

IPS fidelity scale for drug & alcohol services

Centre for Mental Health UK version, adapted by OHID for community drug and alcohol treatment services.

Reviewer				
Employment service and site				
Employment specialist				
Fidelity review dates	Fidelity review date	Date of previous review	Time elapsed since last review	
Total scores	Fidelity review score this review	Fidelity level this review	Fidelity review score last review	Fidelity level last review
Summary				
Exemplary score	115 – 125			
Good fidelity	100 – 114			
Fair fidelity	74 – 99			
Not IPS	73 and below			

Data sources:

- MIS** Management Information System
- DOC** Document review of employment service and clinical records, NHS Trust policy and procedures
- INT** Interviews with clients, employment specialists, mental health staff, related programme staff, partner organisation staff, families, or employers
- OBS** Observations of team meetings and employment specialists
- IEP** Individual Employment Plan

References: https://ipsworks.org/wp-content/uploads/2017/08/ips-fidelity-manual-3rd-edition_2-4-16.pdf

FIDELITY ITEM 1

Caseload size

Employment specialists have individual employment caseloads. The maximum active caseload for any full-time employment specialist is 20 or fewer active clients. See the fidelity review manual for a definition of active clients.

1 Point	Ratio of 41 or more clients per employment specialist
2 Points	Ratio of 31-40 clients per employment specialist
3 Points	Ratio of 26-30 clients per employment specialist
4 Points	Ratio of 21-25 clients per employment specialist
5 Points	Ratio of 20 or fewer clients per employment specialist
Comments:	
Recommendations:	
Evidence for fidelity score <ul style="list-style-type: none">• IPS Grow spreadsheet• Interviews with ES	
Directions: Highlight the points awarded in this item Criterion: Staffing Data sourcing: MIS/CMS DOC INT OBS IEP/VP	

FIDELITY ITEM 2

Employment services staff

Employment specialists provide only employment services and do not provide other case management services. However, employment specialists may also assist clients to solve a range of employment related personal problems that may be barriers to employment.

1 Point	Employment specialists provide employment services less than 60% of the time
2 Points	Employment specialists provide employment services 60 – 74% of the time
3 Points	Employment specialists provide employment services 75 - 89% of the time
4 Points	Employment specialists provide employment services 90 – 95% of the time
5 Points	Employment specialists provide employment services 96% of the time

Comments:

Recommendations:

Evidence for fidelity score

- Outlook calendar review
- Interviews with treatment service / ES / clients
- Records of client engagement meetings

Directions: Highlight the points awarded in this item

Criterion: Staffing

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

FIDELITY ITEM 3

Vocational generalists

Each employment specialist carries out all phases of employment service, including intake, engagement, assessment, job placement, job coaching, and follow-along support before step down to less intensive employment support from a keyworker or equivalent and/or peer support. Note: It is not expected that each employment specialist will provide benefits counselling to their clients. Referrals to a highly trained benefits counsellor are in keeping with high fidelity (see Item 12).

1 Point	Employment specialist only provides vocational referral service to other programmes.
2 Points	Employment specialist maintains caseload but refers clients to other programmes for vocational services.
3 Points	Employment specialist provides one to four phases of the employment service (e.g. intake, engagement, assessment, job development, job placement, job coaching, and following along supports).
4 Points	Employment specialist provides five phases of employment service but not the entire service.
5 Points	Employment specialist carries out all six phases of employment service (e.g. programme intake, engagement, assessment, job development/job placement, job coaching, and follow-along support).
<p>Comments:</p>	
<p>Recommendations:</p> <p>Evidence for fidelity score</p> <ul style="list-style-type: none"> • Client service leaflets, engagement checklist • Client documentation / files • Interviews with ES / clients / treatment service staff • Observation at treatment service / clinical meetings 	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Staffing</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 4

Integration of supported employment with treatment for drug/alcohol use through team assignment

Employment specialists are part of up to two community drug and alcohol treatment teams from which at least 90% of the employment specialist's caseload is comprised.

