Supported Employment Fidelity Scale

Directions: Circle one anchor number for each criterion.

**Anchor**

**Staffing**
1. Caseload size: Employment specialists provide nonvocational services.
   - 5 = Ratio of 25 or less clients/employment specialist.
   - 4 = Ratio of 26-40 clients/employment specialist.
   - 3 = Ratio of 41-60 clients/employment specialist.
   - 2 = Ratio of 61-80 clients/employment specialist.
   - 1 = Ratio of 81 or more clients/employment specialist.
   - Cannot rate due to no fit.

2. Vocational services staff: Employment specialists provide nonvocational services.
   - 5 = Employment specialists provide only vocational services.
   - 4 = Employment specialists provide nonvocational services about 80% of the time or more.
   - 3 = Employment specialists provide nonvocational services about 40% of the time.
   - 2 = Employment specialists provide nonvocational services about 20% of the time.
   - 1 = Employment specialists provide only nonvocational services.
   - Cannot rate due to no fit.

**Source**

**Data**

**Criterion**

**Directions**: Circle one anchor number for each criterion.

**Total Score**

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Formerly called IPS Model Fidelity Scale.
Vocational generalists: Each employment specialist provides vocational services.

3. Vocational generalists: Each employment specialist provides vocational services.

2. Vocational generalists: Each employment specialist provides vocational services.

1. Vocational generalists: Each employment specialist provides vocational services.

ORGANIZATION

Integration of rehabilitation with Vocational and Mental Health Services:

1. Vocational and mental health teams are part of a vocational program.

2. Vocational and mental health teams are part of a vocational program.

3. Vocational and mental health teams are part of a vocational program.

4. Vocational and mental health teams are part of a vocational program.

5. Vocational and mental health teams are part of a vocational program.

At least three client-relevant case manager contacts per week.

Attends one or more treatment team meetings per week and have management treatment teams with shared decision making.

3. Vocational generalists are attached to one or more case management treatment teams.

2. Vocational generalists are attached to one or more case management treatment teams.

1. Vocational generalists are attached to one or more case management treatment teams.

At least three client-relevant case manager contacts per week.

Attends one or more treatment team meetings per week and have management treatment teams with shared decision making.

4. Vocational generalists are attached to one or more case management treatment teams.

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3. Vocational generalists are attached to one or more case management treatment teams.

2. Vocational generalists are attached to one or more case management treatment teams.

1. Vocational generalists are attached to one or more case management treatment teams.
<table>
<thead>
<tr>
<th>1</th>
<th>Zero exclusion criteria. No eligibility.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Some eligibility criteria. Screened by vocational staff who make client referrals to other vocational programs.</td>
</tr>
<tr>
<td>3</td>
<td>Some eligibility criteria. Screened by vocational staff who make group referrals to other vocational staff.</td>
</tr>
<tr>
<td>4</td>
<td>All adult clients with severe mental disorders are eligible. Services are voluntary.</td>
</tr>
<tr>
<td>5</td>
<td>All clients are encouraged to participate. Referrals solicited by several sources (self-referral, family members, self-help groups, etc.).</td>
</tr>
</tbody>
</table>

| 1 | Employment specialists are not part of a vocational unit. |
| 2 | Employment specialists function as a unit rather than a group. |
| 3 | Employment specialists have the same supervisor but do not meet as a group. |
| 4 | Employment specialists have the same supervisor who discuss cases between each other. They do not provide services for each other's cases. |
| 5 | Employment specialists form a vocational unit with group supervision at least weekly. Provide services for each other's cases. |

- Intellectual functioning, and mild symptoms:
- History of violent behavior, minimal lack of substance abuse, no requirements such as job readiness.
SERVICES

1. Ongoing, work-based vocational
   DOC, INT1 = Vocational evaluation is conducted prior to job assessment: Vocational assessment placement with emphasis on office-based assessments, or Cannot work experiences in competitive jobs.
   
2. Client participates in a prevocational assessment at the program site (e.g. work units in a day program).
   
3. Assessment occurs in a sheltered setting where clients carry out work for pay.
   
4. Most of the assessment is based on brief, temporary job experiences in the community that are set up with the employer.

