

QSEIS QUESTIONS (Used for all programs other than SE)

For NON-SE sites, use the term “vocational staff” (or the site’s lingo) for “employment specialist.”

VOCATIONAL STAFFING

VS1 Agency focus on supported employment:

What types of vocational services do you offer? **Be sure to ask about sheltered workshops, agency run business, work crews, etc.**

How many FTE vocational staff total are employed by the agency?

VS2 Staff capacity:

How many FTE staff positions is your vocational program budgeted for?

Do you currently have any unfilled positions in your vocational program?

If so, how many?

VS3 Caseload size:

How many consumers are on the total caseload, including those in long term follow along? How many consumers does each vocational staff person (full-time equivalent) have on his/her caseload?

VS4 Vocational generalists:

What are the components of your program? (Provide prompts from survey if necessary.) Are different vocational staff responsible for each component? For example, one person only does assessment of skills or one person only does job placement.

What different aspects of the vocational process does each provide?

VS5 Exclusive vocational focus:

On average, about how many hours per week do they spend on nonvocational services, e.g., help with housing, medications, shopping, ADLs, linkage to other agencies, crisis intervention? (We calculate the percentage.)

VS6 Vocational Team:

How many staff function as the vocational team?

ORGANIZATION

Where do consumers receive mental health treatment?

O1 Co-location of rehabilitation with mental health treatment:

Are treatment and vocational services provided by the same agency? At the same location?

What agency provides treatment services? Vocational services?

12/4/00

O2 ES attendance at treatment team meetings:

Now I'd like you tell me about your agency's clinical treatment teams and how they are organized. Do these teams meet on a regular basis? By clinical treatment team I mean those individuals involved in the psychiatric care of the consumer, e.g., case manager, psychiatrist, nurse, substance abuse counselor. Do your ESs attend clinical treatment team meetings? How often?

O3 ES contact with treatment team members:

Do ESs talk with case managers about their mutual consumers outside of treatment team meetings? In what way do they keep in contact and how regularly (meetings, telephone, etc.)?

O4 Vocational unit:

Do the members of the vocational staff work as a team?
Do the ESs provide services for each others' caseloads?

O5 Team meetings:

Do the vocational staff members meet as a team? How often? Is the supervisor present at these meetings? How often?

O6 Information to clients on supported employment:

What do you tell consumers who are interested in your program about employment? Do you tell them about other programs within or outside of the agency? When are they told and who tells them?

O7 Screening policy:

You described your target population. Are there any other criteria that consumers need to meet for admission to the vocational program? Do you exclude certain types of consumers? Give me some examples. Provide examples from survey if necessary. Can you give me an example of someone who has been turned down for vocational services?

O8 Waiting list:

After a consumer indicates interest in your program, how long before he/she meets with an employment specialist?

O9 Vocational program control of admission – Role of VR:

How many of your clients are VR clients? What is the average length of time for VR eligibility or authorization? Do you wait for VR eligibility before you begin services?

O10 Vocational program control of admission – Role of CMs:

What is the role of the MH CMs in the referral process? Must the CM approve the referral before a client comes to the vocational program?

Can a consumer contact you directly about receiving vocational services? Do you have any self referrals? How are they handled?

12/4/00

O11 Integration of vocational and treatment records:

Do vocational staff have access to the treatment records of people on their caseload? Are there separate vocational and treatment files for each consumer?

SERVICES

S1 Community-based services:

What percentage of the ESs' time is spent in the community?

S2 Length of vocational assessment:

How long does the initial vocational assessment period last?

S3 Prevocational activities:

May not have to ask for non-SE programs

S4 Benefits counseling:

How do vocational staff address benefits issues, related to SSI, SSDI, and Medicaid?

S5 Permanence of Jobs Developed

Do any of your consumers go on to paid community placement? Approximately how many of your consumers go on to paid community placement? Are these placements permanent? What percentage are permanent.

S6 Rapid search for competitive employment:

(If yes to IPS1) How long on average until first community placement?

S7 Individualized job search:

For Clubhouse without TE: Do not ask this question

For TE: How do you go about deciding what kind of placements you offer? Do you do canvassing or cold calling? What percentage of employer contacts begin with a specific consumer in mind vs. cold calls? Do you have a pool of jobs you use when placing consumers?

For Agency-Run Business: How was it decided what type of business to begin. How are placements decided within the business?

S8 Diversity of jobs developed:

Can you list for us some of the jobs your clients currently hold? Do you have 1 or more employers that hire/employ several of your clients?

S9 Career-focused employment:

How are career planning and job advancement addressed with your consumers? Do you discuss career goals? Do you develop and document a long-term plan? At what point do you discuss possible "next jobs"?

12/4/00

S10 Job support plan:

What is the process that you use to design a support plan for your consumers who are working?
How often is it reviewed? How often is it revised?

S11 Types of follow-along supports:

Do you have follow-along? What does it involve or include?

S12 Percentage of Consumers Receiving Follow-Along Support

What percentage of your consumers receive these services?

S13 Duration of follow-along support:

How long is follow-along support available to consumers after job placement?

S14 Multiple jobs permitted:

What happens next when a consumer loses a job? Do ESs help consumers to find another job when one ends? Does the consumer have to meet certain conditions before a new job search is initiated?

What are the reasons an ES would not help a consumer find another job when one has ended?

S15 Assertive outreach:

What do you do about consumers who stop attending the vocational program?

S16 Peer support:

Are there job support groups available to consumers where they can get together with other consumers and discuss their work experience?

How often are they scheduled?