1 Point	Employment specialists are part of a vocational programme that functions separately from the treatment service.
2 Points	Employment specialists are attached to three or more community treatment teams. OR clients are served by individual keyworkers who are not organised into teams OR employment specialists are attached to one or two teams from which less than 50% of the employment specialist's caseload is comprised.
3 Points	Employment specialists are attached to one or two community treatment teams, from which at least 50–74% of the employment specialist's caseload is comprised.
4 Points	Employment specialists are attached to one or two community treatment teams, from which at least 75 – 89% of the employment specialist's caseload is comprised.
5 Points	Employment specialists are attached to one or two community treatment teams, from which at least 90 – 100% of the employment specialist's caseload is comprised.
<p>Comments:</p>	
<p>Recommendations:</p> <p>Evidence for fidelity score</p> <ul style="list-style-type: none"> • As above • Interviews with ES / treatment service staff / clients • Caseload reviews 	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Organisation</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 5

Integration of supported employment with community drug and alcohol treatment through frequent team member contact

Employment specialists actively participate in weekly “client focused” meetings with the treatment team, (not replaced by administrative meetings), that discuss individual clients and their employment goals with shared decision-making. Employment specialist’s office is in close proximity to (or shared with) their treatment team members. Documentation of drug / alcohol treatment and employment services is integrated in a single client record. Employment specialists help the team think about employment for people who haven’t yet been referred to IPS.

1 Point	One or none is present	<ul style="list-style-type: none"> • Employment specialist attends weekly client focused meetings with the treatment team. • Employment specialist participates actively in the team meetings with shared decision-making. • Employment service’s documentation (vocational assessment/profile, employment plan, progress notes) is integrated into the client’s recovery plan. • Employment specialist’s office is in close proximity to (or shared with) the treatment service team members. • Employment specialist helps the team think about employment for people who haven’t yet been referred to supported employment services.
2 Points	Two are present	
3 Points	Three are present	
4 Points	Four are present	
5 Points	Five are present	
<p>Comments:</p>		
<p>Recommendations:</p> <p>Evidence for fidelity score</p> <ul style="list-style-type: none"> • As above • Evidence of shared decision making – treatment service staff discussion & recommending strategies, not simply filling in referral form. Treatment service generates ideas for client employment action plan • Email signatures • Observation at clinical meetings • Interviews with ES, treatment service staff, clients 		
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Organisation</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>		

FIDELITY ITEM 6

Collaboration between employment specialists and key staff members in DWP programmes and their contractors

Liaison is important to promote sufficient referrals and to obtain assistance with Benefits and other return to work assistance. For instance, in the UK this will primarily be Jobcentre Plus and Work and Health Programme providers. The employment specialists and Government funded programme staff have frequent contact for the purposes of identifying potential referrals, discussing shared clients, and obtaining additional assistance.

1 Point	Employment specialists and DWP programme staff have client-related contacts (phone, e-mail, in person) less than quarterly to discuss shared clients and referrals. OR employment specialists and related programme staff do not communicate.
2 Points	Employment specialists and DWP programme staff have client-related contacts (phone, e-mail, in person) at least quarterly to discuss shared clients and referrals.
3 Points	Employment specialists and DWP programme staff have client-related contacts (phone, e-mail, in person) monthly to discuss shared clients and referrals.
4 Points	Employment specialists and DWP programme staff have scheduled, face-to-face meetings at least quarterly, OR have client-related contacts (phone, e-mail, in person) weekly to discuss shared clients and referrals.
5 Points	Employment specialists and DWP programme staff have scheduled, face-to-face meetings at least monthly and have client-related contacts (phone, e-mail, in person) weekly to discuss shared clients and referrals.
<p>Comments:</p>	
<p>Recommendations:</p> <p>Evidence for fidelity score</p> <ul style="list-style-type: none"> • As above • Interviews with ES, clients, JCP, WHP provider 	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Organisation</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 7

Vocational unit

At least 2 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.

1 Point	Employment specialists are not part of a vocational unit.
2 Points	Employment specialists have the same supervisor but do not meet as a group. They do not provide back-up services for each other's caseload.
3 Points	Employment specialists have the same supervisor and discuss clients between each other on a weekly basis. They provide back-up services for each other's caseloads as needed OR, if a supported employment service is in a rural area where employment specialists are geographically separate with one employment specialist at each site, the employment specialists meet 2-3 times monthly with their supervisor by teleconference.
4 Points	At least 2 employment specialists and a team leader form an employment unit with 2-3 regularly scheduled meetings per month for client-based group supervision in which strategies are identified and job leads are shared, and clients discussed between each other. They provide coverage for each other's caseloads when needed OR, If a supported employment service is in a rural area where employment specialists are geographically separate with one employment specialist at each site, the employment specialists meet 2-3 times per month with their supervisor in person or by teleconference and mental health practitioners are available to help the employment specialist with activities such as taking someone to work or picking up job applications.
5 Points	At least 2 full-time employment specialists and a team leader form an employment unit with weekly client-based group supervision based on the supported employment model in which strategies are identified and job leads are shared. They provide coverage for each other's caseloads when needed.
Comments:	
Recommendations:	
<p>Data sources</p> <ul style="list-style-type: none"> • Group supervision records / weekly meetings • 1-1 supervision with IPS team leader <p>Evidence for fidelity score</p> <ul style="list-style-type: none"> • As above • Observation at group supervision meetings • Interviews with ES 	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Organisation</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 8

Role of employment supervisor

Supported employment unit is led by a supported employment team leader. Employment specialists' skills are developed and improved through outcome-based supervision. All five key roles of the employment supervisor are present.