Rapid search for competitive jobs occurs typically within one month after program entry:

1 = First contact with an employer about a competitive job is typically within one month after program entry.
2 = First contact with an employer about a competitive job is typically at more than one month after program entry.
3 = First contact with an employer about a competitive job is typically at more than six months after program entry.
4 = First contact with an employer about a competitive job is typically at more than nine months after program entry.
5 = First contact with an employer about a competitive job is typically within one month after program entry.

Vocational assessment is ongoing. Occurs in community jobs assessment of reasonable accommodations.

Most of the assessment is conducted prior to job placement with emphasis on office-based assessments, or standardization tests. Intelligence tests, work samples, or vocational evaluation is conducted prior to job placement.

1 = Vocational assessment is conducted prior to job placement with emphasis on office-based assessments, or standardization tests. Intelligence tests, work samples, or vocational evaluation is conducted prior to job placement.
2 = Client participates in a prevocational assessment at the program site (e.g. work units in a day program).
3 = Assessment occurs in a sheltered setting where clients carry out work for pay.
4 = Most of the assessment is based on brief, temporary job experiences in the community that are set up with the employer.
5 = First contact with an employer about a competitive job is typically within one month after program entry.

Vocational evaluation is conducted prior to job placement with emphasis on office-based assessments, or standardization tests. Intelligence tests, work samples, or vocational assessment is conducted prior to job placement.

1 = Vocational evaluation is conducted prior to job placement with emphasis on office-based assessments, or standardization tests. Intelligence tests, work samples, or vocational assessment is conducted prior to job placement.
2 = Client participates in a prevocational assessment at the program site (e.g. work units in a day program).
3 = Assessment occurs in a sheltered setting where clients carry out work for pay.
4 = Most of the assessment is based on brief, temporary job experiences in the community that are set up with the employer.
5 = First contact with an employer about a competitive job is typically within one month after program entry.
3. Individualized job search: Employer contacts are based on clients' job interests and personal goals.

Employment specialists provide options for either the same types of jobs, e.g., janitorial, or jobs at the same work settings about 75% of the time. Or Cannot rate due to no fit.

2 = Employment specialists provide options for either the same types of jobs, e.g., janitorial, or jobs at the same work settings about 50% of the time.

3 = Employment specialists provide options for either the same types of jobs, e.g., janitorial, or jobs at the same work settings about 25% of the time.

4 = Employment specialists provide options for either the same types of jobs, e.g., janitorial, or jobs at the same work settings about 75% of the time.

5 = Employment specialists provide options for either the same types of jobs, e.g., janitorial, or jobs at the same work settings more of the time.

Diversity of jobs developed: Employment specialists provide options for either the same types of jobs, e.g., janitorial, or jobs at the same work settings more of the time.

1 = Most employer contacts are based on job choices which reflect client's preferences, strengths, symptoms, etc., rather than the job marker.

2 = About 75% employer contacts are based on job choices which reflect client's preferences, strengths, symptoms, etc., rather than the job marker.

3 = About 50% employer contacts are based on job choices which reflect client's preferences, strengths, symptoms, etc., rather than the job marker.

4 = About 25% employer contacts are based on job choices which reflect client's preferences, strengths, symptoms, etc., rather than the job marker.

5 = Employer contacts are based on decisions made unilaterally.
5. Permanence of jobs developed:  

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Employment specialists virtually all of the competitive jobs offered are permanent.</td>
</tr>
<tr>
<td>4</td>
<td>Approximately 75% of competitive jobs are permanent.</td>
</tr>
<tr>
<td>3</td>
<td>Approximately 50% of competitive jobs are permanent.</td>
</tr>
<tr>
<td>2</td>
<td>Approximately 25% of competitive jobs are permanent.</td>
</tr>
<tr>
<td>1</td>
<td>Cannot rate due to no follow-along supports are provided.</td>
</tr>
</tbody>
</table>

6. Jobs as transitions:  

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Employment specialists prepare clients for a single lasting job, and it ends, will not necessarily help them find another one.</td>
</tr>
<tr>
<td>4</td>
<td>Employment specialists help clients find another job about 75% of the time.</td>
</tr>
<tr>
<td>3</td>
<td>Employment specialists help clients find another job about 50% of the time.</td>
</tr>
<tr>
<td>2</td>
<td>Employment specialists help clients find another job about 25% of the time.</td>
</tr>
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<td>1</td>
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</tr>
</tbody>
</table>

