

SAMPLE QUESTIONS TO ASK DURING IPS-Y FIDELTY REVIEW VISITS

Sample questions for IPS specialists

(Questions related to education are highlighted in blue. If the IPS specialist does not provide education/training support, scan for blue highlights when you are interviewing practitioners who *do* provide school supports.)

IPS-Y Fidelity Item	Questions
1. Caseload size	<p>How many people are on your caseload? Are there some people on your caseload who are inactive in IPS services? How do you define inactive? Are those people included in the total number on your caseload? How do you decide when someone’s IPS case should be closed?</p>
2. Exclusive focus on employment	<p>Are you responsible for any duties at the agency other than employment and education? Do you help with groups, day treatment services, or transportation for medical appointments? How often? Did you perform any of those activities last week? Is there anyone on your caseload who does not have a case manager/service coordinator? What happens when this person needs case management services?</p>
3A. IPS generalists 3B. IPS generalists (for education goals)	<p>When a new person is referred to you, who meets with that person first? For each person on your caseload, who completes the career profile? Job search activities? Job supports? On-the job training, when needed? Career exploration? High school supports? Help selecting education/training programs? Education/training support services? Do you ever refer people to other vocational programs? Which ones? How many people on your caseload receive services from another employment program? How would you decide to make a referral to another program? Are clients from your IPS program ever referred to other programs for education supports? Can you share some examples with me? How many of your clients are currently working with another program to receive education supports?</p>
4. Integration of IPS with mental health treatment thru team assignment	<p>(Ask IPS specialist to look at his caseload list.) Who makes referrals to your caseload? Are all of those practitioners on one team? How many people on your caseload see practitioners from that team? And how many people on your caseloads see practitioners from another team? Whose left on your caseload—who referred that person?...</p>

5. Integration of IPS with mental health treatment thru frequent team member contact	Which treatment teams do you attend? How often? Are the meetings helpful to you—can you share an example of how the meetings helped you with a client situation? What is your role in the meeting? Do you stay for the entire meeting? Can you remember suggesting work for someone who was not in IPS services—please tell me about that. Where is your office?
6. Collaboration between IPS specialists and vocational rehabilitation (VR) counselors	How do you communicate with VR counselors? How many VR counselors work with you? And how often do you see them in person? Under what circumstances?
7. IPS unit	Was the IPS meeting I observed today similar or different than usual? How often do you meet? Can you give an example of when you helped out one of your coworkers? If you go on vacation for a week, who would help the people on your caseload?
8. Role of the IPS supervisor	When was the last time that your supervisor worked side-by-side with you to contact employers or meet with a client? Please tell me about that situation. What goals have you and your supervisor been working on together? And does your IPS team have goals for better outcomes? If so, what is the goal?
9. Zero exclusion criteria	Please describe a young adult who would be a good person to refer to the IPS program? What about people who have substance use problems—when should they be referred? Are you able to serve people if the VR counselor cannot open their case? Have you ever advised someone to take a break from their career goals?
10A. Agency focus on competitive employment 10B. Agency focus on education	Can you think of any examples of young adults sharing their back-to-work stories with other young adults? With staff? When was the last time? Please share example of when young adults have shared their education/training stories with other young adults. And with staff? When did you last see a report on IPS program outcomes? Who shared the report with you? What goals are you working on with your supervisor?
11. Executive team support for IPS services	Can you remember a time when your executive director/CEO spoke/emailed about IPS or employment or career advancement through education or vocational training with practitioners at your agency? Please tell me about that. When?
12. Benefits counseling/work incentives counseling	How do your clients learn how their entitlements are affected by working a job? (If it is the IPS specialist—What training have you had? How are you updated about changes in benefit rules? Are you able to help people think about housing benefits, SNAP (food aid), dependent benefits, and Social Security Administration benefits? What documentation will I find about benefits planning in client records? Do clients receive any written information about how their benefits will be affected by earned income?