1 Point	One or none is present	<p>Five key roles of the employment supervisor:</p> <ul style="list-style-type: none"> • One full-time equivalent (FTE) supervisor is responsible for no more than 10 employment specialists. The supervisor does not have other supervisory responsibilities. (Supported Employment leaders supervising fewer than ten employment specialists, may spend a percentage of time on other supervisory activities on a prorated basis. For example, an employment supervisor responsible for 4 employment specialists may be devoted to supported employment supervision half time). • Supervisor conducts weekly supported employment supervision designed to review client situations and identify new strategies and ideas to help clients in their work lives. • Supervisor communicates with treatment team leaders to ensure that services are integrated, to problem solve programmatic issues (such as referral process, or transfer of follow- along to keyworkers) and to be a champion for the value of work. Attends a meeting for each treatment team on a quarterly basis. • Supervisor accompanies employment specialists, who are new or having difficulty with job development, in the field monthly to improve skills by observing, modelling, and giving feedback on skills, e.g. meeting employers for job development. • Supervisor reviews current client outcomes with employment specialists and sets goals to improve the Supported Employment Service performance at least quarterly.
2 Points	Two are present	
3 Points	Three are present	
4 Points	Four are present	
5 Points	Five are present	
<p>Comments:</p>		
<p>Recommendations:</p> <p>Data Record</p> <ul style="list-style-type: none"> • Group supervision records / weekly meetings • 1-1 supervision with IPS team leader <p>Evidence for fidelity score</p> <ul style="list-style-type: none"> • As above • Observation at group supervision meetings • Interviews with ES 		
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Organisation</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>		

FIDELITY ITEM 9

Zero exclusion criteria

All clients interested in working have access to supported employment services, regardless of job readiness factors, substance use, symptoms, history of violent behaviour, 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. Clients are not screened out formally or informally. See the Fidelity Review Manual for how to score this item when the employment specialist caseload is full and no places are currently available.

1 Point	There is a formal policy to exclude clients due to lack of job readiness (e.g. substance use, history of violence, low level of functioning, etc.) by employment staff, case managers, or other practitioners.
2 Points	Most clients are unable to access supported employment services due to perceived lack of job readiness (e.g. substance use, history of violence, low level of functioning, etc.).
3 Points	Some clients are unable to access supported employment services due to perceived lack of job readiness (e.g. substance use, history of violence, low level of functioning, etc.).
4 Points	No evidence of exclusion, formal or informal. Referrals are not solicited by a wide variety of sources. 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.
5 Points	All clients interested in working have access to supported employment services. Mental health practitioners encourage clients to consider employment, and referrals for supported employment are solicited by many sources. 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.
Comments:	
Recommendations:	
<p>Data record</p> <ul style="list-style-type: none"> Client referral forms Client documentation – secondary conditions e.g. mental health, criminal history <p>Evidence for fidelity score</p> <ul style="list-style-type: none"> As above Interviews with ES, treatment service staff View public areas for posters CQC reports 	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Organisation</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 10

The treatment service provider demonstrates a focus on competitive employment

The provider promotes competitive work through multiple strategies. The provider’s initial assessment includes questions about interest in employment. The provider displays written postings (e.g. brochures, bulletin boards, posters) about employment and supported employment services. The focus should be with the provider’s services for adults with substance use disorder. The provider supports ways for clients to share work stories with other clients and staff. The provider measures rate of competitive employment and shares this information with provider’s leadership and staff.

1 Point	One or none is present	<p>Provider promotes competitive work through multiple strategies:</p> <ul style="list-style-type: none"> • Provider initial assessment includes questions about interest in employment. • Provider includes questions about interest in employment on all annual (or semi-annual assessment or treatment plan reviews. • Provider displays written postings (e.g. brochures, bulletin boards, posters) about working and supported employment services, in lobby and other waiting areas. • Provider supports ways for clients to share work stories with other clients and staff (e.g. local, regional or national employment recognition events, in-service training, peer support groups, newsletter articles, invited speakers at client treatment groups, etc.) at least twice a year. • Provider measures rate of competitive employment on at least a quarterly basis and shares outcomes with Trust leadership and staff.
2 Points	Two are present	
3 Points	Three are present	
4 Points	Four are present	
5 Points	Five are present	
<p>Comments:</p>		
<p>Recommendations:</p> <p>Data record</p> <ul style="list-style-type: none"> • Posters in clinical settings • Minutes of steering group • Newsletters, IPS Webpage <p>Evidence for fidelity score</p> <ul style="list-style-type: none"> • As above • User representative on steering group 		
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Organisation</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>		

FIDELITY ITEM 11

Executive team support for supported employment

Treatment provider executive team members / other senior leaders (e.g . CEO, regional director, chief operating officer, quality assurance director, chief financial officer, clinical director, medical director, human resource director) assist with supported employment implementation and sustainability. All five key components of executive team support must be present for a score of 5.

