



Employment Center

The IPS Employment Center
At The Rockville Institute
Rivermill Commercial Center
85 Mechanic Street, Suite C3-1
Mailbox 4A
Lebanon, New Hampshire 03766
P: (603) 276-3215

Date

IPS Supervisor X Center
Street
Town, City, Zip

Dear _____,

Thank you for your help with the fidelity visit. This letter is to help you prepare a schedule for the visit. It also includes a list of documents that we need to review while we are at your agency. We look forward to seeing you on _____. The three reviewers who will visit are _____, _____, and myself.

During the visit, we will need to review the documents listed below. Please tell us if you do not have any of the documents because it is possible that you have the information in another form that we can use.

- A list of businesses where clients are currently working, including job titles, job start dates, and names of businesses. If fewer than 10 people are employed, please include a list of job starts for the past six months. Please include all types of positions including internships, volunteer jobs, etc.
- Copies of job development logs for the past two months for each IPS specialist.
- The IPS fidelity action plan or program implementation plan, if you have one.
- Field mentoring logs for employer relationship building for each IPS specialist for _____.
- Your agency's most recent quality assurance report, or section of the report pertaining to IPS.
- Minutes from the IPS steering committee or leadership committee.
- Records for 14 IPS clients. We would like to read four records for working people, four records for people who are job searching and six records for people who are engaged in school or training programs.
- A list of education and training programs that clients have attended during the past six months.

There are specific activities that we need to complete during our visit so that we can score the fidelity scale. Please send a draft agenda to us at least two weeks before the visit. A sample agenda is on the next page. For some activities, the fidelity review may split up, to observe two activities scheduled at the same time.

DAY ONE

Activity	Time	Reviewers
Orientation to the agency. (Often provided by the IPS supervisor but may include others.)	8:30 AM	Kate, Jon, and Selina
Observation of an IPS Unit Meeting	9:00 AM	Kate, Jon, and Selina
Observation of the mental health treatment team (multi-disciplinary team) meeting	10:00	Kate, Jon, and Selina
Interview with the agency executive director, quality assurance director and clinical director.	11:15	Kate, Jon, and Selina
Meeting with a psychiatrist or medication prescriber.	11:45	Kate & Jon. Selina will meet with a mental health practitioner (see below)
Individual interviews with three practitioners from the mental health treatment team and the supervisor of that team.	11:30	Kate & Jon
Lunch break	12:15	
Interviews with two IPS specialists	12:45	Reviewers will split up and interview practitioners concurrently
Interview 5-7 clients in a group.	1:45	Kate, Jon, and Selina
Interview a state VR counselor who works with your program.	2:45	Selina and Jon
Interview a benefits planner who works with your program.	2:45	Kate
Interview the IPS supervisor	3:15	Kate, Jon and Selina
Adjourn for the day.	4:15	All

DAY TWO

Activity	Time	Reviewers
Client record reviews	8:30 AM	Kate, Jon and Selina
Observation of IPS specialists meeting with employers for job development (not to talk about a person who is working)	10:30 AM	Kate, Jon and Selina will each go with one specialist
Interview with family members—may be by phone.	11:30	Jon. Other reviewers will finish reviewing records.
Data review (employer contact logs, supported education logs if available, list of working people, etc.) and client record reviews (continued)	1:30	All reviewers

If the people who provide education/training supports are not IPS specialists, we will need to add 45 minutes to speak with three of those practitioners. We will interview them separately—each reviewer will interview one practitioner.

If the practitioners have worked with a counselor at an Office of Accessibility (community college or college) we would also like to speak with that person for 15 minutes. A phone call is fine if that is easiest for the counselor.

If IPS specialists are assigned to more than one mental health treatment team, please contact me so that we can plan to attend more than one mental health treatment team meeting.

If family members are unavailable during the day, we are happy to call them during the evening. Or if it is difficult for them to travel to your agency, we can go to them or call them.

Thanks for your help with the fidelity visit. We realize that it is a lot of work, but we want to be as accurate as possible. Please feel free to call if you have any questions about this letter.

Sincerely,