	<p>Have you ever helped someone apply for disability benefits? Have you helped students learn about the Student Earned Income Exclusion? Social Security Administration's PASS Plans or ABLE accounts to save for school?</p>
<p>13A. Disclosure (employment) 13B. Disclosure (education)</p>	<p>Should clients disclose a disability to potential employers? Why or why not? Should clients disclose a disability at school/training programs? Why or why not?</p> <p>Please pretend that I am your new client. Explain to me what disclosure is about---take me through a discussion about disclosure for employment. What would be different about discussing disclosure for education?</p> <p>Do you ever discuss disclosure on more than one occasion? Please tell me about when you have done that for a specific client.</p> <p>When a person needs an accommodation in post-secondary education, is she required to share information about the type of disability she has with her instructors/professors?</p>
<p>14A. Experience-based vocational assessment. 14B. Experience-based educational assessment</p>	<p>How do you learn about a person's work skills, experiences, and interests?</p> <p>How do you learn about a person's education history? Education goals? Academic abilities? Strengths and barriers to education?</p> <p>Who provides information for the career profile?</p>
<p>16A. Individualized job search.</p>	<p>Earlier today I was reading Bill's record and I noticed that when you completed the career profile he said that he wanted to work in fashion but now he is working in a restaurant. Why didn't he pursue a job in fashion?</p> <p>Please tell me a story about a person who needed a very specific job and how you helped that person (whether or not the person ultimately got the job she wanted).</p> <p>Tell me about a job seeker on your caseload. What type of job do you think would be a good match and why.</p> <p>How do you choose which businesses to visit each week?</p> <p>Have you ever worked with someone who changed his goals frequently? Tell me about that—what did you do?</p>
<p>16B. Community-based career exploration</p>	<p>How have you helped young adults learn about different jobs and careers?</p> <p>Please tell me about the last person you helped with career exploration—what did the two of you do together?</p> <p>Looking at your caseload list, which people needed help with career exploration?</p> <p>Have you ever suggested career exploration for someone who already knew what she wanted to do? Please tell me about that.</p> <p>Have you ever helped someone apply for education or training without doing some career exploration first? Why was that?</p> <p>Have you ever suggested short-term work experiences to help someone learn about different options for careers? Please tell</p>

	me about that.
16C. Individualized education searches	<p>How do you learn about a person's educational aptitudes and interests so that you can help him find an education/training program that is a good match?</p> <p>Do any young adults on your caseload attend for-profit schools? If so, how did you help the student determine that the school would provide good value?</p> <p>Please tell me about a young person who frequently changes her goals. What do you do in response?</p>
17. Job development—frequent employer contact	<p>Do you keep records of your visits to employers as a part of job development?</p> <p>Would you include going with a client to follow up on a job application? Would you include getting information from an employee who was not the hiring manager?</p> <p>Does your supervisor review your records for employer engagement? How often?</p> <p>How many people on your caseload are looking for work?</p>
18. Job development—quality of employer contact	<p>What is your approach for building relationships with employers?</p> <p>Is it better to call for an appointment or to go in person to ask for an appointment? And which approach do you use?</p> <p>How often do you typically meet with the same hiring manager?</p> <p>What kinds of questions do you ask hiring managers?</p> <p>At what point would you ask about job openings?</p>
21A. Competitive jobs	Do any people in the IPS program make less than minimum wage? Or work at businesses that are for workers who have disabilities?
21B. Mainstream education	<p>Do any people in the IPS program attend schools or training programs that are primarily for people with disabilities? Please tell me about those.</p> <p>Has anyone on your caseload held an internship position? Please tell me about that. Did he apply for the position? Does it pay minimum wage or more? Will he earn academic credit for the internship?</p>
22A. Individualized follow-along supports (employment)	<p>Tell me about the last person on your caseload who became employed. When did she start work? What supports have you provided?</p> <p>Tell me about a person who had difficulties with his job. What supports did you provide then?</p> <p>What are some examples of the different types of supports you have provided?</p> <p>What do you do when a young adult declines job supports? (If the specialist talks about reaching out to the person, ask how and how often.)</p>
22B. Help with financial aid (for post-secondary)	<p>Have you helped anyone on your caseload with:</p> <ul style="list-style-type: none"> • Annual FAFSA • Scholarships

