDELITY STRUCTURE

- **Staffing:**
  - ✓ 3 items
- **Organization:**
  - ✓ 8 items
- **Services:**
  - ✓ 14 items

# FIDELITY ITEMS FOR STAFFING

- **CASELOAD SIZE:**
    - ✓ 20 or fewer per ES
      - ❖ Evaluated by looking at ES caseloads
  
  - **EMPLOYMENT SERVICES STAFF:**
    - ✓ 96% or more of the ES's time is spent on employment services only
      - ❖ Evaluated through ES interviews, clinical staff interviews, progress notes
  
  - **VOCATIONAL GENERALISTS:**
    - ✓ Each ES carries out all 6 phases of the IPS model
      - ❖ Evaluated through interviews with clients, ES & supervisor, plus documentation
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# FIDELITY ITEMS FOR ORGANIZATION- CLINICAL INTEGRATION

- **Integration of Rehabilitation with Mental Health Treatment Thru Team Assignment:**
    - ✓ ES are attached to no more than 2 Mental Health Treatment Teams &
    - ✓ 90-100% of the caseload is comprised of referrals from these 2 MHTT's
      - ❖ Evaluated by interviews with clinical staff, ES and viewing caseloads
  
  - **Integration of Rehabilitation with Mental Health Treatment Thru Frequent Team Member Contact:**
    - ✓ ES attends weekly mental health treatment team meetings
    - ✓ ES participates actively in treatment team meetings with shared decision-making
    - ✓ ES service documentation is integrated into the client's main treatment file
    - ✓ ES office is in close proximity to the other mental health treatment team members
    - ✓ ES helps the team think about employment for consumers not yet referred to IPS
      - ❖ Evaluated by observing clinical team meetings, interviewing clinical staff and looking at caseload roster
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# FIDELITY ITEMS FOR ORGANIZATION-DRS/VR

- Collaboration between ES & VR Counselors:
  - ✓ ES & VR Counselors have scheduled face-to-face meetings at least monthly
  - ✓ ES & VR have client-related contact weekly (phone, email, in person, etc.)
  - ✓ Quarterly meetings may also occur to discuss YTD #'s, troubleshoots issues, etc.
  - ✓ VR participates and/or is invited to participate on the IPS Steering Committee
    - ❖ Evaluated by interview with DRS/VR Counselor liaison

# FIDELITY ITEMS FOR ORGANIZATION-TEAM

- **Vocational Unit:**
  - ✓ 2 Full-time Employment Specialists
  - ✓ 1 IPS Team Leader
  - ✓ Coverage is provided for each other's caseloads when needed
  - ✓ Weekly client-based group supervision (Team Meeting) occurs where:
    - ❖ Clients are discussed; strategies to promote progress are explored
    - ❖ Job Leads are shared
  - It is recommended that the IPS Supervisor meet weekly with each ES on an individual basis to set personal objectives/targets, as well as, maximize support and mentorship for staff.
    - All evaluated through interviews with ES and Supervisor; observance of IPS Team Meeting

# FIDELITY ITEMS FOR ORGANIZATION-SUPERVISOR

- Role of Employment Supervisor:
  - ✓ 1 FT Supervisor is responsible for no more than 10 ES's
  - ✓ Supervisor conducts weekly face-to-face supervision with ES to review client situations & identify new strategies to help clients with their work goals.
  - ✓ Attends a meeting for each clinical treatment team on a quarterly basis.
  - ✓ Communicates with clinical treatment team leaders to promote integration & problem-solve issues (referral process, exclusion issues, step-down supports, etc.)
  - ✓ Conducts monthly Field Mentoring with new ES (or those having difficulty) on job development; models, observes, gives feedback, etc.
    - Monthly Field Mentoring with each ES on an on-going basis is best practice
  - ✓ Reviews client outcomes and sets goals with ES to improve program performance on a regular basis.
  - ❖ All evaluated via interviews with clinical staff, ES and supervisor; look at team meeting agendas, field mentoring logs and any other management meeting agendas/minutes.



# FIDELITY ITEMS FOR ORGANIZATION-ZERO EXCLUSION

- Criteria for Zero Exclusion:
  - ✓ ALL clients interested in working have access to the IPS services.
  - ✓ Clinical treatment team members encourage clients to consider employment.
  - ✓ Referrals for SE are solicited from many sources.
  - ✓ ES offer to help clients find another job when one has ended, despite the reason or number of past jobs held.
  - ❖ All evaluated via interviews with executive leadership, clients, clinicians, ES's and IPS Supervisor; may view intake forms for IPS and/or referral forms to IPS also.