1 Point	One or none is present	<ul style="list-style-type: none"> • Director and/or clinical director demonstrate knowledge regarding the principles of evidence-based supported employment. • Provider quality assurance process includes an explicit review of the supported employment programme, or components of the programme, at least every 6 months through the use of the supported employment fidelity scale or until achieving high fidelity, and at least yearly thereafter. Provider quality assurance process uses the results of the fidelity assessment to improve supported employment implementation and sustainability. • At least one member of the executive team / a regional director actively participates at supported employment leadership team meetings (steering committee meetings) that occur at least every six months for high fidelity programmes and at least quarterly for programmes that have not yet achieved high fidelity. Steering committee is defined as a diverse group of stakeholders charged with reviewing fidelity, programme implementation and the service delivery system. Committee develops written action plans aimed at developing or sustaining high fidelity services. • The CEO/regional director communicates how supported employment services support the mission of the provider and articulates clear and specific goals for supported employment and/or competitive employment to all staff during the first six months and at least annually (i.e. supported employment kick-off, all-staff meetings, newsletters, etc.). This item is not delegated to another administrator. • The IPS service leader shares information about IPS evidence-based barriers (difficulties) and facilitators (successes) with the executive team (including the CEO) at least twice each year. The executive team helps the service leader identify and implement solutions to barriers.
2 Points	Two are present	
3 Points	Three are present	
4 Points	Four are present	
5 Points	Five are present	

Comments:

Recommendations:

Data record

- Coms with provider senior leaders and/or regional director, evaluation plan or report
- Membership and participation by senior provider staff in IPS steering group meetings

Evidence for fidelity score

Interviews with provider senior leader / regional director / clinical director

Directions: Highlight the points awarded in this item

Criterion: Organisation

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

FIDELITY ITEM 12

Work incentives planning

All clients are offered assistance in obtaining comprehensive individualised 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. Work incentives planning includes the impact on all sources of income and benefits (Personal Independence Payment, travel concession, Universal Credit etc) and all costs associated with commencing or changing employment. Clients are provided information and assistance about reporting earnings to any other programme that needs to know the new income details (e.g. housing, Council Tax, HMRC etc).

1 Point	Work incentives planning is not readily available or easily accessible to most clients served by the IPS service.
2 Points	Employment specialist gives client contact information about where to access information about work incentives planning.
3 Points	Employment specialist discusses with each client changes in benefits based on work status.
4 Points	Employment specialist or treatment service practitioner offers clients assistance in obtaining comprehensive, individualized work incentives planning by a person trained in work incentives planning prior to client starting a job.
5 Points	Employment specialist or treatment service practitioner offer clients assistance in obtaining comprehensive, individualized work incentives planning by a specially trained work incentives planner prior to starting a job. They also facilitate access to work incentives planning when clients need to make decisions about changes in work hours and pay. Clients are provided information and assistance about reporting earnings to DWP, housing programmes etc, depending on the person's benefits.
Comments:	
Recommendations:	
<p>Data record:</p> <ul style="list-style-type: none"> • Client documentation / files • Better off calculations - % of caseload who opt for welfare support /advice <p>Evidence for fidelity score</p> <ul style="list-style-type: none"> • As above • Interviews with ES, Clients, JCP/CAB 	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Services</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 13

Disclosure

Employment specialists provide clients with accurate information and assist with evaluating their choices to make an informed decision regarding what is revealed to the employer about treatment need / history, or having a disability.

1 Point	None are present	<ul style="list-style-type: none"> • Employment specialists do not require all clients to disclose their treatment need / history at the work site in order to receive services. • Employment specialists offer to discuss with clients the possible costs and benefits (pros and cons) of disclosure at the work site in advance of clients disclosing at the work site. Employment specialists describe how disclosure relates to requesting accommodations and the employment specialist's role communicating with the employer. • Employment specialists discuss specific information to be disclosed (e.g. disclose receiving treatment for substance use, or mental ill health, or being unemployed for a period of time, etc.) and offers examples of what could be said to employers. • Employment specialists discuss disclosure on more than one occasion (e.g. if clients have not found employment after two months or if clients report difficulties on the job.)
2 Points	One is present	
3 Points	Two are present	
4 Points	Three are present	
5 Points	Four are present	

Comments:

Recommendations:

Data Record

- Client document / files
- Job applications
- Disclosure statements
- Requests for reasonable adjustments

Evidence for Fidelity Score

- As above
- Interviews with ES, Clients
- % of caseload who consent to disclosure

Directions: Highlight the points awarded in this item

Criterion: Services

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

FIDELITY ITEM 14

Ongoing, work-based vocational assessment

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 upgraded 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 client's permission, information from family members and previous employers.

1 Point	Vocational evaluation is conducted prior to job placement with emphasis on office-based assessments, standardised tests, intelligence tests, work samples.
2 Points	Vocational assessment may occur through a stepwise approach that includes: revocational work experiences (e.g. work units in a day programme), volunteer jobs, or set aside jobs (e.g. sheltered jobs, affirmative businesses, enclaves).
3 Points	Employment specialists assist clients in finding competitive jobs directly without systematically reviewing interests, experiences, strengths etc. and do not routinely analyse job loss (or job problems) for lessons learned.
4 Points	Initial vocational assessment occurs over 2-3 sessions in which interests and strengths are explored. Employment specialists help clients learn from each job experience and also work with the treatment team to analyse job loss, job problems and job successes. They do not document these lessons learned in the vocational profile, OR the vocational profile is not updated on a regular basis.
5 Points	Initial vocational assessment occurs over 2-3 sessions and information is documented on a vocational profile form that includes preferences, experiences, skills, current adjustment, strengths, personal contacts, etc. The vocational profile form is used to identify job types and work environments. It 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 client's permission, from family members and previous employers. Employment specialists help clients learn from each job experience and also work with the treatment team to analyse job loss, job problems and job successes.
Comments:	
Recommendations:	
<p>Data Records</p> <ul style="list-style-type: none"> • Vocational document (Personal Profile, Pre Employment Action Plan) • IPS Data Sheet – Date induction completed <p>Evidence for Fidelity Score Interviews with ES, treatment service staff, Client</p>	
<p>Directions: Highlight the points awarded in this item Criterion: Services Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 15

Rapid job search for competitive job

Initial employment assessment and first face-to-face employer contact by the client or the employment specialist about a competitive job occurs within 30 days (one month) after programme entry.

1 Point	First face-to-face contact with an employer by the client or the employment specialist about a competitive job is on average 271 days or more (>9months) after programme entry.
2 Points	First face-to-face contact with an employer by the client or the employment specialist about a competitive job is on average 151 and 270 days (5-9 months) after programme entry.
3 Points	First face-to-face contact with an employer by the client or the employment specialist about a competitive job is on average between 61 and 150 days (2-5 months) after programme entry.
4 Points	First face to face contact with an employer by the client or the employment specialist about a competitive job is on average between 31 and 60 days (1-2 months) after programme entry.
5 Points	The programme tracks employer contacts and the first face-to-face contact with an employer by the client or the employment specialist about a competitive job is on average within 30 days (one month) after programme entry.

Comments:

Recommendations:

Data Records

- Vocational document (Personal Profile, Pre Employment Action Plan)
- IPS Data Sheet – No of days to 1st employer engagement

Evidence for Fidelity Score

Interviews with ES, treatment service staff, client

Directions: Highlight the points awarded in this item

Criterion: Services

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

FIDELITY ITEM 16

Individualised job search

Employment specialists make employer contacts aimed at making a good job match based on client's preferences (relating to what each person enjoys and their personal goals) and needs (including experience, ability, symptoms, health, etc) rather than the job market (i.e. those jobs that are readily available). An individualised job search plan is developed and updated with information from the vocational assessment/profile form and new job/educational experiences.

1 Point	Fewer than 25% of employer contacts by the employment specialist are based on job choices which reflect client's preferences, strengths, symptoms, etc. rather than the job market.
2 Points	25-49% of employer contacts by the employment specialist are based on job choices which reflect client's preferences, strengths, symptoms, etc. rather than the job market.
3 Points	50-74% of employer contacts by the employment specialist are based on job choices which reflect client's preferences, strengths, symptoms, etc., rather than the job market.
4 Points	75-89% of employer contacts by the employment specialist are based on job choices which reflect client's preferences, strengths, symptoms, etc., rather than the job market and are consistent with the current employment plan.
5 Points	Employment specialists makes employer contacts based on job choices which reflect client's preferences, strengths, symptoms, lessons learned from previous jobs etc., 90-100% of the time rather than the job market and are consistent with the current employment/job search plan. When clients have limited work experience, employment specialists provide information about a range of job options in the community.

