

| 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**

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                         |                                                                                                                                           |                                                                                                                                                                                                         |                                                                                                                                                                           |                                                                  |
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| <p>VS1 <u>Agency focus on supported employment:</u><br/>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.).<br/><b># of all vocational staff</b> _____<br/><b># devoted to SE</b> _____</p>                                                                                                                                                                                    | <p>≤25%<br/>of total staff<br/>devoted to SE</p>                                                                                        | <p>26-50%</p>                                                                                                                             | <p>51-70%</p>                                                                                                                                                                                           | <p>71-90%</p>                                                                                                                                                             | <p>91-100%<br/>of total staff<br/>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.<br/><b>Give staff capacity</b> _____</p>                                                                                                                                                                                                                                                                                             | <p>Team is operating<br/>at &lt; 50% of<br/>staffing</p>                                                                                | <p>50-64%</p>                                                                                                                             | <p>65-79%</p>                                                                                                                                                                                           | <p>80-94%</p>                                                                                                                                                             | <p>Team is operating<br/>at 95% or more of<br/>full staffing</p> |
| <p>VS3 <u>Caseload size:</u> Employment specialists (ESs) manage vocational caseloads of up to 16 consumers. <b>Only include staff members who provide services/carry caseload.</b><br/><b>Give exact client:staff ratio</b> _____</p>                                                                                                                                                                                                                                                                                  | <p>61 or more<br/>consumers per ES</p>                                                                                                  | <p>47-60</p>                                                                                                                              | <p>32-46</p>                                                                                                                                                                                            | <p>17-31</p>                                                                                                                                                              | <p>16 or less<br/>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:<br/>                     ___intake                    ___job coaching<br/>                     ___assessment            ___follow-along<br/>                     ___job development      support<br/>                     ___placement             ___career planning</p> | <p>Different staff<br/>carry out<br/>specialized roles,<br/>e.g., one person<br/>does intake,<br/>another job<br/>development, etc.</p> | <p>2 components of<br/>the vocational<br/>services are<br/>specialized,<br/>including intake,<br/>job development or<br/>follow-along</p> | <p>For the most part,<br/>all staff provide all<br/>components of<br/>vocational services<br/>for their caseload,<br/>but 1 component is<br/>specialized, e.g.,<br/>one person does all<br/>intakes</p> | <p>Each vocational<br/>staff member<br/>provides all<br/>components of<br/>vocational services<br/>for their caseload,<br/>from intake<br/>through follow-<br/>along.</p> |                                                                  |

QUALITY OF SUPPORTED EMPLOYMENT IMPLEMENTATION SCALE

| CRITERION           |                                                                                                                                                                                                                                                                                                                   | FIDELITY SCORE/ANCHORS                                                                           |                                                                                                                           |                                                                                                         |                                                                                                       |                                                                                                                                          |
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|                     |                                                                                                                                                                                                                                                                                                                   | 1                                                                                                | 2                                                                                                                         | 3                                                                                                       | 4                                                                                                     | 5                                                                                                                                        |
| VS5                 | <p><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.).<br/> <b>Exact percentage of time spent performing non-voc duties: _____ %</b></p> | <p>ESs provide nonvocational services such as case management <math>\geq 90\%</math> of time</p> | <p>61-89%</p>                                                                                                             | <p>31-60%</p>                                                                                           | <p>11- 30%</p>                                                                                        | <p>ESs provide nonvocational services <math>\leq 10\%</math> of time</p>                                                                 |
| VS6                 | <p><u>Vocational team</u>: SE program has adequate staffing to function as a team, e.g., at least 3 vocational staff members.</p>                                                                                                                                                                                 | <p>SE vocational team is composed of 1 staff member</p>                                          |                                                                                                                           |                                                                                                         | <p>SE vocational team is composed of 2 staff members</p>                                              | <p>SE vocational team is composed of 3 or more staff members</p>                                                                         |
| <b>ORGANIZATION</b> |                                                                                                                                                                                                                                                                                                                   |                                                                                                  |                                                                                                                           |                                                                                                         |                                                                                                       |                                                                                                                                          |
| O1                  | <p><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.</p>                                                                                                                             | <p>Separate agencies provide treatment and vocational services</p>                               |                                                                                                                           | <p>Voc and treatment services are affiliated but not part of same agency</p>                            | <p>Single agency provides treatment and voc services through different locations</p>                  | <p>Single agency provides treatment and vocational services through a centralized location</p>                                           |
| O2                  | <p><u>ES attendance at treatment team meetings</u>: ESs attend regular clinical treatment team meetings at least once per week.</p>                                                                                                                                                                               | <p>ESs do not attend treatment team meetings</p>                                                 | <p>ESs attend treatment team meetings when problems arise</p>                                                             | <p>At least 1 member of the voc team attends treatment team meetings regularly but less than weekly</p> | <p>At least 1 member of the vocational team attends treatment team meetings weekly</p>                | <p>On average, all ESs attend 1 or more treatment team meetings per week</p>                                                             |
| O3                  | <p><u>ES contact with treatment team members</u>: ESs have frequent contact with consumers' treatment team.</p>                                                                                                                                                                                                   | <p>ESs have virtually no contact with consumers' treatment team</p>                              | <p>ESs contact treatment team only when problems arise</p>                                                                | <p>ESs average about one contact with treatment team per month</p>                                      | <p>ESs average 1-3 contacts with tx team members each week</p>                                        | <p>ESs average 1 or more consumer-related tx team contacts per day</p>                                                                   |
| O4                  | <p><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.</p>                                                                                                                                   | <p>ESs are physically separated from each other OR there is only 1 SE staff member</p>           | <p>ESs not considered a distinct unit. They have little contact with each other although located in same office space</p> | <p>ESs are considered individual staff, have some contact but not daily</p>                             | <p>ESs are not formally a vocational unit, but share office space and informally share info, etc.</p> | <p>ESs form a distinct vocational unit. They meet regularly, provide services for each others' cases, job leads, backup, and support</p> |

## QUALITY OF SUPPORTED EMPLOYMENT IMPLEMENTATION SCALE

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

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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 <b>preferences</b> and <b>needs</b> (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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|           |                                                                                                                                                                                                                                                                                                                                                                   | 1                                                                                                                | 2                                                                                | 3                                                                                                                                     | 4                                                                             | 5                                                                                                                                       |
| 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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|           |                                                                                                                                                                                                                  | 1                                     | 2 | 3                                                         | 4 | 5                                                                                                              |
| 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> |