

SCHEDULE 2

PROJECT EVALUATION

This Schedule 2 sets forth the methodology that the Evaluator will utilize to determine the Outcomes that result from delivery of IPS services. The measurement and determination of these Outcomes will serve as the basis for the Outcome Payment calculation.

As set forth below and in Schedule 3 (Calculation of Outcome Payments), the Outcome Payments will be based on the: (a) Fidelity Score Outcome, (b) Earnings Outcome, (c) Days Worked Outcome, and (d) Job Satisfaction Outcome.

I. DEFINED TERMS

Capitalized terms used but not defined in this Schedule 2 or Appendix A to the Agreement will have the meanings set forth below:

“Average Earnings” means the mean earnings from Competitive Employment for all Program Participants.

“Average Days Worked” means the mean number of Days Worked in Competitive Employment for all Program Participants.

“Baseline Demographic and Clinical Characteristics Data” means demographic, socioeconomic, health, and other data collected by Project Teams after obtaining informed consent from the Program Participant.

“Competitive Employment” means employment that is not sheltered or set aside only for those with disabilities, and is paid a wage, salary or commission; the following do not count as competitive employment: babysitting, military drill or day labor.

“Data Manager” means the member of Implementation Coordinating Center personnel who will oversee, monitor, and facilitate all data collection with the Project Teams, including data checks/queries, direct access to electronic medical records, and outreach to Veterans who are not maintaining regular follow-up.

“Days Worked” means every calendar day that a Veteran worked a minimum of two hours in a Competitive Employment job.

“Days Worked Outcome” means has the meaning set forth in Section V.3 (a)(iii) of this Schedule 2.

“Earnings” means every dollar earned from Competitive Employment during the 18-month period following Enrollment in the Project.

“Earnings Outcome” has the meaning set forth in Section V.2 (a)(iii) of this Schedule 2.

“Employment Data” has the meaning set forth in Section III.1(b) of this Schedule 2.

“Employment Source Documentation” has the meaning set forth in Section II.1(e) of this Schedule 2.

“Evaluator Report” has the meaning set forth in Section VI.1 of this Schedule 2.

“Fidelity Score” has the meaning set forth in Section II.1(b) of this Schedule 2.

“Fidelity Score Outcome” has the meaning set forth in Section V.1 (ii) of this Schedule 2.

“Good Job Satisfaction” has the meaning set forth in Section V.4(a)(iii) of this Schedule 2.

“Indiana Job Satisfaction Scale” means a 32-item self-report survey for measuring job satisfaction, with each item scored on a scale of 1-4 (4 = Strongly Agree, 3 = Somewhat Agree, 2 = Somewhat disagree, 1 = Strongly Disagree).

“IPS Fidelity Monitor” means the member of Implementation Coordinating Center personnel who will provide training and fidelity monitoring on implementation of IPS to each of the Project Teams.

“IPS Fidelity Review Manual” means the IPS Fidelity Review Manual, Second Edition: May 2011.

“IPS Supported Employment Fidelity Scale” means the measurement tool defining the critical ingredients of IPS in order to differentiate between programs that have fully implemented the IPS model and those that have not.

“Job Satisfaction Score” has the meaning set forth in Section V.4(a)(ii) of this Schedule 2.

“Job Satisfaction Outcome” has the meaning set forth in Section V.4(a)(iii) of this Schedule 2.

“Master Data File” has the meaning set forth in Section III.1 of this Schedule 2.

“PTSD Checklist” or “PCL-5” has the meaning set forth in Section II.1(e) of this Schedule 2.

“Study Chair” means the member of Implementation Coordinating Center personnel who will oversee, monitor, and facilitate implementation of the Project and manage other Implementation Coordinating Center personnel.

II. DATA SOURCES AND ACCESS

1. *Data Sources*

(a) **Baseline Demographic and Clinical Characteristics Data**

Baseline Demographic and Clinical Characteristics Data will be collected by Project Teams for each Program Participant. These data will be aggregated by the Data Manager and shared with Veterans CARE Managing Member quarterly.

(b) **IPS Fidelity Score Data**

The IPS Fidelity Monitor administers fidelity reviews and assigns each Project Team a score (“Fidelity Score”) according to the IPS Supported Employment Fidelity Scale, attached hereto as Exhibit A. The data will be used by the Management Committee as a measure of Project performance and will inform any changes to implementation.

(c) **Indiana Job Satisfaction Scale**

Project Teams will measure Program Participants’ level of job satisfaction using the Indiana Job Satisfaction Scale, attached hereto as Exhibit B. Total scores range from 1 to 4, with 4 being highest possible score. IPS Coordinators and IPS Specialists will distribute the Indiana Job Satisfaction Scale to Program Participants two weeks after the start of a new job and every 3 months thereafter. Individual-level Indiana Job Satisfaction Scale data for each Project Team will be shared with the Evaluator.

(d) **PTSD Checklist for DSM-5 (“PCL-5”)**

Each Program Participant will complete a PCL-5 self-report questionnaire. The PCL-5 will be administered upon Enrollment, at months 1, 2, and 3, and thereafter every three months throughout the Service Delivery Period and the Follow-Up Period.

(e) **Employment Source Documentation**

Project Teams will collect source documentation such as pay stubs or tax forms (“Employment Source Documentation”) to verify Earnings data. The Implementation Coordinating Center will maintain scanned or photographed copies of source documentation in the Master Data File.

