**Service name:**

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| --- | --- | --- | --- | --- | --- |
| **KPI definition** | **2020/21** **target** | **2020/21** **actual** | **2021/22 target** | **2021/22 actual** | **Notes** |
| **Number of service users referred to IPS service**  (referred for support, whether they accessed the service or not) |  |  |  |  |  |
| **Number of service users who have accessed IPS**  (referred and received some support from an ES) |  |  |  |  |  |
| **Number of job outcomes**  (Total number of outcomes, including multiple jobs for the same person) |  |  |  |  |  |
| **Number of people moved into work**  (How many people have been supported to start a job) |  |  |  |  |  |
| **Number of 13-week sustainments** |  |  |  |  |  |
| **Number of 26-week sustainments** |  |  |  |  |  |

**Fidelity items to calculate**

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| **Fidelity item** | **How to calculate** | **Calculation** |
| **Integration with MH treatment team through team assignment** | For ES being reviewed, use their caseload list to calculate the percentage of referrals they have received from each MH team they are assigned to.  E.g. 30% of referrals are from North CMHT, 55% of referrals from West CMHT & 15% from South CMHT |  |
| **Frequency of employer contact** | Calculate the number of employer contacts made by each ES in an 8-week period. Divide the number of contacts by the number of weeks.  E.g. ES 1 made 42 contacts in 8 weeks, ES 2 made 24 contacts in 8 weeks. Total of 66 contacts made in 16 weeks = 4.1, round down to 4 contacts per week.   * Check IPS fidelity manual to determine types of employer contacts to be included in the calculation of this item |  |
| **Rapid job search** | For each client, calculate the number of days between their VP start and first face-to-face employer contact (either by the ES, client, or both together). Use this list of numbers to calculate the median number of days.  E.g. 2 6 7 8 21 22 33 39 44 50 55 57 94  Median is 33 days |  |
| **Diversity of job types** | Make a list of job titles for those currently employed. If a title appears twice, the score is not affected but if it appears three or more times, the score is affected. Calculate the percentage of diverse jobs.  E.g. Swimming instructor, Teaching assistant, Cashier, Dishwasher, Dishwasher, Accountant, Dog walker, Stocker, Stocker, ~~Stocker~~. There are 9 diverse job types and 10 jobs so 9 divided by 10 = 0.9 and therefore 90% of job types are diverse. |  |
| **Diversity of employers** | As above, however using a list of employers rather than job types. |  |
| **Competitive jobs** | Use the list of clients employed from each ES’s caseload to determine the percentage of competitive jobs.  E.g. 10 clients are employed. Nine have competitive jobs and one has a temporary volunteer position. 9 competitive jobs divided by 10 total jobs = 0.9 therefore 90% |  |
| **Community based services** | Using 4 weeks of diaries for each ES being reviewed, calculate the percentage of their time which is spent in community (number of hours spent in community divided by total number of hours worked per week x 100 = community percentage per week). Use these figures to create a mean/average amount of time spent in community across the ES’s.   * Use the IPS fidelity manual to determine what is included as a community venue |  |