

	<b>Quantifiable Data Collected During EBSE Fidelity Reviews</b>	<b>Fidelity Goal for Perfect Score</b>
<b>1</b>	# of clients served by an employment specialist (job developer)	20 or fewer clients/employment specialist
<b>2</b>	% of time employment specialists spend providing consumers employment services	96% or more time
<b>3</b>	# of mental health treatment teams	Clinicians are assigned to specific mental health treatment teams
<b>4</b>	% of clients an employment specialist has from each mental health treatment team	90% of employment specialist's caseload is from 1-2 mental health treatment team(s)
<b>5</b>	# of times mental health treatment teams meet	Meetings happen weekly
<b>6</b>	# of times employment specialists participate in mental health treatment teams	every time
<b>7</b>	Frequency of scheduled face-to-face contacts an employment specialist has with MRS	monthly
<b>8</b>	Frequency of unscheduled contacts an employment specialist has with MRS	weekly
<b>9</b>	Number of employment specialists supervised by one vocational supervisor	10 or less
<b>10</b>	Frequency of outcomes-based group supervision of employment specialists	weekly
<b>11</b>	Frequency of employment supervisor attending each mental health treatment team meeting	quarterly
<b>12</b>	Frequency employment supervisor provides field supervision to each employment specialist	monthly
<b>13</b>	Frequency employment supervisor provides individual outcomes-based supervision to employment specialists	monthly
<b>14</b>	Frequency employment supervisor reviews client outcomes with employment specialists	quarterly
<b>15</b>	Frequency employment supervisor reviews and sets program improvement goals	quarterly
<b>16</b>	# of times the agency supports ways for clients to formerly share work stories with other clients and staff	At least 2 times/year
<b>17</b>	Frequency the agency QA process utilizes fidelity reviews for SE program review	Every 6 months until high fidelity is achieved; then annually
<b>18</b>	Frequency of SE steering committee meetings	quarterly for low fidelity programs; every 6 months for high fidelity programs
<b>19</b>	# of executive team members that actively participate in steering committee meetings	At least 1

<b>20</b>	Frequency CEO communicates to all staff SE specific goals and how this supports the agency mission	Annually; more frequently in the first 6 months of program implementation
<b>21</b>	% of adults with mental illness served by the agency who have been offered benefits planning services	100% of clients with mental illness
<b>22</b>	Frequency each adult with mental illness is offered comprehensive benefits planning services	each time a client experiences a change in circumstances that may affect their benefits
<b>23</b>	% of adults with mental illness who have obtained comprehensive benefits planning services	All that wanted such services
<b>24</b>	# of times employment specialists discuss disclosure with a client	more than 1 time
<b>25</b>	# of days from referral date to client acceptance into program and vocational profile completion	30 days or less
<b>26</b>	# of sessions used to develop vocational profile	2-3 sessions
<b>27</b>	# of times the vocational profile is updated	after each new employment experience a client has
<b>28</b>	# of sources used to gather information for vocational profile	multiple sources
<b>29</b>	# of days from client entrance into the program to first face-to-face employer contact	30 days or less
<b>30</b>	% of employer contacts by employment specialists based on client job choice, preferences, strengths, etc instead of job market	90-100% of employer contacts
<b>31</b>	# of client specific employer contacts made by employment specialist	6 or more per week
<b>32</b>	% of diverse job types employment specialists help clients obtain	85-100% unduplicated job types
<b>33</b>	% of diverse employers with which employment specialists help clients obtain jobs	85-100%
<b>34</b>	% of adults with mental illness served by the agency who are enrolled in supported employment	All that want to work
<b>35</b>	% of adults with mental illness in the agency's supported employment program that are working permanent competitive jobs	95% or more clients work competitively
<b>36</b>	% of adults with mental illness in the agency's supported employment program that work in non-competitive employment	5% or less
<b>37</b>	# of days before a client starts a job the employment specialist makes contact with the client	7 days or less
<b>38</b>	# of days after a client starts a job the employment specialists makes contact with the client	3 days or less
<b>39</b>	# of days after a client loses a job the employment specialist makes contact with the client	3 days or less

<b>40</b>	Frequency of employment specialist contact with a new client	weekly for the first month (minimum)
<b>41</b>	Frequency of employment specialist contact with a client for the first year	monthly (minimum)
<b>42</b>	# of months until client is successfully transitioned to step-down services with a mental health worker	after client has achieved steady working status
<b>43</b>	% of time employment specialists spend providing employment services in the community	65% or more
<b>44</b>	# of strategies used for engagement and outreach with clients who miss appointments	All 6 outreach strategies are used (see fidelity scale item #14)

\*Data indicators are based on the 2008 Evidence Based Supported Employment Fidelity Scale.

Summarized by Felicia Wagner, October 18, 2010