(f) **Self-Reported Employment Data**

Project Teams will ask Program Participants to report on their employment status, Earnings, and number of Days Worked (the “Employment Data”) on a monthly basis following their Enrollment in IPS. IPS Specialists will meet with Program Participants face-to-face, if possible, or remotely, each month for the first three months following their Enrollment and every three months thereafter up to 18

months. Program Participants Enrolled on or after January 1, 2019 through and including December 31, 2019 will continue face-to-face or remote follow up meetings with IPS Specialists through June 30, 2021, provided that Program Participants receiving services from the NYC Harbor Project Team may continue face-to-face or remote follow up meetings with IPS Specialists through a date earlier than June 30, 2021. In between face-to-face or remote meetings, as applicable, IPS Coordinators will follow-up with Program Participants via telephone. Employment Data will be entered by the IPS Coordinator into the Master Data File.

2. *Data Access*

- (a) Prior to the Service Commencement Date, the Evaluator and the Implementation Coordinating Center will establish the appropriate data access measures, in accordance with a Memorandum of Understanding which will articulate the scope of these measures to ensure compliance with federal and state confidentiality requirements, and to allow the Evaluator to perform the activities in accordance with this Schedule 2. After appropriate screening by the Implementation Coordinating Center, the Evaluator and related research personnel will be provided direct access to the Master Data File.

III. DATA COLLECTION

1. *Master Data File:* Data collection for the Project will be conducted by Project Teams. The Data Manager at the Implementation Coordinating Center will compile and maintain a master data file (the “Master Data File”), which will include the following information for all Program Participants:
 - (a) Baseline Demographic and Clinical Characteristics Data: Data collected at onset of intervention including, but not limited to, individual-level demographic, socioeconomic, and health data collected on Program Participants as set forth in Section II. 1(a) of this Schedule 2.
 - (b) Employment Data: Self-reported data on Program Participants’ Earnings and Days Worked by Program Participants during the Project, supplemented by Employment Source Documentation (e.g., pay stubs) as available as set forth in Section II. 1 (e) and (f) of this Schedule 2.
 - (c) Fidelity Scores: Fidelity Scores for each Project Team, as set forth in Section II.1 (b) of this Schedule 2.
 - (d) Job Satisfaction: Indiana Job Satisfaction Scale scores for Program Participants as set forth in Section II.1 (c) of this Schedule 2.

- (e) PTSD Checklist: Individual PCL-5 scores for all Program Participants, as set forth in Section II.1 (d) of this Schedule 2.

2. *Treatment of Missing Data*: Data may be missing for Program Participants who are lost to follow-up due to variety of reasons, including incarceration, long-term hospitalization, death, or relocation. If a Program Participant is lost to follow-up after their Enrollment, the total Earnings and total Days Worked up until the point they are lost to follow-up will be their final individual outcomes. Should the total percentage of Program Participants lost to follow-up exceed 10% by the first Cohort measurement of Earnings and Days Worked, the Management Committee may revisit the treatment of missing data with the Evaluator.

Program Participants who are discharged from the Project prior to Enrollment and who do not re-engage in the Project will not be included in the calculation of Outcomes.

IV. DATA SECURITY

1. *Data Transfer*: Pursuant to the execution of a Data Use Agreement between TVAMC and the Evaluator (the “Data Use Agreement”) prior to the Service Commencement Date, TVAMC and the Evaluator will agree to share electronic data using secure encrypted file transfer protocols (SFTP) only and, when sending such data, to use password-protected, encrypted files that are visible only to the intended recipient. If needed and under the terms of the Data Use Agreement, data may be transferred by encrypted DVD via chain-of-custody U.S. mail from TVAMC to the Evaluator. TVAMC and the Evaluator will further agree to transport paper files, if any, in locked carriers and that those handling such paper files will be trained in preserving the confidentiality of such files.
2. *Personally Identifying Information*: All Program Participants will be assigned a unique, non-personally identifying identification number that will be used in the Master Data File. TVAMC and the Evaluator will ensure that any data containing Personally Identifying Information will at all times be kept separately from the Master Data File and will be available only to Evaluator and the Implementation Coordinating Center staff that have been trained in federal and state law concerning the appropriate storage and transfer of confidential personally identifiable and personal health information of individuals.
3. *File Storage and Backup*: TVAMC and Evaluator will agree to store electronic files on password-protected computers on secure LAN servers in secure locations at all times. TVAMC and Evaluator will further agree to keep all confidential paper files in locked locations. No Personally Identifiable Information or personally-identifiable health information will be shared outside of the Evaluator and the Implementation Coordinating

Center, except as otherwise agreed to by the Evaluator and TVAMC in the Data Use Agreement.

4. *Data Use Agreement:* TVAMC and Evaluator shall enter into the Data Use Agreement outlining these data security provisions prior to the transfer of data.

V. MEASURING OUTCOMES

1. Fidelity Score

(a) Overview:

- (i) The implementation of IPS via each Project Team will be scored by the IPS Fidelity Monitor on the IPS Supported Employment Fidelity Scale. Each item on the IPS Supported Employment Fidelity Scale receives a Fidelity Score of 1 through 5 depending on the fidelity of the Project Team to the model, as defined by the IPS Fidelity Review Manual. Scores of 115 – 125 are rated as “Exemplary Fidelity;” scores of 100 – 114 are rated as “Good Fidelity;” scores of 74 – 99 are rated as “Fair Fidelity;” scores below 73 are rated as “Not Supported Employment.”
- (ii) During the Service Delivery Period, the IPS Fidelity Monitor will evaluate each Project Team on a quarterly basis and assign a Fidelity Score to each Project Team. In August 2019, the Evaluator will conduct a joint visit, with the IPS Fidelity Monitor, to each Project Team to measure Fidelity Scores. The Evaluator and IPS Fidelity Monitor will conduct a second joint-evaluation on the IPS Supported Employment Fidelity Scale in February 2019 for any Project Teams that scored 99 or lower (Fair Fidelity or Not Supported Employment fidelity) during the initial fidelity evaluation. These Fidelity Scores, agreed upon by the Evaluator and the IPS Fidelity Monitor, will be the “Fidelity Score Outcome” for each Project Team, and will be reported to the Veterans CARE Managing Member as set forth below in Section VI. The Fidelity Score Outcomes will be used by the Veterans CARE Managing Member to calculate the associated Fidelity Score Outcome Payments in accordance with Schedule 3 (Calculation of Outcome Payments).
- (iii) By December 31, 2020, unless another date is approved by the Management Committee, the Evaluator will conduct a joint visit, with the IPS Fidelity Monitor to the campus of each of the following Project Teams to measure Fidelity Scores: Jamaica Plain (“JP”) and Brockton (“Brockton”) VA Medical Center campuses of the Boston VA Healthcare System. These Fidelity Scores, agreed upon by the Evaluator and the IPS Fidelity Monitor, will be the “Fidelity Score Outcome” for the related Project Team, and will be reported to the Veterans CARE Managing

Member as set forth below in Section VI. No Fidelity Score Outcome will be assigned or reported for either the Central/Western Massachusetts (“CWMA”) Project Team or the NYC Harbor Project Team. The Fidelity Score Outcomes for the JP Project Team and the Brockton Project Team will be used by the Veterans CARE Managing Member to calculate the associated Fidelity Score Outcome Payments in accordance with Schedule 3 (Calculation of Outcome Payments).

- (iv) If travel restrictions or other impediments caused by the COVID-19 pandemic prevent the Evaluator and the IPS Fidelity Monitor from conducting an on-site evaluation of the IPS Supported Employment Fidelity Score prior to June 30, 2021, the Management Committee shall propose and approve an alternate evaluation methodology with respect to the Fidelity Score.

2. Earnings

(a) Overview:

- (i) Project Teams will collect Employment Data related to Earnings from each Program Participant throughout the Service Delivery Period and the Follow-Up Period. Project Teams will also collect Employment Source Documentation related to Earnings (e.g., employment diary, tax forms, pay stubs, direct deposit documentation) from Program Participants.
- (ii) The Evaluator will be responsible for assessing the level of agreement between Employment Data and the Employment Source Documentation. The Implementation Coordinating Center will provide the Evaluator with the Employment Data related to Earnings for the Program Participants, as recorded in both the Master Data File and Employment Source Documentation. The Implementation Coordinating Center will also provide the Evaluator with the information needed to determine agreement, e.g., electronic copies of the Program Participant Earnings data such that agreement can be measured over the same time interval. The Implementation Coordination Center will ensure that the Employment Source Documentation is in a suitable form for direct comparison with the Employment Data, to be confirmed by the Evaluator.
 - a. For the Evaluator Earnings Outcome report for July 31, 2020, the Evaluator will conduct this assessment on the lesser of: (i) a random selection of 40 Program Participant records from the Master Data File for Cohort 1 and Cohort 2, respectively (80 records total) or (ii) the total number of Program Participant records with Employment Source Documentation. For each of the Evaluator Earnings Outcome reports for January 2021 and July 2021, the Evaluator will conduct this assessment on the lesser of: (i) a random selection of 30 Program

Participant records from the Master Data File for Cohort 2, including Late Enrollments (60 records total) or (ii) the total number of Program Participant records with Employment Source Documentation. Program Participants who have not worked competitively during the observation period will also be included in the Master Data File. Evaluator Earnings Outcome reports for October 31, 2020 and April 30, 2021 will not be subject to a level of agreement assessment.

- b. For each Program Participant record selected for a level of agreement assessment, the Evaluator will determine if the two data sources “mostly agree” (the reported earnings are identical or close to identical for the two sources), “somewhat agree” (the reported earnings differ substantially, e.g., more than 10%, but are not radically different, e.g., more than 25%), or the two sources “do not agree” (the reported earnings differ more than 25%). Where no Employment Source Documentation is provided, the Evaluator will report these as “Not Applicable.” The Evaluator will report the number of Program Participant records in each agreement designation and the percentage of total Program Participant records in each agreement designation (i.e., number mostly agree/total records reviewed) for each Project Team and overall. If data sources differ substantially or do not agree, the Management Committee may revisit the treatment of the agreement between Employment Data and the Employment Source Documentation with the Evaluator.
- (iii) The Evaluator will calculate the Average Earnings of all Program Participants monitored by each Project Team (the “Earnings Outcome”) as described in Table 1 below, and will deliver the Earnings Outcomes report to the Veterans CARE Managing Member as set forth in Section VI below.

Table 1 – Average Earnings Time Periods

Earnings Outcome Report Due Date	Cohort	Time Period Used For Calculation
July 31, 2020	Cohort 1	May 31, 2018 – June 30, 2020
October 31, 2020	Cohort 2	July 1, 2020 – September 30, 2020

January 31, 2021	Cohort 2	July 1, 2020 – December 31, 2020
April 30, 2021	Cohort 2	July 1, 2020 – March 31, 2021
July 31, 2021	Cohort 2	July 1, 2020 – June 30, 2021

3. Days Worked

(a) Overview:

- (i) Project Teams will collect Employment Data on the number of hours worked each day from each Program Participant throughout the Service Delivery Period and Follow-Up Period. Days Worked will be measured as the number of calendar days a Program Participant worked for at least two hours in a Competitive Employment job. Project Teams will also collect Employment Source Documentation from Program Participants.
- (ii) The Evaluator will be responsible for assessing the level of agreement between Employment Data and the Employment Source Documentation. The Implementation Coordinating Center will provide the Evaluator with the Employment Data related to Earnings for the Program Participants, as recorded in both the Master Data File and Employment Source Documentation. The Implementation Coordinating Center will also provide the Evaluator with the information needed to determine agreement, e.g., electronic copies of the Program Participant Earnings data or remote access to the data files containing the requisite information such that agreement can be measured over the same time interval. The Implementation Coordination Center will ensure that the Employment Source Documentation is in a suitable form for direct comparison with the Employment Data, to be confirmed by the Evaluator.
 - a. For the Evaluator Days Worked Outcome report for July 31, 2020, the Evaluator will conduct this assessment on the lesser of: (i) a random selection of 40 Program Participant records from the Master Data File for Cohort 1 and Cohort 2, respectively (80 records total) or (ii) the total number of Program Participant records with Employment Source Documentation. For each of the Evaluator Days Worked Outcome reports for January 2021 and July 2021, the Evaluator will conduct this assessment on the lesser of: (i) a random selection of 30 Program Participant records from the Master Data File for Cohort 2, including Late Enrollments(60 records total) or (ii) the total number of Program Participant records with Employment Source Documentation. Program Participants who have not worked competitively during the observation period will also be included in the Master Data File.

Evaluator Days Worked Outcome reports for October 31, 2020 and April 30, 2021 will not be subject to a level of agreement assessment.

- b. For each Program Participant record selected for a level of agreement assessment, the Evaluator will determine if the two data sources “mostly agree” (the reported hours worked are identical or close to identical for the two sources), “somewhat agree” (the reported hours worked differ substantially, e.g., more than 10%, but are not radically different, e.g., more than 25%), or the two sources “do not agree” (the reported hours differ more than 25%). Where no Employment Source Documentation is provided, the Evaluator will report these as “Not Applicable.” The Evaluator will report the number of Program Participant records in each agreement designation and the percentage of total Program Participant records in each agreement designation (i.e., number mostly agree/total records reviewed) for each Project Team and overall. If data sources differ substantially or do not agree, the Management Committee may revisit the treatment of the agreement between Employment Data and the Employment Source Documentation with the Evaluator.
- (iii) The Evaluator will calculate the Average Days Worked of all Program Participants monitored by each Project Team (the “Days Worked Outcome”) as described in Table 2 and will deliver the Days Worked Outcomes report to the Veterans CARE Managing Member as set forth in Section VI below.

Table 2

Days Worked Outcome Report Due Date	Cohort	Time Period Used For Calculation
July 31, 2020	Cohort 1	May 31, 2018 – June 30, 2020
October 31, 2020	Cohort 2	July 1, 2020 – September 30, 2020
January 31, 2021	Cohort 2	July 1, 2020 – December 31, 2020
April 30, 2021	Cohort 2	July 1, 2020 – March 31, 2021
July 31, 2021	Cohort 2	July 1, 2020 – June 30, 2021

4. Job Satisfaction

(a) Overview:

- (i) Project Teams will administer the Indiana Job Satisfaction Scale for each Program Participant two weeks after starting a new job and every three months thereafter. Individual-level Indiana Job Satisfaction Scale data will be included in the Master Data File that is shared with Evaluator.
- (ii) The Evaluator will calculate a “Job Satisfaction Score” for each Program Participant over the Service Delivery Period and Follow-Up Period. The Job Satisfaction Score per Program Participant will be calculated as a weighted average of all individual Indiana Job Satisfaction Scale total scores completed for each job held by a Program Participant during the Service Delivery Period and Follow-Up Period based on length of time in each job. A Program Participant must have completed the Indiana Job Satisfaction Scale at least twice for a job to be counted in this calculation.
- (iii) The Evaluator will then calculate the percentage of Job Satisfaction Scores per Project Team that meet the benchmark for “Good Job Satisfaction”, defined as a Job Satisfaction Score of at least 3.1. The Evaluator will deliver a report of the percentage of Good Job Satisfaction scores per Project Team (the “Job Satisfaction Outcome”) to the Veterans CARE Managing Member as set forth in Section VI below.

VI. REPORTING OUTCOMES

1. Timeline

The Evaluator will measure and report Outcomes by producing an “Evaluator Report” which will be comprised of the following information delivered according to the following timeline for each Project Team:

- (a) By July 31, 2020, the Evaluator will provide the Veterans CARE Managing Member with the Earnings Outcome and the Days Worked Outcome for Cohort 1 Program Participants under each Project Team, as further described in Table 1 and Table 2;
- (b) By October 31, 2020, the Evaluator will provide the Veterans CARE Managing Member with the Earnings Outcome and the Days Worked Outcome for Cohort 2 Program Participants as further described in Table 1 and Table 2
- (c) By January 31, 2021, unless another date is approved by the Management Committee, the Evaluator will provide the Veterans CARE Managing Member with the Fidelity Score Outcome for JP and Brockton Project Teams;

- (d) By January 31, 2021, the Evaluator will provide the Veterans CARE Managing Member with the Earnings Outcomes and the Days Worked Outcome for Cohort 2 Program Participants as further described in Table 1 and Table 2;
- (e) By April 30, 2021, the Evaluator will provide the Veterans CARE Managing Member with the Earnings Outcomes and the Days Worked Outcome for Cohort 2 Program Participants as further described in Table 1 and Table 2; and
- (f) By July 31, 2021, the Evaluator will provide the Veterans CARE Managing Member with (i) the Earnings Outcomes and the Days Worked Outcome for Cohort Program Participants as further described in Table 1 and Table 2, and (ii) the Job Satisfaction Outcome for Program Participants under each Project Team.

