

Dear

Thank you for speaking with me about the fidelity review for our employment program and for your willingness to meet with the fidelity reviewers. We know that work is medicine and recovery is possible for all.

(our agency's IPS employment and education program), values the expertise of families in identifying whether programs provide individualized services based on each person's strengths, interests, skills and challenges.

The Role of Family Members in Fidelity Reviews

A family (**family is defined by the consumer and may include non-biological family members**) interview may be done in a manner that is most convenient and comfortable to the family member(s) being interviewed. All information provided by family members is used in a manner that respects confidentiality and reviewers will use the information provided in a generalized manner. Family interviews are generally 20-30 minutes in length (depending upon the number of persons involved). Examples of types of questions that may be asked are:

- Do you think that your family member was encouraged to work when s/he expressed interest in a job?
- Have you had an opportunity to be involved in the employment planning process? In what ways?
- In your opinion, is the job that your family member is looking for or working at a good fit for them?
- If your family member is involved in education or job training, is the program a good match for your family member's academic aptitudes? Interests?
- Do you have recommendations to improve the program?
- If your family member is employed, what supports has the program provided to help him or her succeed at work?

About IPS Fidelity

IPS is a type of employment program founded upon rigorous research that shows us what is likely to assist a family member who experiences mental health and/or substance use challenges. The research is used to create an Evidence-Based Practice (EBP) with fidelity items that measure how close a program is to the research-based model. Programs are reviewed with the intent of learning their strengths and challenges in order, in part, for state leaders to provide meaningful training and technical assistance.

During a fidelity review, two people will interview stakeholders including family members receiving IPS services, agency IPS staff, agency leadership, families, and behavioral health practitioners. Each form of expertise assists reviewers to develop a deeper understanding of how the program works within an agency or community. Families and family members receiving services are most familiar with a person's history, interests, and limitations. IPS staff needs this type of expertise to help a job seeker identify a job, a work environment, and supports that are helpful to that individual and therefore more likely to result in meaningful employment.

Your Participation in Our Fidelity Review

The time and date that you are scheduled to speak with fidelity reviewers is

If it is more comfortable for you to be interviewed over the phone rather than at our agency, please let me know.

Thank you for participating in the IPS Fidelity Review. Your voice and experience enhance services in our community!

Sincerely,

Phone Number: