

CRITERION	FIDELITY SCORE/ANCHORS				
	1	2	3	4	5

INSTRUCTIONS

The item narrative and 5 behaviorally anchored scale points are meant to serve as a guide for scoring a SE program on the principle represented in each item. However, it is impossible to anticipate all circumstances and characteristics that may be displayed by a program. For those cases in which a particular program does not fit into any of the scale points provided, use the following general instructions for scoring the item:

- 5 = Full and complete adherence to all components of the principle stated in the item narrative.
- 4 = A close approximation to the principle, but falls short on 1 or more of the necessary components.
- 3 = A significant departure from the principle, but nonetheless partially embodies the necessary components.
- 2 = Very little presence of the principle.
- 1 = Absence of the principle

VOCATIONAL STAFFING

<p>VS1 <u>Agency focus on supported employment:</u> Ratio of vocational staff solely devoted to SE to all staff devoted to vocational services (including prevocational employment, clubhouse, agency-run employment, sheltered workshop, etc.). # of all vocational staff _____ # devoted to SE _____</p>	<p>≤25% of total staff devoted to SE</p>	<p>26-50%</p>	<p>51-70%</p>	<p>71-90%</p>	<p>91-100% of total staff devoted to SE</p>
<p>VS2 <u>Staff capacity:</u> Vocational team currently operates at full staffing (i.e., no unfilled positions). Calculate percentage as # actual staff/ # staff positions funded. Give staff capacity _____</p>	<p>Team is operating at < 50% of staffing</p>	<p>50-64%</p>	<p>65-79%</p>	<p>80-94%</p>	<p>Team is operating at 95% or more of full staffing</p>
<p>VS3 <u>Caseload size:</u> Employment specialists (ESs) manage vocational caseloads of up to 16 consumers. Only include staff members who provide services/carry caseload. Give exact client:staff ratio _____</p>	<p>61 or more consumers per ES</p>	<p>47-60</p>	<p>32-46</p>	<p>17-31</p>	<p>16 or less consumers per ES</p>
<p>VS4 <u>Vocational generalists:</u> A single staff member is assigned to each client for the duration of SE services. Each ES carries out all components of vocational services. Check all vocational components carried out by SE program: ___intake ___job coaching ___assessment ___follow-along ___job development support ___placement ___career planning</p>	<p>Different staff carry out specialized roles, e.g., one person does intake, another job development, etc.</p>	<p>2 components of the vocational services are specialized, including intake, job development or follow-along</p>	<p>For the most part, all staff provide all components of vocational services for their caseload, but 1 component is specialized, e.g., one person does all intakes</p>	<p>Each vocational staff member provides all components of vocational services for their caseload, from intake through follow- along.</p>	

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VS5 <u>Exclusive vocational focus</u> : ESs focus on vocational services only and they do not have case management responsibilities. (Case management includes help in housing, meds, shopping, linkage to other agencies, etc.). Exact percentage of time spent performing non-voc duties: _____ %	ESs provide nonvocational services such as case management ≥90% of time	61-89%	31-60%	11- 30%	ESs provide nonvocational services ≤ 10% of time
VS6 <u>Vocational team</u> : SE program has adequate staffing to function as a team, e.g., at least 3 vocational staff members.	SE vocational team is composed of 1 staff member			SE vocational team is composed of 2 staff members	SE vocational team is composed of 3 or more staff members
ORGANIZATION					
O1 <u>Co-location of rehabilitation with mental health treatment</u> : Single agency provides treatment and vocational services at the same location. Ignore MH satellite offices.	Separate agencies provide treatment and vocational services		Voc and treatment services are affiliated but not part of same agency	Single agency provides treatment and voc services through different locations	Single agency provides treatment and vocational services through a centralized location
O2 <u>ES attendance at treatment team meetings</u> : ESs attend regular clinical treatment team meetings at least once per week.	ESs do not attend treatment team meetings	ESs attend treatment team meetings when problems arise	At least 1 member of the voc team attends treatment team meetings regularly but less than weekly	At least 1 member of the vocational team attends treatment team meetings weekly	On average, all ESs attend 1 or more treatment team meetings per week
O3 <u>ES contact with treatment team members</u> : ESs have frequent contact with consumers' treatment team.	ESs have virtually no contact with consumers' treatment team	ESs contact treatment team only when problems arise	ESs average about one contact with treatment team per month	ESs average 1-3 contacts with tx team members each week	ESs average 1 or more consumer-related tx team contacts per day
O4 <u>Vocational unit</u> : ESs function as a unit or team rather than a group of individual practitioners. They share information and help each other with cases as needed.	ESs are physically separated from each other OR there is only 1 SE staff member	ESs not considered a distinct unit. They have little contact with each other although located in same office space	ESs are considered individual staff, have some contact but not daily	ESs are not formally a vocational unit, but share office space and informally share info, etc.	ESs form a distinct vocational unit. They meet regularly, provide services for each others' cases, job leads, backup, and support