Veterans CARE reserves the right to access de-identified data from the Evaluator and the Implementation Coordinating Center on an ongoing basis as needed, in addition to the intervals described above.

Exhibit A
IPS Supported Employment Fidelity Scale
[Attached]

SUPPORTED EMPLOYMENT FIDELITY SCALE***1/7/08****Rater:****Site:****Date:****Total Score:****Directions:** Circle one anchor number for each criterion.CriterionData
Source**Anchor**Staffing**

1. Caseload size: Employment specialists have individual employment caseloads. The maximum caseload for any full-time employment specialist is 20 or fewer clients.

MIS,
DOC, INT

- 1= Ratio of 41 or more clients per employment specialist.
 2= Ratio of 31-40 clients per employment specialist.
 3= Ratio of 26-30 clients per employment specialist.
 4= Ratio of 21-25 clients per employment specialist.
 5= Ratio of 20 or fewer clients per employment specialist.

2. Employment services staff: Employment specialists provide only employment services.

MIS, DOC
INT

- 1= Employment specialists provide employment services less than 60% of the time.
 2= Employment specialists provide employment services 60 - 74% of the time.
 3= Employment specialists provide employment services 75 - 89% of the time.
 4= Employment specialists provide employment services 90 - 95% of the time.
 5= Employment specialists provide employment services 96% or more of the time.

*Formerly called IPS Model Fidelity Scale

**See end of document for key

3. Vocational generalists: Each employment specialist carries out all phases of employment service, including intake, engagement, assessment, job placement, job coaching, and follow-along supports before step down to less intensive employment support from another MH practitioner. (Note: It is not expected that each employment specialist will provide benefits counseling to their clients. Referrals to a highly trained benefits counselor are in keeping with high fidelity, see Item # 1 in “Services”.)

MIS, DOC,
INT, OBS

- 1= Employment specialist only provides vocational referral service to vendors and other programs.
- 2= Employment specialist maintains caseload but refers clients to other programs for vocational services.
- 3= Employment specialist provides one to four phases of the employment service (e.g. intake, engagement, assessment, job development, job placement, job coaching, and follow along supports).
- 4= Employment specialist provides five phases of employment service but not the entire service.
- 5= Employment specialist carries out all six phases of employment service (e.g. program intake, engagement, assessment, job development/job placement, job coaching, and follow-along supports).

ORGANIZATION

1. Integration of rehabilitation with mental health treatment thru team assignment: Employment specialists are part of up to 2 mental health treatment teams from which at least 90% of the employment specialist’s caseload is comprised.

MIS, DOC,
INT, OBS

- 1= Employment specialists are part of a vocational program that functions separately from the mental health treatment.
- 2= Employment specialists are attached to three or more mental health treatment teams. OR Clients are served by individual mental health practitioners who are not organized 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= Employment specialists are attached to one or two mental health treatment teams, from which at least 50 - 74% of the employment specialist’s caseload is comprised.
- 4= Employment specialists are attached to one or two mental health treatment teams, from which at least 75 - 89% of the employment specialist’s caseload is comprised.
- 5= Employment specialists are attached to one or two mental health treatment teams, from which 90 - 100% of the employment specialist’s caseload is comprised.

*Formerly called IPS Model Fidelity Scale

**See end of document for key

2. Integration of rehabilitation with mental health treatment thru frequent team member contact:

Employment specialists actively participate in weekly mental health treatment team meetings (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 mental health treatment team members. Documentation of mental health treatment and employment services is integrated in a single client chart. Employment specialists help the team think about employment for people who haven't yet been referred to supported employment services.

MIS, DOC
INT, OBS

1= One or none is present.

2= Two are present

3= Three are present.

4= Four are present.

5= Five are present.

All five key components are present.

- Employment specialist attends weekly mental health treatment team meetings.
- Employment specialist participates actively in treatment team meetings with shared decision-making.
- Employment services documentation (i.e., vocational assessment/profile, employment plan, progress notes) is integrated into client's mental health treatment record.
- Employment specialist's office is in close proximity to (or shared with) their mental health treatment team members.
- Employment specialist helps the team think about employment for people who haven't yet been referred to supported employment services.

3. Collaboration between employment specialists and Vocational Rehabilitation counselors: The employment specialists and VR counselors have frequent contact for the purpose of discussing shared clients and identifying potential referrals.

DOC, INT
OBS, ISP

1= Employment specialists and VR counselors have client-related contacts (phone, e-mail, in person) less than quarterly to discuss shared clients and referrals. OR Employment specialists and VR counselors do not communicate.

2= Employment specialists and VR counselors have client-related contacts (phone, e-mail, in person) at least quarterly to discuss shared clients and referrals.

3= Employment specialists and VR counselors have client-related contacts (phone, e-mail, in-person) monthly to discuss shared clients and referrals.

4= Employment specialists and VR counselors have scheduled, face-to-face

*Formerly called IPS Model Fidelity Scale

**See end of document for key

4. 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.

MIS, INT,
OBS

meetings at least quarterly, OR have client-related contacts (phone, e-mail, in person) weekly to discuss shared clients and referrals.

- 5= Employment specialists and VR counselors 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.
- 1= Employment specialists are not part of a vocational unit.
- 2= 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= 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 program 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= 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 discuss clients between each other. They provide coverage for each other's caseloads when needed. OR, If a program 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= 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.

5. 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.

MIS, INT,
DOC, OBS

1= One or none is present.

2= Two are present.

3= Three are present.

4= Four are present.

5= Five are present.