<p>education and training programs)</p>	<ul style="list-style-type: none"> • Pell grants • ABLE accounts • VR funding for school • Resolving past educational loan defaults? • Managing current loans/understanding obligations • Helping student obtain tools, equipment for school or training? • How did you help?
<p>22C. Individual education supports after enrollment</p>	<p>What are some of the different supports you provide to students/trainees?</p> <p>Please tell me about someone on your caseload who is in school or training now—what help did she need?</p> <p>Do you know any of the counselors at the local (community) college Office of Accessibility? If so, how do you work together to help students?</p> <p>For high school students, do you participate in IEP meetings? Transition meetings? 504 plan meetings? If not, what gets in the way? If so, what is your role in that process?</p>
<p>23. Intensity and timing of follow-along supports (employment)</p>	<p>Please tell me about the last person on your caseload who became employed. What supports did you provide the week before she started working? The week that she began working? Please tell me about another person who is employed. Where do you meet her? How often? When do you meeting her? How long do you offer supports to working people? What do you do if someone declines job supports?</p>
<p>24. Community-based services</p>	<p>Please open your appointment books to last week so that you can refer to it. Tell me what you did when you started work on Monday... And where were you? And what did you do next? And how did you start your day on Tuesday? ... (Continue through the rest of the week.)</p> <p>Where do you meet with the people on your caseload? How do you offer different meeting locations to people?</p>
<p>25. Assertive engagement and outreach</p>	<p>Tell me about the last person who began missing appointments with you. What did you do?</p> <p>Is there anyone on your caseload you have not seen in 3 months or longer?</p> <p>How do members of the mental health team help you reconnect with young adults who stop meeting with you?</p> <p>Can you share an example of when a family member helped you understand why someone was missing appointments?</p> <p>How do you decide when it is the right time to close someone's case in IPS?</p>
<p>26. IPS team has contact with family</p>	<p>Do you have contact with family members/close friends for the people you serve? What type of contact? What is the purpose of the contact?</p> <p>Looking over your caseload list, how many families have you met?</p>

Sample questions for state Vocational Rehabilitation counselors

6. Collaboration between IPS specialists and vocational rehabilitation counselors	How many young adults from the IPS team are open on your caseload? How often do you meet with the IPS specialists? What prompts a meeting? How do you communicate between meetings?
9. Zero exclusion criteria	Are you unable to authorize services for any of the young adults on the IPS team? Under what circumstances would you be unable to authorize job development services? Education supports?
12. Benefits counseling/work incentives planning	Can you please tell us about the benefits counseling that IPS clients receive? Does it seem accurate? Does it encompass all of the types of benefits different young adults receive? Do families participate in benefits planning?
14A. Experience-based vocational assessment 15 Rapid job search/exposure to the world of work	How do IPS specialists help young adults identify job and career goals? For programs in the US do WIOA rules require you to authorize work experiences/trials or prevocational programs?
16A. Individualized job search 16B. Community-based career exploration	Are IPS specialists able to help young adults find jobs that are a good match for their interests, abilities, and living situations? Can you share an example of an IPS specialist helping someone find a job that was just the right match? How do you help IPS specialists and young adults consider what could be a good job match? What have IPS specialists done to help young adults learn about different types of jobs and careers related to their interests?
21A. Competitive employment 21B. Mainstream educational or training program	Are any of the IPS clients working in jobs that pay less than minimum wage? Or jobs that are set aside for people who have disabilities? Are any of the IPS clients attending school or education programs that are for people who have disabilities?
22A. Individualized job supports 22C. Individualized educational supports after enrollment	What types of job supports do the IPS specialists provide to working clients? What types of job supports have you provided to working people? What types of supports do IPS specialists provide to high school students and their families? Do they attend meetings at the high school? Are you also present at the meetings? What types of supports do IPS specialists provide to students/trainees in post-secondary education?
24. Community-based services	Where do the IPS specialists meet with IPS clients?
26. IPS has contact with family	Do you know if IPS specialists meet family (or close friends) for the people they serve? Is that typical? Do you ever join those meetings?
General question	What is a strength of this IPS program? And what could the

	program improve?
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Sample questions for young adults

	Are you currently working, looking for work, going to school,?
6. Collaboration with VR	Do you have a VR counselor? Do you ever meet with your VR counselor and IPS specialist together?
9. Zero exclusion criteria	When did you first think about school or work? Who did you tell? And what happened next? Why were you referred to the IPS program? Has anyone ever discouraged you from pursuing school or work?
12. Benefits counseling/work incentives planning	If you receive housing benefits, food stamps, or any type of Social Security benefit, how did you learn what would happen to your benefits when you began working?
13A. Disclosure (employment) 13B. Disclosure (education)	IPS specialists can visit employers to learn about the kinds of jobs they have and to advocate for job seekers. Did your IPS specialist ever offer this service to you? What did you talk about? IPS specialists can also help people in college and job training programs ask for accommodations to learn. Did your IPS specialist ever talk to you about this? Do you remember what you discussed with him?
15. Rapid job search	For job seekers and workers: About how long was it from the time when you met your IPS specialist, to when you or she talked to an employer about a job?
16A. Individualized job search 16B. Community-based career exploration 16C. Individualized education searches	When starting the IPS program were you unsure about what you wanted to do for a job or career? How did the IPS specialist help you learn about different jobs and careers? For job seekers and workers: What factors are most important to you in a job (schedule, type of work, pay, location, etc.)? And how do those preferences relate to your job, or the jobs that you and the IPS specialist apply for? Is your school or training program related to what you want to do as a career? What different types of jobs can you get with your certificate or degree?
22A. Individualized follow along	For anyone who has had a job while in IPS: How did the IPS specialist help you after you got a job?
22B. Help with financial aid 22C. Individualized educational supports after enrollment	For those attending post-secondary education and training programs: How did your IPS specialist help you with finding resources to pay for education/training? And what help did your specialist provide after you began classes/training? Did you need an accommodation or special arrangement to help you learn? Or time off school? What did your IPS specialist do

	to help?
24. Community-based services	Where do you usually meet your IPS specialist?
25. Assertive engagement and outreach	Was there ever a time when you missed appointments with your IPS specialist? How did you get in touch with each other again?
26. Contact with family	Has your IPS specialist met anyone from your family or a good friend? Did your specialist ask to meet with someone who is close to you?

Sample questions for family members

	Is your family member currently working, looking for work, going to school,?
9. Zero exclusion criteria	Did anyone ever advise your family member that she was unable to work or go to school? Or that she should wait?
12. Benefits counseling/work incentives planning	Does your family member receive housing subsidies, food stamps, or any type of Social Security benefit? If yes, has she gotten information about how her benefits would be affected by work? Were you invited to a meeting to learn about this?
15. Rapid job search	For family members of job seekers and workers: About how long was it from the time when your family member started IPS services to when she talked to an employer about a job? Or the IPS specialist talked to employers on her behalf?
16A. Individualized job search 16B. Community-based career exploration 16C. Individualized education searches	Was your family member ever unsure what he wanted to do for a job or career? How did the IPS specialist help him learn about different jobs and careers? For family members of working people and job seekers: How did the jobs that the IPS specialist suggested relate to your family member's interests, abilities, living situation...? What jobs would have been a better match? For family members of students/trainees? How does the program relate to your family member's interests, academic abilities, learning style...?
22A. Individualized follow along	For family members of working people: What kind of supports did the IPS specialist provide to your family member? What supports would be more helpful?
22B. Help with financial aid 22C. Individualized educational supports after enrollment	For those attending post-secondary education and training programs: How did the IPS specialist help your family member with financial resources for education/training? And what help did the specialist provide after your family member began classes/training? For high school students: Does the IPS specialist attend meetings at the school? What is his role in the meetings?
24. Community-based services	Where does the IPS specialist usually meet with your family member?
25. Assertive engagement and outreach	Was there ever a time when your family member missed appointments with the IPS specialist? What did the IPS specialist do?
26. Contact with family	Did you ever attend a meeting with your family member and the IPS specialist to talk about jobs or school programs?

