

**Fictional Mental Health Agency**  
**IPS Supported Employment Fidelity Action Plan**  
12/5/19

Fidelity Item	Goal	Method to Achieve	Date	Person(s) Responsible
Integration of rehabilitation with mental health thru frequent team member contact	1. Employment specialists will participate in the entire treatment team meeting to help the team think about work for others, and to learn about people who may be referred to IPS in the future.	IPS Supervisor to ask employment specialists to participate in entire meeting. IPS Supervisor to rotate her attendance at mental health treatment team meetings to observe the process.	12/15/19  3/15/20	<u>Mary Johnson</u> , IPS Supervisor
	2. Client mental health treatment records will include an employment section in which all IPS supported employment documents are filed.	Records department to establish one section of the chart for IPS documentation. IPS Supervisor to share a copy of all forms with Medical Records Director.	5/1/20  1/4/20	<u>Julia Vasquez</u> , Med Records Director; <u>Mary Johnson</u> , IPS Supervisor
	3. There is one empty office available in the main building for the agency. Employment specialists' desk will be moved to this office so that they will be closer to the mental health treatment teams.	Maintenance department help with the move.	1/4/20	<u>Alton Worthy</u> , Facilities Director

<p>Collaboration between employment specialists and Vocational Rehabilitation counselors</p>	<p>Vocational Rehabilitation counselors and employment specialists will meet at least once a month to talk about clients during an IPS unit meeting.</p>	<p>IPS Supervisor and Vocational Rehabilitation Supervisor to establish the meeting schedule and to jointly run the meetings.</p>	<p>1/4/20</p>	<p><u>Mary Johnson</u>, IPS Supervisor; <u>Randy Reichert</u>, Vocational Rehabilitation Supervisor</p>
<p>Agency focus on competitive employment</p>	<p>Annual treatment plans will include 2-3 questions about interest in work.</p> <p>Posters about IPS supported employment will be visible in waiting areas in the main building.</p> <p>At least 2 client back-to-work stories will be featured in the agency newsletter this year.</p>	<p>The Clinical Director and IPS team will work together to develop a few questions to add to the treatment plans. The forms committee will review the proposed changes.</p> <p>The IPS supervisor will contact Dartmouth PRC to ask for client posters about IPS. Management Team will review the posters before they are placed in waiting areas.</p> <p>The IPS team will ask clients if they would be willing to share their stories and will help clients write the stories, as needed.</p>	<p>5/1/20</p> <p>1/4/20</p> <p>2/15/20</p>	<p><u>John Smith</u>, Clinical Director; <u>Mary Johnson</u>, IPS Supervisor</p> <p><u>Mary Johnson</u>, IPS Supervisor; <u>Hilda Ortiz</u>, Executive Director</p> <p><u>Mary Johnson</u>, IPS Supervisor; <u>John Smith</u>, Clinical Director</p>

<p>Agency focus on competitive employment (continued)</p>	<p>A person who has returned to work will visit the day treatment program quarterly to talk about working.</p> <p>The agency will track the number of working clients who have serious mental illness on a quarterly basis. Management Team will set goals for increased employment and will share this information with all employees at the agency.</p>	<p>The Clinical Director will work with “Bridges” (peer-operated services) to see if they can help develop a small speaker’s bureau on this topic. The agency will pay a stipend (\$25) to speakers.</p> <p>Once each quarter, case managers will receive a caseload list and will indicate which clients are working. The Information Services (IS) department will compile the data for review by Management Team.</p>	<p>7/1/20</p> <p>9/1/20</p>	<p><u>John Smith</u>, Clinical Director; <u>Alan Freed</u>, Director of Bridges</p> <p><u>Barb Lasso</u>, IS Director; All MH supervisors; <u>Hilda Ortiz</u>, Executive Director</p>
<p>Executive team support for IPS</p>	<p>Management Team will allocate part of their monthly meeting to the IPS Supervisor at least twice each year.</p> <p>An IPS Advisory Committee will meet quarterly to discuss program outcomes, to help the IPS team with barriers, and to monitor the fidelity action plan.</p>	<p>IPS Supervisor to attend January and July meetings to discuss program barriers and facilitators.</p> <p>The IPS Supervisor and Clinical Director will schedule and facilitate Advisory Committee meetings. Participants may include: Hilda Ortiz, two family members, Chamber of Commerce member, Vocational Rehabilitation Supervisor, Alan Freed from Bridges, clients from IPS program and one mental health supervisor.</p>	<p>7/15/20</p> <p>5/1/20</p>	<p><u>Mary Johnson</u>, IPS Supervisor; Management Team</p> <p><u>Mary Johnson</u>, IPS Supervisor; <u>John Smith</u>, Clinical Director</p>

Work incentives planning	All IPS clients will receive help accessing benefits planning through local benefits planners.	Vocational Rehabilitation will pay for open clients to receive benefits planning. For others, employment specialists will accompany them to the Social Security office.	3/1/20	<u>Randy Reichert</u> , Vocational Rehabilitation Supervisor; <u>Mary Johnson</u> , IPS Supervisor
Job development-frequent employer contact	The employment specialists will increase face-to-face employer contacts to at least 6 each week. Supervisor will attempt to make at least 1 employer contact/week for her (smaller) caseload.	IPS Supervisor to discuss new goal with the IPS team and to brainstorm different strategies for making employer contacts.	1/4/20	<u>Mary Johnson</u> , IPS Supervisor; <u>IPS Team</u>
(Role of employment supervisor)	The IPS Supervisor will sign off on tracking forms on a weekly basis. The supervisor will also meet with employment specialists who are having trouble meeting this goal (or who are not achieving job placements).	IPS Supervisor to request tracking forms on Mondays. IPS team (and supervisor) to begin using form suggested by fidelity reviewers. Copies of forms to go to VR monthly.	2/7/20	<u>Mary Johnson</u> , IPS Supervisor
	The IPS Supervisor will provide field mentoring to each employment specialist on the team (every other month for each specialist).	IPS Supervisor to schedule field mentoring (for employer contacts) with employment specialists.	2/15/20	<u>Mary Johnson</u> , IPS Supervisor

Assertive engagement and outreach by integrated treatment team	When clients begin missing appointments (or do not engage after referral) employment specialists will try several strategies to re-engage the person, including contacting the case manager to ask to attend the next case management appointment. Employment specialists will document outreach attempts in the clinical chart (progress notes).	IPS Supervisor to talk about efforts to engage clients during supervision. If a particular strategy is not successful, IPS Supervisor will help the employment specialist think of another strategy to try.	2/28/20	<u>Mary Johnson</u> , IPS Supervisor; IPS Team