Five key roles of the employment supervisor:

- One full-time equivalent (FTE) supervisor is responsible for no more than 10 employment specialists. The supervisor does not have other supervisory responsibilities. (Program 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 SE 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 mental health treatment team leaders to ensure that services are integrated, to problem solve programmatic issues (such as referral process, or transfer of follow-along to mental health workers) and to be a champion for the value of work. Attends a meeting for each mental health 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, modeling, 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 program performance at least quarterly.

6. Zero exclusion criteria: All clients interested in working have access to supported employment services regardless of job readiness factors, substance abuse, symptoms, history of violent behavior, cognition 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. If VR has screening criteria, the mental health agency does not use them to exclude anybody. Clients are not screened out formally or informally.

DOC, INT
OBS

- 1= There is a formal policy to exclude clients due to lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, etc.) by employment staff, case managers, or other practitioners.
- 2= Most clients are unable to access supported employment services due to perceived lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, etc.).
- 3= Some clients are unable to access supported employment services due to perceived lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, etc.).
- 4= 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= 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.

7. Agency focus on competitive employment: Agency promotes competitive work through multiple strategies. Agency intake includes questions about interest in employment. Agency displays written postings (e.g., brochures, bulletin boards, posters) about employment and supported employment services. The focus should be with the agency programs that provide services to adults with severe mental illness. Agency supports ways for clients to share work stories with other clients and staff. Agency measures rate of competitive employment and shares this information with agency leadership and staff.

DOC, INT,
OBS

- 1= One or none is present.
- 2= Two are present.
- 3= Three are present.
- 4= Four are present.
- 5= Five are present.

Agency promotes competitive work through multiple strategies:

- Agency intake includes questions about interest in employment.
- Agency includes questions about interest in employment on all annual (or semi-annual) assessment or treatment plan reviews.

- Agency displays written postings (e.g., brochures, bulletin boards, posters) about working and supported employment services, in lobby and other waiting areas.
- Agency supports ways for clients to share work stories with other clients and staff (e.g., agency-wide employment recognition events, in-service training, peer support groups, agency newsletter articles, invited speakers at client treatment groups, etc.) at least twice a year.
- Agency measures rate of competitive employment on at least a quarterly basis and shares outcomes with agency leadership and staff.

8. Executive team support for SE: Agency executive team members (e.g., CEO/Executive Director, Chief Operating Officer, QA 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 are present.

1= One is present.

2= Two are present.

3= Three are present.

4= Four are present.

5= Five are present.

- Executive Director and Clinical Director demonstrate knowledge regarding the principles of evidence-based supported employment.
- Agency QA process includes an explicit review of the SE program, or components of the program, at least every 6 months through the use of the Supported Employment Fidelity Scale or until achieving high fidelity, and at least yearly thereafter. Agency QA process uses the results of the fidelity assessment to improve SE implementation and sustainability.
- At least one member of the executive team actively participates at SE leadership team meetings (steering committee meetings) that occur at least every six months for high fidelity programs and at least quarterly for programs that have not yet achieved high fidelity. Steering committee is defined as a diverse group of stakeholders charged with reviewing fidelity, program implementation, and the service delivery system. Committee develops written action plans aimed at developing or sustaining high fidelity services.

*Formerly called IPS Model Fidelity Scale

**See end of document for key

- The agency CEO/Executive Director communicates how SE services support the mission of the agency and articulates clear and specific goals for SE and/or competitive employment to all agency staff during the first six months and at least annually (i.e., SE kickoff, all-agency meetings, agency newsletters, etc.). This item is not delegated to another administrator.
- SE program leader shares information about EBP barriers and facilitators with the executive team (including the CEO) at least twice each year. The executive team helps the program leader identify and implement solutions to barriers.

SERVICES

1. Work incentives planning: All clients are offered assistance DOC, INT in obtaining comprehensive, individualized work OBS, ISP 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 SSA benefits, medical benefits, medication subsidies, housing subsidies, food stamps, spouse and dependent children benefits, past job retirement benefits and any other source of income. Clients are provided information and assistance about reporting earnings to SSA, housing programs, VA programs, etc., depending on the person's benefits.

- 1= Work incentives planning is not readily available or easily accessible to most clients served by the agency.
- 2= Employment specialist gives client contact information about where to access information about work incentives planning.
- 3= Employment specialist discusses with each client changes in benefits based on work status.
- 4= Employment specialist or other MH practitioner offer clients assistance in obtaining comprehensive, individualized work incentives planning by a person trained in work incentives planning prior to client starting a job.
- 5= Employment specialist or other MH 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 SSA, housing programs, etc., depending on the person's benefits.

2. 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 having a disability.

DOC, INT
OBS

1= None is present.

2= One is present.

3= Two are present.

4= Three are present.

5= Four are present.

- Employment specialists do not require all clients to disclose their psychiatric disability 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 mental health treatment, or presence of a psychiatric disability, or difficulty with anxiety, or 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.)

3. 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 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

DOC, INT,
OBS, ISP

1= Vocational evaluation is conducted prior to job placement with emphasis on office-based assessments, standardized tests, intelligence tests, work samples.

2= Vocational assessment may occur through a stepwise approach that includes: prevocational work experiences (e.g., work units in a day program), volunteer jobs, or set aside jobs (e.g., NISH jobs agency-run businesses, sheltered workshop jobs, affirmative businesses, enclaves).

3= Employment specialists assist clients in finding competitive jobs directly without systematically reviewing interests, experiences, strengths,

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

etc. and do not routinely analyze job loss (or job problems) for lessons learned.

- 4= 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 analyze 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= 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 analyze job loss, job problems and job successes.

4. 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 program entry.