Sample questions for mental health practitioners

2. Exclusive focus on employment	In the spirit of being a good team member, does the IPS specialist ever help out with activities that are not related to employment or education? When was the last time?
5. Integration of IPS with mental health treatment thru frequent IPS team member contact.	Does the IPS specialist ever attend your mental health treatment team meeting? How often? What is his role in the meeting? And does he stay for the entire meeting? Has the IPS specialist ever suggested IPS services for someone on your caseload? If you need to talk to the IPS specialist between team meetings, how do you connect? (If the IPS specialist doesn't provide education: How do you collaborate with the practitioners who help people with school and training? How often?)
9. Zero exclusion criteria	How do you decide who should be referred to IPS? Who is not a good candidate for IPS? What about young adults with active substance use problems? Or young adults who frequently change their minds about what they want to do? Do you ever recommend volunteer work or work readiness groups to help people prepare for IPS? Has one of your clients ever had difficulty accessing IPS services—why was that? Can clients refer themselves to IPS? How would they do that?
10A. Agency focus on employment 10B. Agency focus on education	Do you and your clients complete any agency forms that ask about their <i>interest</i> in employment? How often? Do the forms ask about interest in education or training? Can you remember a time when a young adult shared his back-to-work story? Or her education story? Who heard/saw that story? Staff? Clients? Have you ever seen a report about employment outcomes for people in the IPS program?
11. Executive team support for IPS services	How does your CEO/agency director feel about employment and careers for young adults? When have you heard her speak about careers?
12. Benefits counseling / work incentives planning	How do young adults learn how their benefits will be affected by employment? Who helps young adults report their earnings to entitlement systems? Does anyone on your caseload have an ABLE account? Do IPS specialists ever help young adults with applications for disability benefits?
13. Individualized job search	Thinking about the clients who have gotten jobs through the IPS program, do you feel that the positions are related to the young person's interests, skills, and preferences?
16B. Community-based career	Can you think of an example of an IPS specialist helping one of your clients learn about different types of jobs and careers?

exploration	What did they do?
24. Community-based services	Where does the IPS specialist typically meet with your clients?
25. Assertive engagement and outreach	Have any of your clients ever stopped attending appointments with the IPS specialist? What did the IPS specialist do?

Sample questions for IPS supervisors

Refer to questions for IPS specialists if there are any items that need more clarification from the supervisor.

1. Caseload size	Can you please tell me the caseload size for each IPS specialist? If a specialist receives referrals from the young adult team and another team(s), please tell me about that.
3A. IPS generalists for employment 3B. IPS generalists for education	When a young person needs help learning job tasks (or other on-site job supports) who provides that service? Who provides education supports for high school students? And for college or adult vocational training?
5. Integration of IPS with mental health treatment thru frequent IPS team member contact	How are IPS services integrated with mental health services? Do IPS specialists attend weekly mental health treatment team meetings for each team that makes referrals to them?
6. Collaboration between IPS specialists and vocational rehabilitation counselors	Do IPS specialists meet in person monthly with VR counselors? Please tell me how they coordinate services.
7. IPS unit	How often do you meet with the IPS team? And what is the focus of those meetings? Can you please share an example of team members helping each other out with people on their caseloads?
8. Role of the IPS supervisor	Do you carry a caseload? Of how many people? How many staff do you supervise, including staff members who may not be part of IPS? What other responsibilities do you have at your agency? How do you meet with the young adults served by the IPS team? Do you meet them all? What kind of training do new IPS specialists receive? How frequently do you meet with staff members for individual supervision? What does that look like? Do you ever work with them as they contact employers? When was the last time? Do you go with specialists when they meet with clients? When was the last time? When do you meet with mental health supervisors? Can you tell me about a time that you and a mental health supervisor collaborated regarding a client situation or programming issue? How often do you review client outcomes with the team? And what goal(s) is the team currently working on? Can you share examples of goals that individual team members are working on?
9. Zero exclusion criteria	When is the best time to refer a young adult to IPS? What