# FIDELITY ITEMS FOR ORGANIZATION

- Agency Focus on Competitive Employment:

\*\*\*Looks at how the agency promotes competitive work through multiple strategies:

- ✓ Agency intake includes questions about interest in employment.
- ✓ Agency annual or semi-annual assessments or treatment plan reviews include questions about interest in employment
- ✓ Agency displays visuals to promote IPS within the lobby, waiting areas, etc.
- ✓ Agency supports ways for clients to share work success stories with other clients and staff (agency-wide employment recognition events, newsletters, peer support groups, in-service trainings, etc.)
- ✓ Agency measures the rate of competitive employment on at least a quarterly basis and shares outcomes with agency leadership and staff.
  - ❖ Evaluated via interviews with clients, clinicians and leadership; also literal viewing of marketing materials throughout agency for IPS.

# FIDELITY ITEMS FOR ORGANIZATION-LEADERSHIP SUPPORT

- Executive Team Support for SE:
  - ✓ CEO/Executive Director & Clinical Director demonstrate basic knowledge of IPS Supported Employment principles.
  - ✓ Agency QA process includes:
    - Explicit review of SE program at least every 6 months (until high fidelity is reached, then annually thereafter) utilizing the fidelity scale as primary monitoring tool.
    - Post baseline fidelity review, the QA process uses the fidelity assessment to guide and make improvements in IPS implementation & sustainability.
  - ✓ At least 1 member of the executive team actively participates on the IPS Steering Committee that occurs every 6 months (quarterly for those not yet reaching high fidelity).
  - ✓ The CEO/ED communicates how SE services support the mission of the agency to all agency staff during the 1<sup>st</sup> six months and annually thereafter. NOT delegated to another executive.
  - ✓ IPS supervisors meets with CEO/ED and executive team at least 2x's annually to discuss barriers and implement solutions.
    - ❖ Evaluated via interviews with CEO/executive leadership, QA, clinicians and DRS/VR


# FIDELITY ITEMS FOR SERVICES

- Work Incentives Planning:
  - ✓ ES or clinical staff refer individual clients to specially trained work incentives planner for comprehensive assistance with understanding how working may impact their benefits prior to starting a job.
  - ✓ Clients are also referred when they need to make decisions about changes in work hours and pay.
  - ✓ Clients are provided information and assistance with reporting earnings from work to SSA, etc. when they begin working.
- ❖ Evaluated by interview with Work Incentives Planner


# FIDELITY ITEMS FOR SERVICES

- **Disclosure:**
  - ✓ ES do not require that all clients disclose
  - ✓ ES help clients make own decision by evaluating pros and cons
  - ✓ ES discuss specific information to be disclosed according to client's wishes (offers examples of what will be said to employers)
  - ✓ Discussion occurs on more than one occasion
  - ❖ Evaluated via interviews with clients, disclosure form and progress notes
- **Ongoing, Work-based Vocational Assessment:**
  - ✓ Conducted within 1 month of enrollment into IPS Program
  - ✓ Occurs over 2-3 sessions (clear dates on Assessment)
  - ✓ Information is sourced from a variety of people/places (client, tx team, family, clinical records, etc.)
  - ✓ Includes preferences, experiences, skills, strengths, work history
  - ❖ Evaluated by looking at Employment Assessments, Referral Forms to IPS/Intake Forms to IPS; remember dates are very important (initial, completion, updates)

# FIDELITY ITEMS FOR SERVICES

- **Rapid Job Search for Competitive Job:**
    - ✓ 1st face-to-face employer contact occurs within 1 month of program entry
      - ❖ Evaluated by finish date of EA & date of 1<sup>st</sup> face-to-face employer contact on job log
  - **Individualized Job Search:**
    - ✓ ES makes employer contact based off client's job preferences, not job market
    - ✓ When clients have limited work histories, ES provide information about a wide range of jobs in the community.
      - ❖ Evaluated by cross-referencing Employ. Assess. with job development logs & interviews with clients
  - **Job Development – Frequent Employer Contact:**
    - ✓ ES makes a minimum of 6 face-to-face employer contacts per week
    - ✓ ES uses a tracking form that is reviewed on a weekly basis by the SE supervisor
  - **Job Development – Quality of Employer Contact:**
    - ✓ ES builds relationships with employers based off client preferences
    - ✓ Makes multiple visits in person with employers that are planned
  - ❖ Evaluated by looking at job development log for each client, employment assessment for each client and interviews with clients and ES's; observance of job development in the community with employers (at least 1 cold call and 2 built relationships)
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# FIDELITY ITEMS FOR SERVICES