DOC, INT,
OBS, ISP

- 1= 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 (> 9 mos.) after program entry.
- 2= First face-to-face contact with an employer by the client or the employment specialist about a competitive job is on average between 151 and 270 days (5-9 mos.) after program entry.
- 3= 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 mos.) after program entry.
- 4= 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 mos.) after program entry.
- 5= The program 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 program entry.

*Formerly called IPS Model Fidelity Scale

**See end of document for key

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

DOC, INT
OBS, ISP

- 1= Less 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= 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= 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= 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= Employment specialist 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.

6. 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 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.

DOC, INT

- 1= Employment specialist makes less than 2 face-to-face employer contacts that are client-specific per week.
- 2= Employment specialist makes 2 face-to-face employer contacts per week that are client-specific, OR Does not have a process for tracking.
- 3= 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 SE supervisor on a monthly basis.
- 4= 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 SE supervisor on a weekly basis.

*Formerly called IPS Model Fidelity Scale

**See end of document for key

7. 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 SE program 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.)

DOC, INT,
OBS

5= 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 program). In addition, employment specialist uses a tracking form that is reviewed by the SE supervisor on a weekly basis.

1= Employment specialist meets employer when helping client to turn in job applications, OR Employment specialist rarely makes employer contacts.

2= Employment specialist contacts employers to ask about job openings and then shares these “leads” with clients.

3= Employment specialist follows up on advertised job openings by introducing self, describing program, and asking employer to interview client.

4= 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= Employment specialist builds relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the SE program offers to the employer, describe client strengths that are a good match for the employer.

8. Diversity of job types: Employment specialists assist clients in obtaining different types of jobs.

DOC, INT,
OBS, ISP

1= Employment specialists assist clients obtain different types of jobs less than 50% of the time.

2= Employment specialists assist clients obtain different types of jobs 50-59% of the time.

3= Employment specialists assist clients obtain different types of jobs 60-69% of the time.

4= Employment specialists assist clients obtain different types of jobs 70-84% of the time.

<p>9. <u>Diversity of employers</u>: Employment specialists assist clients in obtaining jobs with different employers.</p>	<p>DOC, INT, OBS, ISP</p>	<p>5= Employment specialists assist clients obtain different types of jobs 85-100% of the time.</p> <p>1= Employment specialists assist clients obtain jobs with the different employers less than 50% of the time.</p> <p>2= Employment specialists assist clients obtain jobs with the same employers 50-59% of the time.</p> <p>3= Employment specialists assist clients obtain jobs with different employers 60-69% of the time.</p> <p>4= Employment specialists assist clients obtain jobs with different employers 70-84% of the time.</p> <p>5= Employment specialists assist clients obtain jobs with different employers 85-100% of the time.</p>
<p>10. <u>Competitive jobs</u>: Employment specialists provide competitive job options that have permanent status rather than temporary or time-limited status, e.g., TE (transitional employment positions). Competitive jobs pay at least minimum wage, are jobs that anyone can apply for and are not set aside for people with disabilities. (Seasonal jobs and jobs from temporary agencies that other community members use are counted as competitive jobs.)</p>	<p>DOC, INT, OBS, ISP</p>	<p>1= Employment specialists provide options for permanent, competitive jobs less than 64% of the time, <u>OR</u> There are fewer than 10 current jobs.</p> <p>2= Employment specialists provide options for permanent, competitive jobs about 65- 74% of the time.</p> <p>3= Employment specialists provide options for permanent competitive jobs about 75-84%% of the time.</p> <p>4= Employment specialists provide options for permanent competitive jobs about 85-94% of the time.</p> <p>5= 95% or more competitive jobs held by clients are permanent.</p>

11. Individualized follow-along supports:

Clients receive different types of support for working a job 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.

DOC, INT,
OBS, ISP

- 1= Most clients do not receive supports after starting a job.
- 2= About half of the working clients receive a narrow range of supports provided primarily by the employment specialist.
- 3= Most working clients receive a narrow range of supports that are provided primarily by the employment specialist.
- 4= 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= 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 school or certified training programs. The site provides examples of different types of support including enhanced supports by treatment team members.

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

DOC, INT,
OBS, ISP

- 1= Employment specialist does not meet face-to-face with the client after the first month of starting a job.
- 2= 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= 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= 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 desired by clients.
- 5= 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 desired by clients. Clients are transitioned to step down job supports, from a mental health worker following steady employment clients. Clients are transitioned to step down job supports from a mental health worker following steady employment.

*Formerly called IPS Model Fidelity Scale

**See end of document for key

Employment specialist contacts clients within 3 days of hearing about the job loss.

13. Community-based services: Employment services such as 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.)

DOC, INT
OBS

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

14. Assertive engagement and outreach by integrated treatment team: 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. Once it is clear that the client no longer wants to work or continue SE services, the team stops outreach.

MIS, DOC,
INT, OBS

- 1= Evidence that 2 or less strategies for engagement and outreach are used.
- 2= Evidence that 3 strategies for engagement and outreach are used.
- 3= Evidence that 4 strategies for engagement and outreach are used.
- 4= Evidence that 5 strategies for engagement and outreach are used.
- 5= Evidence that all 6 strategies for engagement and outreach are used: i) Service termination is not based on missed appointments or fixed time limits. ii) Systematic documentation of outreach attempts. iii) Engagement and outreach attempts made by integrated team members. iv) Multiple home/community visits. v) Coordinated visits by employment specialist with integrated team member. vi) Connect with family, when applicable.