	<p>about young adults who struggle with substance use? Or those who do not follow suggestions for treatment?</p> <p>Has VR been unable to serve any young adults due to problems with substance use or other issues? What happens in those cases?</p> <p>Do mental health practitioners refer people to IPS regardless of substance use disorders, mental health symptoms, treatment nonadherence or other factors?</p>
<p>10A. Agency focus on employment</p> <p>10B. Agency focus on education</p>	<p>Do any forms used when people enter the agency include questions about <i>interest</i> in employment? <i>Interest</i> in education? Do annual forms used by mental health practitioners ask about interest in employment? Education?</p> <p>How has employment been advertised to young adults? How do young adults share their stories of working or going to school with staff? With clients? When was the last time? What outcomes do you track for the IPS program? And for young adults enrolled in IPS? Does anyone at the agency develop an annual summary of IPS outcomes? Who receives the report?</p>
<p>11. Executive team support for IPS services</p>	<p>Do you have a steering committee or leadership team for IPS? Who participates in that? How often does it meet? What does the committee do?</p> <p>How does your CEO/agency director voice support for employment, career advancement, and IPS? When was the last time?</p> <p>Do you meet with your CEO/agency director (and possible other executive managers) to talk about the IPS program? How often? What problems has she helped you solve?</p>
<p>12. Benefits counseling/work incentives planning</p>	<p>What training is available to the people who provide benefits counseling to IPS clients?</p> <p>How would you know if benefits planning is accurate?</p>
<p>14A. Experience-based vocational assessment</p>	<p>What types of pre-vocational assessments, groups, or preparation is available to IPS clients?</p> <p>Does VR require involvement in prevocational activities—what types?</p>
<p>15. Rapid job search/exposure to the world of work</p>	<p>Do you track the number of days between program entry (or expressed interest in employment) and first in-person employer contact? How is the team doing in this area?</p>
<p>17. Frequent contact with employers (hiring managers)</p>	<p>Do IPS specialists record contacts with employers? How often do you review those with each IPS specialist?</p>
<p>21A. Competitive jobs</p> <p>21B. Mainstream education and training programs</p>	<p>You shared a list of job types and employers with us. Are any of those internships? Please tell us what makes the internships competitive?</p> <p>You also shared a list of training and education programs that</p>

	<p>young adults attend. Are all of those mainstream programs? What is the criteria for a program to be considered mainstream?</p>
<p>22B. Help with financial aid (for post-secondary education and training programs) 22C. Individualized educational supports after enrollment</p>	<p>How are IPS specialists trained about the different types of financial aid available? About FAFSA applications? Do IPS specialists plan educational supports in advance? Do you review education plans? How are specialists trained about providing educational supports?</p>
<p>25. Assertive engagement and outreach</p>	<p>When do you advise IPS specialists to close a young person's case in IPS?</p>

