Instructions for SE Fidelity Review

The following include the things I will need to do during the supported employment fidelity review and time it usually takes to do each element. The supervisor of the employment program is responsible for scheduling the following activities and is requested to provide the schedule to the reviewer at least three working days prior to the review.

Questionnaire

We ask that each employment specialist fills out a questionnaire prior to the fidelity review. The questionnaire will be e-mailed to the SE supervisor two weeks prior to the fidelity review. The supervisor is responsible for distributing the survey to the employment specialists for them to complete. Employment specialists can e-mail the questionnaire to KU (Galen Smith at gvsmith@ku.edu) or give the completed questionnaires for all employment specialists at the start of the review.

Interviews

- Supported Employment workers – group interview 30 minutes
- Supported Employment team leader (1 hour)
- CSS Director (1/2 hour)
- Working Consumers: group of 2-4 consumers who are working (½ hour)
- Consumers in job search: group of 2-4 people currently in job search (1/2 hour)
- Case Management Supervisors (2 to 3 group interview) (30 minutes)
- Case Managers - individual interviews with 2-3 case managers (30 min as a group)
- Member(s) of the executive team to included the Executive Director (and Clinical Director, QA director, etc.) (30 minutes)

Observation (I need to sit in on and observe the following)

- Case management Team meeting (if the employment worker attends those meetings)
- Supported Employment Team meeting
- One or two supported employment workers doing their work in the field (At least one of these field observations should be observing job development) (1-2 hours total)
Review Charts

We will be reviewing 10 charts that must be randomly selected by reviewers. Approximate time 3-4 hours.

For the chart reviews, there needs to be a mix of clients who are working, clients who are in job search, clients that have recently entered the program (within the last six months), clients who are difficult to engage, and a sample from each of the employment specialists. In order to do this, and to be able to randomly select charts, we ask that the supervisor provide a list of all the program clients indicating the following:

- their employment specialist
- when the client entered the program (whether the client entered the program within the last two to six months prior to the fidelity review
- If the client is working or in job search
- Clients who have dropped out of the program in the last 3 months because they did not engage in services.

Please do not include clients who are primarily in services because they are receiving support to go to school or indicate that school is their primary focus.

The reason we need this information, is that we will need to randomly select and review:

⇒ 5 charts of clients who have or are working
⇒ 5 charts of clients who are in job search
⇒ 5 charts of clients who entered the program two to six months prior to the fidelity review (in either in job search or working – can be same charts as those listed above)
⇒ 2 chart of clients who are difficult to engage

In addition to the client chart with progress notes and treatment plan, we will need to review the client’s:
- Vocational assessment
- employment goal plans (if any)

Data

- For all new consumers in the last six months - the date they started in the supported employment program and the date of the first employer contact (for interview, handing in application, job development contact, etc.)

- Job Development Tracking Form that details the employment specialist and their job development contacts for at least three months.
List of all case managers in the CSS program with the number of referrals made by each case manager in at least the last 6 months. Include those case managers who have not made referrals.