*Data sources:

MIS	Management Information System
DOC	Document review: clinical records, agency policy and procedures
INT	Interviews with clients, employment specialists, mental health staff, VR counselors, families, employers
OBS	Observation (e.g., team meeting, shadowing employment specialists)
ISP	Individualized Service Plan

2/14/96
6/20/01, Updated
1/7/08, Revised

Supported Employment Fidelity Scale Score Sheet

Staffing		
1.	Caseload size	Score:
2.	Employment services staff	Score:
3.	Vocational generalists	Score:
Organization		
1.	Integration of rehabilitation with mental health thru team assignment	Score:
2.	Integration of rehabilitation with mental health thru frequent team member contact	Score:
3.	Collaboration between employment specialists and Vocational Rehabilitation counselors	Score:
4.	Vocational unit	Score:
5.	Role of employment supervisor	Score:
6.	Zero exclusion criteria	Score:
7.	Agency focus on competitive employment	Score:
8.	Executive team support for SE	Score:
Services		
1.	Work incentives planning	Score:
2.	Disclosure	Score:
3.	Ongoing, work-based vocational assessment	Score:
4.	Rapid search for competitive job	Score:
5.	Individualized job search	Score:
6.	Job development—Frequent employer contact	Score:
7.	Job development—Quality of employer contact	Score:
8.	Diversity of job types	Score:
9.	Diversity of employers	Score:
10.	Competitive jobs	Score:
11.	Individualized follow-along supports	Score:
12.	Time-unlimited follow-along supports	Score:
13.	Community-based services	Score:
14.	Assertive engagement and outreach by integrated treatment team	Score:
Total:		

115 – 125 = Exemplary Fidelity

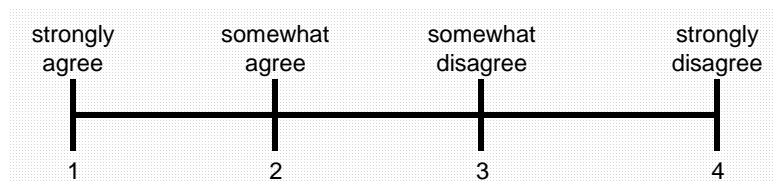
100 - 114 = Good Fidelity

74 – 99 = Fair Fidelity

73 and below = Not Supported Employment

Exhibit B
Indiana Job Satisfaction Scale

[Attached]

Section S: Job Satisfaction**Job Satisfaction Scale****General Satisfaction**

S.1 I feel good about this job.

S.1	1	2	3	4	-9
feel good					

S.2 This job is worthwhile.

S.2	1	2	3	4	-9
worthwhile					

S.3 The working conditions are good.

S.3	1	2	3	4	-9
working conditions					

S.4 I want to quit this job.

S.4	1	2	3	4	-9
want to quit					

S.5 This job is boring.

S.5	1	2	3	4	-9
boring					

Pay

S.6 I am happy with the amount this job pays.

S.6	1	2	3	4	-9
happy with amount					

S.7 The vacation time and other benefits on this job are okay.

S.7	1	2	3	4	-9
benefits okay					

S.8 I need more money than this job pays.

S.8	1	2	3	4	-9
need more money					

S.9 This job does not provide the medical coverage I need.

S.9	1	2	3	4	-9
medical coverage					

Thresholds DPA - IPS Study
Form Date 4/24/00

Job Satisfaction

Client Research ID# _____

Advancement and Security

S.10 I have a fairly good chance for promotion in this job.

S.10	1	2	3	4	-9
promotion					

S.11 This is a dead-end job.

S.11	1	2	3	4	-9
dead-end					

S.12 I feel that there is a good chance of my losing this job in the future.

S.12	1	2	3	4	-9
losing job in future					

Supervision

S.13 My supervisor is fair.

S.13	1	2	3	4	-9
fair					

S.14 My supervisor is hard to please.

S.14	1	2	3	4	-9
hard to please					

S.15 My supervisor praises me when I do my job well.

S.15	1	2	3	4	-9
praises me					

S.16 My supervisor is difficult to get along with.

S.16	1	2	3	4	-9
difficult to get along					

S.17 My supervisor recognizes my efforts.

S.17	1	2	3	4	-9
recognizes efforts					

Co-Workers

S.18 My co-workers are easy to get along with.

S.18	1	2	3	4	-9
easy to get along with					

S.19 My co-workers are lazy.

S.19	1	2	3	4	-9
lazy					

S.20 My co-workers are unpleasant.

S.20	1	2	3	4	-9
unpleasant					

S.21 My co-workers don't like me.

S.21	1	2	3	4	-9
don't like me					

S.22 My co-workers help me to like this job more.

S.22	1	2	3	4	-9
like job					

Thresholds DPA - IPS Study
Form Date 4/24/00

Job Satisfaction

Client Research ID# _____

S.23 I have a co-worker I can rely on.

S.23	1	2	3	4	-9
reliable					

S.24 I have a co-worker I consider a friend.

S.24	1	2	3	4	-9
friend					

How I Feel On This Job

S.25 I look forward to coming to work.

S.25	1	2	3	4	-9
look forward					

S.26 I often feel tense on the job.

S.26	1	2	3	4	-9
tense					

S.27 I don't know what's expected of me on this job.

S.27	1	2	3	4	-9
what's expected					

S.28 I feel physically worn out at the end of the day.

S.28	1	2	3	4	-9
worn out					

S.29 Working makes me feel like I'm needed.

S.29	1	2	3	4	-9
needed					

S.30 My job keeps me busy.

S.30	1	2	3	4	-9
busy					

S.31 I get to do a lot of different things on my job.

S.31	1	2	3	4	-9
different things					

S.32 I am satisfied with my schedule.

S.32	1	2	3	4	-9
satisfied with schedule					