Comments:

- How do you ensure you are working to client job preferences?
- Does job search include employer engagement?
- How is this captured and evidenced?

Recommendations:

Data Records

- Vocational document (Personal Profile, Pre-Employment Action Plan) – these are **live documents** which are **updated** for new information, preferences during IPS journey
- IPS Data Sheet – records of job application, interviews, job outcomes
- Client documentation: details of job role, location, level of pay, work environment, shifts, other factors

Evidence for Fidelity Score

- Interviews with ES, treatment service staff, client
- Observation of ES team meetings

Directions: Highlight the points awarded in this item

Criterion: Services

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

FIDELITY ITEM 17

Job development - frequent employer contact

Each employment specialist makes at least 6 face-to-face employer contacts per week on behalf of clients looking for work. (Rate for each week then calculate average and use the closest scale point). An employer contact is counted even when an employment specialist meets the same employer more than one time in a week, and when the client is present or not present. Client-specific and generic contacts are included. Employment specialists use a weekly tracking form to document employer contacts.

1 Point	Employment specialist makes less than 2 face-to-face employer contacts that are client-specific per week.
2 Points	Employment specialist makes 2 face-to-face employer contacts per week that are client-specific; OR does not have a process for tracking.
3 Points	Employment specialist makes 4 face-to-face employer contacts per week that are client-specific, and uses a tracking form that is reviewed by the supported employment supervisor on a monthly basis.
4 Points	Employment specialist makes 5 face-to-face employer contacts per week that are client-specific, and uses a tracking form that is reviewed by the supported employment supervisor on a weekly basis.
5 Points	Employment specialist makes 6 or more face-to-face employer contacts per week that are client specific, or 2 employer contacts times the number of people looking for work when there are less than 3 people looking for work on their caseload (e.g. new programme). In addition, employment specialist keeps records that can be reviewed by a supervisor on a weekly basis.
Comments:	
Recommendations:	
<p>Data Records</p> <ul style="list-style-type: none"> • Employer engagement sheet (team reference for contacts with employers) • Employer engagement files (information on specific employers) • Vocational document (vocational profile, pre-employment action plan) – these are live documents which are updated for new information, preferences during IPS journey • IPS Grow spreadsheet – records of job application, interviews, job outcomes • Client documentation: details of job applications, role, location, level of pay, work environment, shifts, other factors • Records of disclosure statements, reasonable adjustments, in work support 	
<p>Evidence for Fidelity Score As above, interviews with ES</p>	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Services</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 18

Job development - quality of employer contact

Employment specialists build relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the Supported Employment programme offers to the employer, describe client strengths that are a good match for the employer (Rate for each employment specialist, then calculate average and use the closest scale point).

1 Point	Employment specialist meets employer when helping client to turn in job applications, OR employment specialist rarely makes employer contacts.
2 Points	Employment specialists contacts employer to ask about job openings and then shares these "leads" with clients.
3 Points	Employment specialist follows up on advertised job openings by introducing self, describing programme, and asking employer to interview client.
4 Points	Employment specialist meets with employers in person whether or not there is a job opening, advocates for clients by describing strengths and asks employers to interview clients.
5 Points	Employment specialist builds relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the supported employment programme offers to the employer, describe client strengths that are a good match for the employer.
Comments:	
Recommendations:	
<p>Data Records</p> <ul style="list-style-type: none"> • Employer engagement sheet (team reference for contacts with employers) • Employer engagement files (information on specific employers) • Vocational document (vocational profile, pre-employment action plan) – these are live documents which are updated for new information, preferences during IPS journey • IPS Data Sheet – records of job application, interviews, job outcomes • Client documentation: details of job applications, role, location, level of pay, work environment, shifts, other factors • Records of disclosure statements, reasonable adjustments, in work support <p>Evidence for Fidelity Score As above, interviews with ES</p>	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Services</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 19

Diversity of job types

Employment specialists assist clients in obtaining different types of jobs.

1 Point	Employment specialists assist clients to obtain different types of jobs less than 50% of the time.
2 Points	Employment specialists assist clients to obtain different types of jobs 50-59% of the time.
3 Points	Employment specialists assist clients to obtain different types of jobs 60-69% of the time.
4 Points	Employment specialists assist clients to obtain different types of jobs 70-84% of the time.
5 Points	Employment specialists assist clients to obtain different types of jobs 85-100% of the time.

Comments:

Recommendations:

Data Records

- IPS Data Sheet – records job outcomes > Job type table
- Client documentation: details of job applications, role, location, level of pay, work environment, shifts, other factors

Evidence for Fidelity Score

- As above
- Minimum retention = 6 months, can take a sample, where same job type listed more than twice, can be excluded
- % = N diverse jobs / N jobs

Directions: Highlight the points awarded in this item

Criterion: Services

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

FIDELITY ITEM 20

Diversity of employers

Employment specialists assist clients in obtaining jobs with different employers.