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O5	<u>Team meetings</u> : Team members meet regularly (at least weekly) with their supervisor (if only 1 staff member, code as 1).	ESs do not meet as a group	ESs meet as a group, but no supervisor is present	ESs meet as a group with their supervisor, less than monthly	ESs meet as a group with their supervisor at least monthly	ESs meet as a group with their supervisor at least weekly
O6	<u>Information to clients on supported employment</u> : A system is in place whereby all prospective clients are methodically exposed to information on SE in multiple ways (i.e. informational meetings, formal presentations, etc.).	No system is in place for informing consumers about SE options		Informal means of disseminating information about SE program		Presentations or informational meetings are held weekly OR information on SE is formally presented to all new prospective clients at intake
O7	<u>Screening policy</u> : Program does not have exclusionary eligibility requirements relating to presumed job readiness, such as substance abuse, violent behavior, minimal intellectual functioning, mild symptoms, or treatment compliance. Note : requiring consumers to understand SE before admission is not an exclusion criteria.	Screening criteria are extensive and have clear intent of excluding poorer functioning individuals		2 or more exclusion criteria, but intent is still to include most clients with SMI		Consumers are not screened out because they are viewed as “not ready” or “lower functioning”
O8	<u>Waiting list</u> : Consumers receive immediate vocational services at the time of their initial indication of interest in the program.	Consumers meet with ESs more than 4 weeks after initial indication of interest	3-4 weeks	2-3 weeks	1-2 weeks	Consumers meet with ESs within an average of 1 week of initial indication of interest
O9	<u>SE program control of admission – Role of VR</u> : Rapid VR approval for SE services – within 2 weeks of referral from CMHC to VR.	VR approval of SE services takes over 12 weeks	VR approval of SE services takes 9-12 weeks	VR approval of SE services takes 5-8 weeks	VR approval of SE services takes 2-4 weeks	VR approval of SE services is within 2 weeks OR VR approval not required
O10	<u>SE program control of admission – Role of CMs</u> : Client does not require approval from CM for referral to SE program.	Client must go through CM and be referred to SE program		CM is required to complete referral form as a formality (consumers will always get approval)		Any client can directly approach the SE program for services without referral or approval from CM

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O11	<p><u>Integration of vocational and treatment records:</u> Vocational records are kept in same files as treatment records. Both vocational and treatment staff have access. OK if resumes and other voc materials not pertinent to tx team are kept in a separate voc file</p>	<p>Voc and Tx records are kept separate; voc staff do not have access to Tx files OR have access but don't use them</p>	<p>Access is only restricted in one direction (i.e., either voc or tx team does not have access to other's files)</p>	<p>Records are kept separate but both voc and Tx staff have access to and use the files</p>	<p>Voc and Tx records kept in same files, but voc staff use the files < 3 times per month</p>	<p>Voc records are kept in same files as Tx records. Both voc and Tx staff have access to and use the files.</p>
SERVICES						
S1	<p><u>Community-based services:</u> Vocational services such as engagement, job development, and follow-along supports are provided in natural community settings. Get exact percentage of time in community</p>	<p>ESs spend ≤10% of time in the community</p>	<p>11-25%</p>	<p>26-40%</p>	<p>41-55%</p>	<p>ESs spend >55% of time in community</p>
S2	<p><u>Length of vocational assessment:</u> The initial vocational assessment period (including client preferences, work history, symptoms, strengths assessment) is completed within 1 week.</p>	<p>For 90% of clients, the initial vocational assessment phase is completed in ≥ 3 months</p>	<p>For 90% of clients, the initial vocational assessment phase is completed in 5-11 weeks</p>	<p>For 90% of clients, the initial vocational assessment phase is completed in 3-4 weeks</p>	<p>For 90% of clients, the initial vocational assessment phase is completed in 2 weeks</p>	<p>For 90% of clients, the initial vocational assessment phase is completed within 1 week</p>
S3	<p><u>Prevocational activities:</u> Most clients do not receive prevocational work-readiness activities, such as TEs, job trials, sheltered work crews, internships or classroom activities. (Note: Activities of 2 weeks or less are not included)</p>	<p>Prevocational activities are used with 90% of clients</p>	<p>Prevocational activities are used with 61-89% of clients</p>	<p>Prevocational activities are used with 40-60% of clients</p>	<p>Prevocational activities are used with 10-39% of clients</p>	<p>Prevocational activities are used only rarely, with < 10% of clients</p>
S4	<p><u>Benefits counseling:</u> Program systematically provides individualized information to all consumers on entitlements and the impact of employment on benefits eligibility.</p>	<p>Program provides no benefits counseling</p>		<p>ESs discuss benefits issues with consumer if and when they arise</p>		<p>All consumers receive individualized information r.e. the impact of employment on their benefits</p>

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S5	<u>Permanence of jobs developed:</u> Employment specialists provide competitive job options that have permanent status rather than temporary or time-limited status, e.g., TEPs.	Employment specialists usually do not provide options for permanent, competitive jobs	Employment specialists provide options for permanent competitive jobs 25% of time	Employment specialists provide options for permanent competitive jobs 50% of time	Employment specialists provide options for permanent competitive jobs 75% of time	Virtually all of the competitive jobs offered by employment specialists are permanent
S6	<u>Rapid search for competitive employment:</u> The search for competitive jobs occurs rapidly after program entry.	First job application is typically > 1 year after program entry	Greater than 7 months and 1 year or less	Greater than 3 months 6 months or less	Greater than 1 month but 3 months or less	First job application is typically 1 month or less after program entry
S7	<u>Individualized job search:</u> Employer contacts begin with a focus on consumer job preferences and needs (including experience, ability, symptomatology, and health) rather than the job market (i.e., what jobs are readily available) or a generic pool of jobs.	> 70% of job placements come from a pool of jobs based on a generic job development	51-70%	31-50%	11-30%	≤10% of consumers are placed in jobs from a pool of jobs based on a generic job development
S8	<u>Diversity of jobs developed:</u> ESs provide diverse job options in multiple settings. Ask respondent to list up to 10 placements.	>80% of jobs are with a limited number of employers	61-80%	41-60%	21-40%	≤20% of jobs are with a limited number of employers
S9	<u>Career-focused employment:</u> All consumers are invited to consider long-term career planning and job advancement. Job search includes consideration of advancement and discussion of possible future jobs. When requested, a long-term plan (including education and training needs) is developed.	Career planning is not part of the SE program	Career planning occurs only at the consumer's request	General career planning is discussed with all consumers in group or informal format	Individualized career planning occurs with all consumers but it is not explicitly included as part of the vocational plan	An explicit, documented, procedure is in place for including individualized career planning as a regular part of each consumer's vocational plan

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S10	<u>Job support plan:</u> An explicit support plan is designed for each consumer who is employed. This support plan is reviewed at regular meetings with consumers and revised as appropriate. Involvement of supervisor, coworkers, and others is considered, as is consistent with consumer's preferences and with the feasibility in a particular work setting.	No written long-term job support plan.	Long-term job support is discussed but no formal plan is written	A generic plan is developed and written for all consumers	Individualized plans are developed and written, and updated annually	An individualized support plan is developed and written for each consumer. It is reviewed more than annually and revised as appropriate
S11	<u>Types of supports for working consumers:</u> Individualized follow-along supports are available to consumer and employer. <i>Employer supports</i> may include education and guidance. <i>Consumer supports</i> may include crisis intervention, job coaching, and job counseling, etc.	Supports are nonexistent after job placement		Supports available but are limited in some fashion (e.g. employers rarely contacted)		A wide range of supports are available to all consumers and employers
S12	<u>% of clients receiving follow along supports:</u> All employed clients receive individualized follow-along supports to maintain employment	Clients do not receive follow-along supports to maintain employment or cannot rate due to no fit	About 25% of clients receive follow-along supports to maintain employment	About 50% of clients receive follow-along supports to maintain employment	About 75% of clients receive follow-along supports to maintain employment	Most clients receive follow-along supports to maintain employment
S13	<u>Duration of support:</u> ESs provide all consumers with <i>comprehensive</i> support for > 1 year following job placement. (Do not count occasional phone calls.)	No support after closure	Up to 6 months	7-9 months	Up to 1 year	Support is provided for > 1 year
S14	<u>Multiple jobs permitted:</u> ESs help consumers end jobs when appropriate and then find new jobs. Assistance with job search continues until a good job match is obtained.	ESs prepare consumers for a single lasting job and if it ends will not necessarily help them to find another one	Almost all consumers must meet certain conditions before job search begins again	36-65% of clients must meet certain conditions, e.g., X # of job searches or complete a detox program, before job search begins again	10-35% of clients must meet certain conditions before job search begins again	The process is individualized for all clients, with no set preconditions nor specified wait times before starting the next job search

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S15	<p><u>Assertive outreach</u>: Assertive outreach (telephone, mail, community visits) is used to engage and/or re-engage consumers in services. Staff demonstrate tolerance of different levels of readiness.</p>	<p>ESs provide outreach via mail</p>		<p>ESs provide outreach via telephone</p>		<p>ESs provide outreach via community visits</p>
S16	<p><u>Peer support</u>: Job support groups are offered where consumers can talk about their jobs with other consumers.</p>	<p>No peer support groups offered</p>		<p>Peer support groups are scheduled at least monthly</p>		<p>Weekly peer support groups with a vocational focus are scheduled and consumers are encouraged to attend</p>