- **Diversity of Job Types:**
    - ✓ ES assist clients with obtaining different types of jobs 85-100% of the time
      - ❖ Evaluated by simple math; look at 10 working clients and job types
  - **Diversity of Employers:**
    - ✓ ES assist clients with obtaining jobs with different employers 85-100% of the time
      - ❖ Evaluated by simple math; look at 10 working clients and employers placed
  - **Competitive Jobs:**
    - ✓ 95% or more competitive jobs held by clients are permanent, competitive jobs
    - ❖ Evaluated by observance of job development, client interviews and review of job development logs; \*\*\*prepare list of at least 10 clients who worked or are working over past year with place of employment and type of job employed in for reviewers.
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# FIDELITY ITEMS FOR SERVICES


- **Individualized Follow-along Supports:**
  - ✓ Clients receive different types of supports for working a job based off their preferences, needs, etc.
  - ✓ ES provides employer support (job accommodations, Tax incentive forms, etc.)
  - ✓ Helps with job change and growth (includes help with education)
  - ✓ Integrated team member support with job retention occurs
    - ❖ Evaluated by interviews and job retention plan
- **Time-unlimited Follow-along Supports:**
  - ✓ Face-to-face contact with client by ES:
    - ✓ Within 1 week before job start
    - ✓ Within 3 days after job start
    - ✓ Weekly for the 1<sup>st</sup> month
    - ✓ Monthly for 12 months after job start (more or less depending on client desires)
    - ✓ Step-down supports to clinical staff occurs following steady employment
      - ❖ Evaluated by job retention plan and interviews with ES & Supervisor
  - ❖ Evaluated by looking at job retention plans and interviews with clients, clinicians and ES staff.



# FIDELITY ITEMS FOR SERVICES

- **Community-based Services:**
    - ✓ 65% or more of ES time is spent in the community
      - ❖ Evaluated by ES interviews, ES calendars and/or internal tracking system
  - **Assertive Engagement & Outreach by Integrated Treatment Team:**
    - ✓ 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 ES with integrated team member
    - ✓ Connect with family, when applicable
      - ❖ Evaluated through progress notes, interviews with clinical staff, interviews with ES's
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# KEY DOCUMENTATION

- IPS intake sheet or referral program (something to tell us the exact enrollment date of the client into IPS)
  - Vocational Assessment
  - Employment Search Plan
  - Disclosure Pros and Cons Worksheet
  - Job Retention & Support Plan
  - Job Development Logs (best if completed per client and per month)
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# THINGS TO HAVE PREPARED FOR REVIEWERS

- **List of businesses where clients are currently working including:**
  - Job Titles, job start dates, and names of businesses
  - \*If fewer than 10 clients are employed, please compile job starts with same details for past 6 months
- ES vacancies for past 6 months
- Marketing brochures for IPS
- Copies of job development logs for past 3 months for each ES (use clients that you also select for the file review)
- IPS Fidelity Action Plan
- Whatever you use to monitor and document location of services provided
- Field mentoring logs
- A recent QA report
- Caseload list for each ES
- Meeting minutes (steering committee, leadership meetings, team meetings, individual supervisions, etc.)

# SCHEDULE OF ACTIVITIES FOR REVIEW

- Agency orientation/welcoming session
  - Observation of IPS Team Meeting
  - Observation of 2 Clinical Treatment Team Meetings
  - Interview with Executive Leadership
  - Interview with just the CEO
  - Interview with the Medical Director or psychiatrist for the agency
  - Interview with at least 3 case managers
  - Interview IPS Supervisor
  - Interview 2 ES's
  - Shadow of 2 ES's for job development (each 1 cold call and 1-2 relationships)
  - Interview 5-7 clients
  - Interview 1-2 family members
  - Interview DRS/VR Counselor
  - Interview Work Incentives Planner
  - Interview 2 Clinical Team Leaders
  - Pull 10 charts ( 3-clients to be interviewed, 3-working or had a job recently, 1-stopped attending appointments, 3-actively searching for work; Note: ALL should be the same charts we review for required IPS documentation including job dev. Logs, Voc. Assess., etc.)
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# **SCORE!!**

**115-125 = exemplary fidelity**

**100-114 = good fidelity**

**74-99 = fair fidelity**

**73 and below-not supported employment**