1 Point	Employment specialists assist clients to obtain jobs with different employers less than 50% of the time.
2 Points	Employment specialists assist clients to obtain jobs with the same employers 50-59% of the time.
3 Points	Employment specialists assist clients to obtain jobs with different employers 60-69% of the time.
4 Points	Employment specialists assist clients to obtain jobs with different employers 70-84% of the time.
5 Points	Employment specialists assist clients to obtain jobs with different employers 85-100% of the time.

Comments:

Recommendations:

Data Records

- IPS Data Sheet – records employers > Employer type table
- Client documentation: details of job applications, role, location, level of pay, work environment, shifts, other factors

Evidence for Fidelity Score

- As above
- Minimum retention = 6 months, can take a sample, where same employer listed more than twice, will be investigated = different store or location? Different job? Match back to client preference. If more than one job (same) with same employer, employer will be excluded.
- % = N diverse employers / N employers

Directions: Highlight the points awarded in this item

Criterion: Services

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

FIDELITY ITEM 21

Competitive jobs

Employment specialists provide competitive job options that have permanent status rather than temporary or time-limited status, e.g. transitional employment positions. Competitive jobs pay at least the minimum wage, are jobs that anyone can apply for and are not set aside for people with disabilities / health problems. (Seasonal jobs and jobs from temporary agencies that other community members use are counted as competitive jobs)

1 Point	Employment specialists provide options for permanent, competitive jobs less than 64% of the time, OR there are fewer than 10 current jobs.
2 Points	Employment specialists provide options for permanent, competitive jobs about 65-74% of the time.
3 Points	Employment specialists provide options for permanent competitive jobs about 75-84% of the time.
4 Points	Employment specialists provide options for permanent competitive jobs about 85-94% of the time.
5 Points	95% or more competitive jobs held by clients are permanent.
<p>Comments:</p>	
<p>Recommendations:</p> <p>Data Records</p> <ul style="list-style-type: none"> • IPS Data Sheet – records of job types and terms (temp, seasonal, permanent, work trial etc) • Client documentation: details of job applications, role, location, level of pay, work environment, shifts, other factors <p>Evidence for Fidelity Score</p> <ul style="list-style-type: none"> • As above • Interviews with ES, clients • Scoring can be adjusted for temp jobs: 11 employed, 9 competitive, 2 volunteer % = $9 / 11 = 82\%$, fidelity score = 3 	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Services</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 22

Individualised follow-along support

Clients receive different types of in-work support that are based on the job, client preferences, work history, needs, etc. Supports are provided by a variety of people, including treatment team members (e.g. medication changes, social skills training, encouragement), family, friends, co-workers (I.E. natural supports), and employment specialist. Employment specialist also provides employer support (e.g. educational information, job accommodations) at client's request. Employment specialist offers help with career development, i.e. assistance with education, a more desirable job, or more preferred job duties.

1 Point	Most clients do not receive supports after starting a job.
2 Points	About half of the working clients receive a narrow range of supports provided primarily by the employment specialist.
3 Points	Most working clients receive a narrow range of supports that are provided primarily by the employment specialist.
4 Points	Clients receive different types of support for working a job that are based on the job, client preferences, work history, needs, etc. Employment specialists provide employer supports at the client's request.
5 Points	Clients receive different types of support for working a job that are based on the job, client preferences, work history, needs, etc. Employment specialist also provides employer support (e.g. educational information, job accommodations) at client's request. The employment specialist helps people move onto more preferable jobs and also helps people with education or certified training programmes. The site provides examples of different types of support including enhanced supports by treatment team members.
<p>Comments:</p> <ul style="list-style-type: none"> • What support is provided to clients in work? How is support monitored or documented? • In work support: Need to manage EIP caseloads can conflict with time unlimited support (FS22, 23) 	
<p>Recommendations:</p> <p>Data Records</p> <ul style="list-style-type: none"> • IPS Data Sheet – records clients in work • Client documentation: completed in work support checklist, in work support plan – updated during period of support after starting a job <p>Evidence for Fidelity Score As above</p>	
<p>Directions: Highlight the points awarded in this item</p> <p>Criterion: Services</p> <p>Data sourcing: MIS/CMS DOC INT OBS IEP/VP</p>	

FIDELITY ITEM 23

Time-unlimited follow-along supports

Employment specialists 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 as desired by clients. Clients are transitioned to step down job supports from a keyworker following steady employment. Employment specialists contact clients within 3 days of learning about the job loss.