7. Follow-along supports:  

<table>
<thead>
<tr>
<th>Rating</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Follow-along supports are nonexistent.</td>
</tr>
<tr>
<td>4</td>
<td>Follow-along supports are time-limited and provided to most working clients.</td>
</tr>
<tr>
<td>3</td>
<td>Follow-along supports are time-limited and provided to less than half of the working clients.</td>
</tr>
<tr>
<td>2</td>
<td>Follow-along supports are time-limited and provided to less than to no clients.</td>
</tr>
<tr>
<td>1</td>
<td>Follow-along supports are non-existent.</td>
</tr>
</tbody>
</table>

Family, transportation, treatment changes, (medication, job counseling, job coaching, education and guidance) Client supports may include crisis intervention, job coaching, education and guidance, Client supports may include crisis intervention, job coaching, education and guidance, Client supports may include crisis intervention, job coaching, education and guidance, Client supports may include crisis intervention, job coaching, education and guidance.
Most working clients are provided flexible follow-along supports that are individualized and ongoing. Employer supports may include education and guidance. Client supports may include crisis intervention, job coaching, job counseling, job support groups, transportation, treatment changes (medication), networked supports (friends/family), group, transporation, and changes (medication), crisis intervention, job coaching, and counseling. Client supports may include supports that are individualized and ongoing. Employer supports that are provided flexible follow-along.

Employment specialist makes outreach attempts (telephone, mail, community visit) as part of initial engagement. 

1 = Employment specialist spends 0% time in natural community settings.
2 = Employment specialist spends 10-39% time in natural community settings.
3 = Employment specialist spends 40-59% time in natural community settings.
4 = Employment specialist spends 60-69% time in natural community settings.
5 = Employment specialist spends 70% or more time in natural community settings.
6 = Employment specialist cannot rate due to no TR.

1 = Employment specialist spends 0% of time in community.
2 = Employment specialist spends 10-39% of time in community.
3 = Employment specialist spends 40-59% of time in community.
4 = Employment specialist spends 60-69% of time in community.
5 = Employment specialist spends 70% or more time in community.

1 = Employment specialist does not provide outreach to clients. 
2 = Employment specialist make one telephone or mail contact to clients as part of initial engagement or to those who stop attending the vocational service. 
3 = Employment specialist makes one or two outreach attempts (telephone, mail, community visit) as part of initial engagement and also within one month that client stops attending the vocational service. 
4 = Employment specialist spends 11-39% time in community.
5 = Employment specialist spends 40-59% time in community.
6 = Employment specialist spends 60-69% time in community.
7 = Employment specialist spends 70% or more time in community.
8 = Employment specialist does not provide follow-along supports.
9 = Employment specialist provides follow-along supports.
Employment specialists provide outreach (telephone, mail, community visit) as part of initial engagement and at least monthly on a time unlimited basis when clients stop attending the vocational service. Staff demonstrate tolerance of different levels of readiness using gentle encouragement.

Data sources:
- Individualized Service Plan (IS)
- Interviews with clients, employment specialists, mental health staff (INT)
- Document review: clinical records, agency policy and procedures (DOC)
- Management Information System (MIS)
- Vocational Logs (VL)
- ISP

2/14/96
6/20/01, Updated
### Fidelity Scale Score Sheet

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<tbody>
<tr>
<td></td>
<td>9. Assertive engagement and outreach</td>
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</tbody>
</table>

**Total:**

55 and below = Not Supported Employment
56-65 = Fair Supported Employment Implementation
66-75 = Good Supported Employment Implementation
### Program Descriptors

**Agency name:**

**Location:**
- urban
- rural

**Targeted population:**

**Parent organization type:**
- mental health center
- N/A - free standing agency
- rehabilitation agency (other)
- rehabilitation agency (SMI only)

**Agency's vocational emphasis:**
- major
- moderate
- minimal

**Number of vocational staff:**

**Number of clients served last year:**

**VR contract:**
- none
- minimal
- regular

**Recenty of program:**
- less than one year
- more than one year

**Number of vocational staff:**

**Number of clients served last year:**

**VR contract:**
- none
- minimal
- regular

**Recenty of program:**
- less than one year
- more than one year