

# IPS fidelity scale for primary care

Centre for Mental Health UK version, adapted by IPS Grow for IPS in primary and/or community health services.

<b>Reviewer</b>				
<b>Employment service and site</b>				
<b>Employment specialist</b>				
<b>Fidelity review dates</b>	<b>Fidelity review date</b>	<b>Date of previous review</b>	<b>Time elapsed since last review</b>	
<b>Total Scores</b>	<b>Fidelity review score this review</b>	<b>Fidelity level this review</b>	<b>Fidelity review score last review</b>	<b>Fidelity level last review</b>
<b>Summary</b>				

<b>Exemplary score</b>	<b>115 – 125</b>
<b>Good fidelity</b>	<b>100 – 114</b>
<b>Fair fidelity</b>	<b>74 – 99</b>
<b>Not IPS</b>	<b>73 and below</b>

**Data sources:**

**MIS** Management Information System

**DOC** Document review of employment service and clinical records, Health service policy and procedures

**INT** Interviews with participants/clients, employment specialists, treatment health staff, related programme staff, partner organisation staff, families, or employers

**OBS** Observations of team meetings and employment specialists

**IEP** Individual Employment Plan

References: [Supported Employment Fidelity Review \(ipsworks.org\)](https://ipsworks.org)

Please use this language adapted IPS-PC fidelity scale with the IPS-PC guidance document

# FIDELITY ITEM 1

## Caseload size

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

1 Point	Ratio of 41 or more service users per employment specialist
2 Points	Ratio of 31-40 service users per employment specialist
3 Points	Ratio of 26-30 service users per employment specialist
4 Points	Ratio of 21-25 service users per employment specialist
5 Points	Ratio of 20 or fewer service users per employment specialist

## FIDELITY ITEM 2

### Caseload size

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

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

# FIDELITY ITEM 3

## Vocational generalists

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

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

## FIDELITY ITEM 4

### Integration of supported employment with primary and/or community health service through team assignment

Employment specialists are part of up to 2 primary and/or community health services from which at least 90% of the employment specialist's caseload is comprised.

1 Point	Employment specialists are part of a vocational programme that functions separately from the primary and community health services
2 Points	Employment specialists are attached to three or more primary and/or community health services <u>OR</u> service users are served by individual health practitioners who are not organised into teams <u>OR</u> Employment specialists are attached to one or two teams from which less than >50% of the employment specialist's caseload is comprised.
3 Points	Employment specialists are attached to one or two primary and/or community health services, from which at least 50-74% of the employment specialist's caseload is comprised.
4 Points	Employment specialists are attached to one or two primary and/or community health services, from which at least 75 – 89% of the employment specialist's caseload is comprised
5 Points	Employment specialists are attached to one or two primary and/or community health services, from which at least 90 – 100% of the employment specialist's caseload is comprised.

## FIDELITY ITEM 5

### Integration of supported employment with primary and/or community health services through frequent team member contact

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

1 Point	One or none is present	<ul style="list-style-type: none"> <li>• Employment specialist attends weekly participant/client focused meetings with the treatment team.</li> </ul>
2 Points	Two are present	<ul style="list-style-type: none"> <li>• Employment specialist participates actively in the team meetings with shared decision-making.</li> </ul>
3 Points	Three are present	<ul style="list-style-type: none"> <li>• Employment service’s documentation (vocational assessment/profile, employment plan, progress notes) is integrated into the participant/client’s recovery/treatment plan.</li> </ul>
4 Points	Four are present	<ul style="list-style-type: none"> <li>• Employment specialist’s office is in close proximity to (or shared with) the treatment service team members.</li> </ul>
5 Points	Five are present	<ul style="list-style-type: none"> <li>• Employment specialist helps the team think about employment for people who haven’t yet been referred to supported employment services.</li> </ul>

## FIDELITY ITEM 6

### Collaboration between employment specialists and JCP and other Government/DWP programmes and their contractors

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

1 Point	Employment specialists and Government funded programme staff have participant/client related contacts (phone, e-mail, in person) less than quarterly to discuss shared participant/clients and referrals. OR employment specialists and related programme staff do not communicate
2 Points	Employment specialists and Government funded programme staff have participant/client related contacts (phone, e-mail, in person) at least quarterly to discuss shared participant/client and referrals
3 Points	Employment specialists and Government funded programme staff have participant/client-related contacts (phone, e-mail, in person) monthly to discuss shared participant/clients and referrals
4 Points	Employment specialists and Government funded programme staff have scheduled, face to-face meetings at least quarterly, OR have participant/client -related contacts (phone, e-mail, in person) weekly to discuss shared participant/client and referrals
5 Points	Employment specialists and Government funded programme staff have scheduled, face to-face meetings at least monthly and have participant/client -related contacts (phone, e-mail, in person) weekly to discuss shared participant/client and referrals



# FIDELITY ITEM 7

## Vocational unit

At least 2 full-time employment specialists and a team leader comprise the employment unit. They have weekly participant/client-based group supervision following the IPS supported employment model in which strategies are identified and job leads are shared. They provide coverage for each other's caseload when needed.

1 Point	Employment specialists are not part of a vocational unit
2 Points	Employment specialists have the same supervisor but do not meet as a group. They do not provide back-up services for each other's caseload
3 Points	Employment specialists have the same supervisor and discuss participant/clients between each other on a weekly basis. They provide back-up services for each other's caseloads as needed OR, if a IPS supported employment service is in a rural area where employment specialists are geographically separate with one employment specialist at each site, the employment specialists meet 2-3 times monthly with their supervisor by teleconference
4 Points	At least 2 employment specialists and a team leader form an employment unit with 2-3 regularly scheduled meetings per month for participant/client-based group supervision in which strategies are identified and job leads are shared, and participant/clients discussed between each other. They provide coverage for each other's caseloads when needed OR, if a IPS supported employment service is in a rural area where employment specialists are geographically separate with one employment specialist at each site, the employment specialists meet 2-3 times per month with their supervisor in person or by teleconference.
5 Points	At least 2 full-time employment specialists and a team leader form an employment unit with weekly participant/client-based group supervision based on the IPS supported employment model in which strategies are identified and job leads are shared. They provide coverage for each other's caseloads when needed

# FIDELITY ITEM 8

## Role of employment supervisor

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

1 Point	One or none is present	<ul style="list-style-type: none"> <li>One full-time equivalent (FTE) supervisor is responsible for no more than 10 employment specialists. The supervisor does not have other supervisory responsibilities. (IPS Supported employment leaders supervising fewer than ten employment specialists, may spend a percentage of time on other supervisory activities on a prorated basis. For example, an employment supervisor responsible for 4 employment specialists may be devoted to supported employment supervision half time).</li> </ul>
2 Points	Two are present	<ul style="list-style-type: none"> <li>Supervisor conducts weekly IPS supported employment supervision designed to review participant/client situations and identify new strategies and ideas to help participant/clients in their work lives.</li> </ul>
3 Points	Three are present	<ul style="list-style-type: none"> <li>Supervisor communicates with the primary and/or community health service to ensure that services are integrated, to problem solve programme issues (such as referral process, or transfer of follow- along to key interventions or health workers) and to be a champion for the value of work. Attends a meeting for each referring primary and/or community health service on a quarterly basis with minutes kept of actions and progress.</li> </ul>
4 Points	Four are present	<ul style="list-style-type: none"> <li>Supervisor accompanies employment specialists, who are new or having difficulty with job development, in the field monthly to improve skills by observing, modelling, and giving feedback on skills, e.g., meeting employers for job development.</li> </ul>
5 Points	Five are present	<ul style="list-style-type: none"> <li>Supervisor reviews current participant/client outcomes with employment specialists and sets goals to improve the IPS supported employment service performance at least quarterly</li> </ul>

# FIDELITY ITEM 9

## Zero exclusion criteria

All participants/clients interested in working have access to IPS supported employment services, regardless of job readiness factors, substance use, symptoms, history of violent behaviour, cognitive impairments, treatment non-adherence, and personal presentation. These apply during IPS 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. Participants/clients are not screened out formally or informally. See the Fidelity Review Manual for how to score this item when the employment specialist caseload is full and no places are currently available.

1 Point	There is a formal policy to exclude service users due to lack of job readiness (e.g. substance abuse, history of violence, low level of functioning, etc.) by employment staff, or other health team members.
2 Points	Most service users are unable to access IPS supported employment services due to perceived lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, etc.)
3 Points	Some service users are unable to access IPS supported employment services due to perceived lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, stress and anxiety, reported pain etc.).
4 Points	No evidence of exclusion, formal or informal. Referrals are not solicited by a wide variety of sources. Employment specialists offer to help with another job when one has ended, regardless of the reason that the job ended, or number of jobs held.
5 Points	All service users interested in working have access to IPS supported employment services. Health practitioners encourage service users to consider employment, and referrals for IPS 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.

## FIDELITY ITEM 10

### The primary and/or community health services focus on Competitive Employment

The primary and/or community health service promotes competitive work through multiple strategies. The initial assessment includes questions about interest in employment. The health service displays written postings (e.g. brochures, bulletin boards, posters) about employment and IPS supported employment services. The focus should be with the provider’s services for people with a health condition. The health service supports ways for clients to share work stories with other participant/clients and staff. The health service measures rate of competitive employment and shares this information with their leadership and staff.

1 Point	One or none is present	<p>The primary and/or community health services promote competitive work through multiple strategies:</p> <ul style="list-style-type: none"> <li>• The primary and/or community health services intake includes questions about interest in employment.</li> </ul>
2 Points	Two are present	<ul style="list-style-type: none"> <li>• Primary and/or community health services includes questions about interest in employment on all annual (or semi-annual assessment or treatment plan reviews.</li> </ul>
3 Points	Three are present	<ul style="list-style-type: none"> <li>• The primary and/or community health services displays written postings (e.g., brochures, bulletin boards, posters) about working and supported employment services, in lobby and other waiting areas.</li> </ul>
4 Points	Four are present	<ul style="list-style-type: none"> <li>• The primary and/or community health services supports ways for participant/clients to share work stories with other service users and staff (e.g., health service wide employment recognition events, health Service wide in-service training, peer support groups, newsletter or bulletin articles, invited speakers at service user treatment groups, etc.) at least twice a year.</li> </ul>
5 Points	Five are present	<ul style="list-style-type: none"> <li>• The primary and/or community health services measures rate of competitive employment on at least a quarterly basis and shares outcomes with Health Service leadership and staff.</li> </ul>

# FIDELITY ITEM 11

## Executive team support for the IPS Service

Primary and/or community health service executive team members (e.g . CEO, regional director, chief operating officer, quality assurance director, chief financial officer, clinical director, medical director, human resource director) assist with IPS supported employment implementation and sustainability. All five key components of executive team support must be present for a score of 5.

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

## FIDELITY ITEM 12

### Work incentives planning.

All participant/clients are offered assistance in obtaining comprehensive individualised work incentives planning before starting a new job and assistance accessing work incentives planning thereafter when making decisions about changes in work hours and pay. Work incentives planning includes the impact on all sources of income and fringe benefits (Personal independence payments, travel concession, DLA, Working Tax Credits, Universal Credit etc.) and all costs associated with commencing or changing employment. Participant/clients are provided information and assistance about reporting earnings to any other programme that needs to know the new income details (e.g. Housing, Council Tax, HMRC etc).

1 Point	Work incentives planning is not readily available or easily accessible to most participant/clients served by the IPS service.
2 Points	Employment specialist gives participant/clients contact information about where to access information about work incentives planning.
3 Points	Employment specialist discusses with each participant/client changes in benefits based on work status.
4 Points	Employment specialist or other health and social care practitioner offers participant/clients assistance in obtaining comprehensive, individualised work incentives planning by a person trained in work incentives planning prior to a participant/client starting a job.
5 Points	Employment specialist offers participant/clients assistance in obtaining comprehensive, individualised work incentives planning by a specially trained work incentives planner prior to starting a job. They also facilitate access to work incentives planning when participant/clients need to make decisions about changes in work hours and pay. Participant/clients are provided information and assistance about reporting earnings to DWP, housing programmes, etc., depending on the person's benefits.

# FIDELITY ITEM 13

## Sharing Personal Information

Employment specialists provide participant/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 health condition/disability.

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

# FIDELITY ITEM 14

## Ongoing, work-based vocational assessment

Initial vocational assessment occurs over 2-3 sessions and is updated with information from work experiences in competitive jobs. A vocational profile form that includes information about preferences, experiences, skills, current adjustment, strengths, personal contacts, etc., is upgraded with each new job experience. Aims at problem solving using environmental assessments and consideration of reasonable adjustments. Sources of information include the participant/client, treatment team, clinical records and with the client's permission, information from family members and previous employers.

1 Point	Vocational evaluation is conducted prior to job placement with emphasis on office-based assessments, standardised tests, intelligence tests, work samples.
2 Points	Vocational assessment may occur through a stepwise approach that includes pre-vocational work experiences (e.g., work units in a day programme), volunteer jobs, or set aside jobs (e.g. sheltered workshop jobs, affirmative businesses, enclaves).
3 Points	Employment specialists assist participant/clients in finding competitive jobs directly without systematically reviewing interests, experiences, strengths etc. and do not routinely analyse job loss (or job problems) for lessons learned.
4 Points	Initial vocational assessment occurs over 2-3 sessions in which interests and strengths are explored. Employment specialists help participant/clients learn from each job experience and work with the treatment team to analyse job loss, job problems and job successes. They do not document these lessons learned in the vocational profile, OR the vocational profile is not updated on a regular basis.
5 Points	Initial vocational assessment occurs over 2-3 sessions and information is documented on a vocational profile form that includes preferences, experiences, skills, current adjustment, strengths, personal contacts, etc. The vocational profile form is used to identify job types and work environments. It is updated with each new job experience. Aims at problem solving using environmental assessments and consideration of reasonable accommodations. Sources of information include the participant/client, treatment team, clinical records, and with the participant/client's permission, from family members and previous employers. Employment specialists help participant/client learn from each job experience and work with the treatment team to analyse job loss, job problems and job successes.



## **FIDELITY ITEM 15**

### **Rapid job search for competitive job**

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

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

# FIDELITY ITEM 16

## Individualised job search

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

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

# FIDELITY ITEM 17

## Job development - frequent employer contact

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

1 Point	Employment specialist makes less than 2 face-to-face employer contacts that are participant/client specific per week.
2 Points	Employment specialist makes 2 face-to-face employer contacts per week that are participant/client- specific; OR does not have a process for tracking.
3 Points	Employment specialist makes 4 face-to-face employer contacts per week that are participant/client specific and uses a tracking form that is reviewed by the IPS supported employment supervisor on a monthly basis.
4 Points	Employment specialist makes 5 face-to-face employer contacts per week that are participant/client specific and uses a tracking form that is reviewed by the supported employment supervisor on a weekly basis.
5 Points	Employment specialist makes 6 or more face-to-face employer contacts per week that are service user specific, or 2 employer contacts times the number of people looking for work when there are less than 3 people looking for work on their caseload (e.g., new programme). In addition, employment specialist keeps records that can be reviewed by a supervisor on a weekly basis.

# FIDELITY ITEM 18

## Job development - quality of employer contact

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

1 Point	Employment specialist meets employer when helping participant/client to turn in job applications, OR employment specialist rarely makes employer contacts.
2 Points	Employment specialists contacts employer to ask about job openings and then shares these “leads” with participant/clients.
3 Points	Employment specialist follows up on advertised job openings by introducing self, describing programme, and asking employer to interview participant/clients.
4 Points	Employment specialist meets with employers in person whether or not there is a job opening, advocates for participant/clients by describing strengths and asks employers to interview participant/clients.
5 Points	Employment specialist builds relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the IPS supported employment programme offers to the employer, describe participant/client strengths that are a good match for the employer.

# FIDELITY ITEM 19

## Diversity of job types

Employment specialists assist participant/clients in obtaining different types of jobs. Determine the types of jobs IPS participant/clients currently hold. Divide the diverse types of jobs by the total number of jobs. Remember, no more than two of the same type of job is counted in the number of diverse jobs. For further details, refer to the Fidelity Manual.

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

# FIDELITY ITEM 20

## Diversity of employers

Employment specialists assist participant/clients in obtaining jobs with different employers. Determine the number of total employers and the number of diverse employers, where IPS participant/clients work (the same employer is counted no more than twice). Divide the number of diverse employers by the total number of employers. Refer to the Fidelity Manual for more detail.

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

# FIDELITY ITEM 21

## Competitive jobs

Employment specialists provide competitive job options that could vary from seasonal work, time limited contract work, apprenticeships through to permanent status. Competitive jobs pay at least minimum wage, are jobs that anyone can apply for and are not set aside for people with health conditions/disabilities.