Sample questions for agency executive managers

<p>10A. Agency focus on employment</p> <p>10B. Agency focus on education</p>	<p>How do working clients share their stories of going back to work with other clients who are unemployed? When was the last time? And how are those stories shared with staff? When did that occur?</p> <p>How do clients know that IPS provides help with education and training?</p> <p>What have executive managers done to help IPS specialists collaborate with high school educators (if that is an ongoing problem)?</p> <p>What employment and education outcomes are collected for the agency? And for IPS? How is that information shared with practitioners? Agency leaders? Young adults of the IPS program? When was the last time?</p>
<p>11. Executive team support for IPS services</p>	<p>Executive director and clinical director, the following questions are just for the two of you: Why did you decide to implement IPS instead of another type of employment/education program? What makes IPS different than other types of employment services?</p> <p>Does the agency have a leadership committee or steering committee for IPS? Is an executive-level manager a part of that? Who else is on the committee? What does the committee do?</p> <p>Executive director: How have you shared your goals for IPS and careers with agency practitioners? When was the last time? What are your goals for IPS?</p> <p>Do you meet with the IPS supervisor to talk about how the program is going? What is a problem that you have helped him solve? How often do you meet with him? Is the executive director present at those meetings?</p>

Sample questions for psychiatrists

9. Zero exclusion criteria	Do you ever refer young adults to IPS? What criteria help you decide if someone is ready for work? Ready for school? Under what circumstances would you hold off on encouraging a young adult to pursue work and school? Has an IPS specialist or supervisor ever suggested that a person was not ready for work or school?
10A. Agency focus on employment 10B. Agency focus on education	Have you ever seen a summary of IPS outcomes for employment and education? How was that shared with you?
11. Executive team support for IPS	What opinions does the agency CEO/director have about IPS and employment? Does she have goals for employment and careers for young adults?
16B. Community-based career exploration	What do the IPS specialists do to help young adults learn about different careers?
22B. Help with financial aid for post-secondary education and training programs 22C. Individualized educational supports after enrollment	What supports do IPS specialists provide to students in post-secondary education and job training programs? And how do they help high school students?

Sample questions for mental health supervisors

2. Exclusive focus on employment	Do the IPS specialists ever help out with case management needs? Can you share an example?
5. Integration of IPS with mental health treatment thru frequent IPS team member contact.	Does the IPS specialist ever attend your mental health treatment team meeting? How often? What is his role in the meeting? And does he stay for the entire meeting? Has the IPS specialist ever suggested IPS services for someone who was unemployed? (If the IPS specialist doesn't provide education support: How does the team collaborate with the practitioners who help people with school and training? How often?)
8. Role of the IPS supervisor	How do you coordinate services with the IPS supervisor? For example, how to you inform each other of program changes, talk about whether the referral system is working, discuss integration of services...?
9. Zero exclusion criteria	Please describe a young adult who is ready for IPS services. Who is not a good candidate for IPS? What about young adults with active substance use problems? Or young adults who frequently change their minds about what they want to do? Do you ever recommend volunteer work or work readiness groups to help people prepare for IPS? Can clients refer themselves to IPS? How would they do that?
10A. Agency focus on employment 10B. Agency focus on education	Is there a form that clinicians complete when a client begins services at the agency that includes questions about <i>interest</i> in employment or school? Are there forms that are used at least annually that ask about <i>interest</i> in employment or school? Can you remember a time when a young adult shared his back to-work story? Or her education story? Who heard/saw that story? Staff? Clients? Have you ever seen a report about employment outcomes for people in the IPS program?
11. Executive team support for IPS services	How does your CEO/agency director feel about employment and careers for young adults? When have you heard her speak about careers?
12. Benefits counseling / work incentives planning	How do young adults learn how their benefits will be affected by employment? Who helps young adults report their earnings to entitlement systems? Do IPS specialists every help young adults with applications for disability benefits?
13. Individualized job search	Thinking about the clients who have gotten jobs through the IPS program, do you feel that the positions are related to the young person's interests, skills, and preferences?
16B. Community-based	Can you think of an example of an IPS specialist helping a

career exploration	client learn about different types of jobs and careers? How?
24. Community-based services	Where does the IPS specialist typically meet with clients?