1 Point	Employment specialist does not meet face-to-face with the client after the first month of starting a job.
2 Points	Employment specialist has face-to-face contact with less than half of the working clients for at least 4 months after starting a job.
3 Points	Employment specialist has face-to-face contact with at least half of the working clients for at least 4 months after starting a job.
4 Points	Employment specialist has face-to-face contact with working clients weekly for the first month after starting a job, and at least monthly for a year or more, on average, after working steadily, and as desired by clients.
5 Points	Employment specialist has 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 as desired by clients. Clients may be transitioned to intermittent support, or regular monitoring, following steady employment. Employment specialist contacts clients within 3 days of hearing about the job loss.

Comments:

- Are there limits for time period you can provide support?
- What support is provided to clients in work? How is support monitored or documented?
- In work support: Need to manage EIP caseloads can conflict with time unlimited support (FS22, 23)

Recommendations:

Data Records

- IPS Data Sheet – records clients in work
- Client documentation: completed in work support checklist, in work support plan – updated during period of support after starting a job
- CMS Progress notes

Evidence for Fidelity Score

As above

Directions: Highlight the points awarded in this item

Criterion: Services

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

FIDELITY ITEM 24

Community-based services

Employment services such as client engagement, job finding and follow-along supports are provided in natural community settings by all employment specialists. (Rate each employment specialist based upon their total weekly scheduled work hours, then calculate the average and use the closest scale point).

1 Point	Employment specialist spends 30% time or less in the scheduled work hours in the community.
2 Points	Employment specialist spends 30-39% time of total scheduled work hours in the community.
3 Points	Employment specialist spends 40-49% of total scheduled work hours in the community.
4 Points	Employment specialist spends 50-64 % of total scheduled work hours in the community.
5 Points	Employment specialist spends 65% or more of total scheduled work hours in the community.

Comments:

Recommendations:

Data Records

- ES outlook diaries -> bookings for client meetings with locations > time sheet reports
- IPS Data Sheet – records Did not attend
- Client documentation / files
- CMS Progress notes

Evidence for Fidelity Score

As above

Directions: Highlight the points awarded in this item

Criterion: Services

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

FIDELITY ITEM 25

Assertive engagement and outreach by integrated treatment team

Service termination is not based on missed appointments or fixed time limits. There is systematic documentation of outreach attempts. Engagement and outreach attempts are 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 supported employment services, the team stops outreach.

1 Point	Evidence that 2 or less strategies for engagement and outreach are used.	<ul style="list-style-type: none"> • 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.
2 Points	Evidence that 3 strategies for engagement and outreach are used.	
3 Points	Evidence that 4 strategies for engagement and outreach is used.	
4 Points	Evidence that all 5 strategies for engagement and outreach is used.	
5 Points	Evidence that all 6 strategies for engagement and outreach are used.	

Comments:

- Policies for assertive outreach? Service termination?
- How can existing policies be applied to IPS service delivery?

Recommendations:

Data Records

- IPS Data Sheet – records Did not attend
- Client documentation / files – systematic documentation of outreach attempts, contact attempts (phone, text, email etc)
- CMS progress notes

Evidence for Fidelity Score

As above

Directions: Highlight the points awarded in this item

Criterion: Services

Data sourcing: MIS/CMS DOC INT OBS IEP/VP

SCORE SUMMARY

Element		Last fidelity review	This fidelity review	Change in score
Staffing				
1	Caseload size			
2	Employment services staff			
3	Vocational generalists			
Organisation				
4	Integration with treatment service through team assignment			
5	Integration with treatment service through frequent contact			
6	Collaboration between employment specialists and JCP/WHP			
7	Vocational unit			
8	Role of employment supervisor			
9	Zero exclusion criteria			
10	Provider focus on competitive employment			
11	Executive team support			
Services				
12	Work incentives planning			
13	Disclosure			
14	Ongoing, work-based vocational assessment			
15	Rapid search for competitive job			
16	Individualised job search			
17	Job development – frequent employer contact			
18	Job development – quality of employer contacts			
19	Diversity of job types			
20	Diversity of employers			
21	Competitive jobs			
22	Individualised follow-along supports			
23	Time-unlimited follow-along supports			
24	Community-based services			
25	Assertive engagement and outreach by integrated team			
Total score				
Maximum IPS score		125	125	

CENTRE FOR MENTAL HEALTH



UK IPS FIDELITY SCALE

Reviewed in 2023

Visit our website for more IPS information and resources.

www.centreformentalhealth.org.uk

This IPS fidelity scale has been adapted for UK drug and alcohol services by Centre for Mental Health and the Office for Health Improvement and Disparities from the document:

“Supported employment fidelity review manual” by Dartmouth