1 Point	Employment specialists provide options for permanent, competitive jobs less than 64% of the time, OR there are fewer than 10 current jobs.
2 Points	Employment specialists provide options for permanent, competitive jobs about 65-74% of the time.
3 Points	Employment specialists provide options for permanent competitive jobs about 75-84% of the time.
4 Points	Employment specialists provide options for permanent competitive jobs about 85-94% of the time.
5 Points	95% or more competitive jobs held by service users are permanent.



# FIDELITY ITEM 22

## Individualised follow-along support

Participant/clients receive different types of in-work support that are based on the job, participant/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 adjustment at participant/client's request. Employment specialist offers help with career development, i.e. assistance with education, a more desirable job, or more preferred job duties.

1 Point	Most participant/clients do not receive supports after starting a job.
2 Points	About half of the working participant/clients receive a narrow range of supports provided primarily by the employment specialist.
3 Points	Most working participant/clients receive a narrow range of supports that are provided primarily by the employment specialist.
4 Points	Participant/clients receive different types of support for working a job that are based on the job, their preferences, work history, needs, etc. Employment specialists provide employer supports at the participant/clients request.
5 Points	Participant/client receive different types of support for working a job that are based on the job, their preferences, work history, needs, etc. Employment specialist also provides employer support (e.g., educational information, job accommodations) at participant/client request. The employment specialist helps people move onto more preferable jobs and also helps people with education or certified training programmes. The site provides examples of different types of support including enhanced supports by treatment team members or other relevant services.

# FIDELITY ITEM 23

## Time-unlimited follow-along supports

Employment specialists have face-to-face contact within 1 week before starting a job, within 3 days after starting a job, weekly for the first month, and at least monthly for a year or more, on average, after working steadily and as desired by participant/clients. Participant/clients are transitioned to step down job supports from Access to Work arrangements or others in the primary and or community health service following steady employment. Employment specialists contact participant/clients within 3 days of learning about the job loss.

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

# FIDELITY ITEM 24

## Community-based services

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

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

# FIDELITY ITEM 25

## Assertive engagement and outreach by integrated treatment team

Service termination is not based on missed appointments or fixed time limits. There is systematic documentation of outreach attempts. Engagement and outreach attempts are made by integrated team members. Multiple home/community visits. Coordinated visits by employment specialist with integrated team member. Connect with family, when applicable. Once it is clear that the participant/client no longer wants to work or continue IPS supported employment services, the team stops outreach.

1 Point	Evidence that 2 or less strategies for engagement and outreach are used.	<ul style="list-style-type: none"> <li>• Service termination is not based on missed appointments or fixed time limits.</li> <li>• Systematic documentation of outreach attempts.</li> <li>• Engagement and outreach attempts made by integrated team members.</li> <li>• Multiple home/community visits.</li> <li>• Coordinated visits by employment specialist with integrated team members.</li> <li>• Connect with family, when applicable.</li> </ul>
2 Points	Evidence that 3 strategies for engagement and outreach are used.	
3 Points	Evidence that 4 strategies for engagement and outreach is used.	
4 Points	Evidence that all 5 strategies for engagement and outreach is used.	
5 Points	Evidence that all 6 strategies for engagement and outreach are used.	

## SCORE SUMMARY

Element	Last fidelity review	This fidelity review	Change in score
<b>Staffing</b>			
1	Number on caseload		
2	Employment services staff		
3	Vocational generalists		
<b>Organisation</b>			
4	Integration with treatment team through team assignment		
5	Integration with treatment team through frequent contact		
6	Collaboration between employment specialists and JC+/WP		
7	Vocational unit		
8	Role of employment supervisor		
9	Zero exclusion criteria		
10	Health Trust focus on competitive employment		
11	Executive team support		
<b>Services</b>			
12	Work incentives planning		

13	Disclosure			
14	Ongoing, work-based vocational assessment			
15	Rapid search for competitive job			
16	Individualised job search			
17	Job development – frequent employer contact			
18	Job development – quality of employer contacts			
19	Diversity of job types			
20	Diversity of employers			
21	Competitive jobs			
22	Individualised follow-along supports			
23	Time-unlimited follow-along supports			
24	Community-based services			
25	Assertive engagement and outreach by integrated team			
Total score				
Maximum IPS score				

### IPS Fidelity Scale for Primary Care

This Fidelity Scale is the Centre for Mental Health UK version, adapted by IPS Grow for IPS in primary and/or community health services (March 2024)

[ipsgrow.org.uk](https://ipsgrow.org.uk)