**Virtual Consultation for IPS Quality Improvement**

**Part A: Questions and Notes**

**Directions:** During the period of COVID-19 when in-person IPS fidelity reviews are not recommended, IPS trainers/state leaders may use this form to evaluate the quality of IPS services and provide recommendations to improve IPS implementation. They will highlight what programs are doing well and areas they can improve to help people gain successful employment. The intent is not to mimic a fidelity review, but to learn about current services and provide a short report aimed at continuous service improvement.

Two IPS trainers/state leaders will complete this form with program data, interview responses, and chart information. The IPS trainers/state leaders will work with the IPS supervisor to have a complete schedule prior to conducting virtual interviews, virtually observing team meetings, and reviewing client charts. There are several ways to access client chart information. We recommend asking for permission to review four electronic medical records, which will include using a password. Alternatively, the consultants could request permission to visit the site with PPE and review the charts in a separate space.

The IPS trainers/state leaders will summarize the IPS program strengths and provide recommendations on a separate form, Virtual Consultation for IPS Quality Improvement Part B: Summary and Recommendations Report, which they will share with the IPS supervisor within a few weeks of the interviews. They should offer a teleconference with the IPS supervisor and other agency staff to provide quality improvement consultation.

Site name:

Date completed:

Completed by:      and

Sources of information:

* Individual interviews:  IPS supervisor,  IPS supervisor’s supervisor,  two to three IPS specialists,  two care coordinators/mental health practitioners,  Vocational Rehabilitation counselor,  agency manager,  two clients,  school counselor,  two family members
* Observations:  IPS unit meeting,  mental health treatment team meeting
* Review four client charts

**Trainers’ Questions and Notes**

Questions for the IPS supervisor (45 minutes). Please describe a recent accomplishment of your IPS program.

Please describe the different strategies that have been used to advertise the program and enroll clients in IPS services.

Please list the name of each IPS specialist who provides IPS services and the current number on their caseload.

IPS specialist:      , caseload size:

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IPS specialist:      , caseload size:

IPS specialist:      , caseload size:

IPS specialist:      , caseload size:

For each IPS specialist, how many adults are:

attending credit-bearing high school education?

attending credit-bearing postsecondary education?

attending certificate/vocational technical training?

Please list the employer and job title for each employed person.

1. Name of business:      , Job title:
2. Name of business:      , Job title:
3. Name of business:      , Job title:
4. Name of business:      , Job title:
5. Name of business:      , Job title:
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22. Name of business:      , Job title:
23. Name of business:      , Job title:
24. Name of business:      , Job title:
25. Name of business:      , Job title:
26. Name of business:      , Job title:

How do you support the IPS specialists in providing effective services?

What is your vision for the IPS program?

Have you met with family members with the IPS specialists?  yes;  no. Were they virtual contacts or in person?       When was the last time?       *If yes*, please describe the purpose of the family meeting.

How do you help IPS specialists with job searches? Please share an example.

Have you met young adults with the IPS specialists?  yes;  no. Were they virtual contacts or in person?       What was your purpose in doing that?       When did you last do that?

What type of data do you collect for the IPS program?       How do you use the data?       Who do you share it with?       How often?

Please describe your team’s relationship with Vocational Rehabilitation.

What would improve services in your IPS program?

IPS Specialist Interviews (2-3 specialists, individual interviews, 30 minutes each).

**IPS Specialist #1**

Please describe one of your recent accomplishments as an IPS specialist.

How do clients learn about work and benefits?

How do you help clients learn about different jobs?

**Please describe one individual who wants to work.**

What is the job seeker doing to find employment?

What are you doing to help the person find a good job match?

How are you connecting with employers?

How often do you meet with the person?

How has your supervisor assisted you in supporting this individual’s progress?

**Please describe someone on your caseload who has gained competitive employment.**

How did the individual choose this type of work and employer?

How have you supported that person?

How has the mental health team supported the person working?

Were you (and your client) involved with a family member regarding the job?

**Do any of the people on your caseload have an education goal?**  yes;  no.

*If yes,* please describe one client:

How is the client making decisions about which school to attend and which classes to select?

What are the individual’s long-term employment goals?

Please describe how you and the person have discussed disclosure in terms of going to school.

What supports do you think will help this person succeed in school?

How have you connected with the family?

What are the family’s expectations for the individual?

What is the plan for paying for school?

How have you helped with financial aid?

What do you find most challenging about your job responsibilities?

What would improve the IPS program in helping individuals gain employment and go to school?

**IPS Specialist #2**

Please describe one of your recent accomplishments as an IPS specialist.

How do clients learn about work and benefits?

How do you help clients learn about different jobs?

**Please describe one individual who wants to work.**

What is the job seeker doing to find employment?

What are you doing to help the person find a good job match?

How are you connecting with employers?

How often do you meet with the person?

How has your supervisor assisted you in supporting this individual’s progress?

**Please describe someone on your caseload who has gained competitive employment.**

How did the individual choose this type of work and employer?

How have you supported that person?

How has the mental health team supported the person working?

Were you (and your client) involved with a family member regarding the job?

**Do any of the people on your caseload have an education goal?**  yes;  no.

*If yes,* please describe one client:

How is the client making decisions about which school to attend and which classes to select?

What are the individual’s long-term employment goals?

Please describe how you and the person have discussed disclosure in terms of going to school.

What supports do you think will help this person succeed in school?

How have you connected with the family?

What are the family’s expectations for the individual?

What is the plan for paying for school?

How have you helped with financial aid?

What do you find most challenging about your job responsibilities?

What would improve the IPS program in helping individuals gain employment and go to school?

**IPS Specialist #3**

Please describe one of your recent accomplishments as an IPS specialist.

How do clients learn about work and benefits?

How do you help clients learn about different jobs**?**

**Please describe one individual who wants to work.**

What is the job seeker doing to find employment?

What are you doing to help the person find a good job match?

How are you connecting with employers?

How often do you meet with the person?

How has your supervisor assisted you in supporting this individual’s progress?

**Please describe someone on your caseload who has gained competitive employment.**

How did the individual choose this type of work and employer?

How have you supported that person?

How has the mental health team supported the person working?

Were you (and your client) involved with a family member regarding the job?

**Do any of the people on your caseload have an education goal?**  yes;  no.

*If yes*, please describe one client:

How is the client making decisions about which school to attend and which classes to select?

What are the individual’s long-term employment goals?

Please describe how you and the person have discussed disclosure in terms of going to school.

What supports do you think will help this person succeed in school?

How have you connected with the family?

What are the family’s expectations for the individual?

What is the plan for paying for school?

How have you helped with financial aid?

What do you find most challenging about your job responsibilities?

What would improve the IPS program in helping individuals gain employment and go to school?

Questions for two care coordinators/mental health practitioners (separate interviews, 15-20 minutes each).

**#1 Care manager/mental health practitioner**

What would prompt you to ask individuals about their employment and career plans?

When would you hold off from discussing employment and careers?       How about active substance use disorders?       Homelessness?

Which staff members from the IPS team work with your clients?

How do the IPS specialists help people with work and school?

How do you communicate with IPS specialists who are working with your clients?

**Please describe a client on your caseload who is part of IPS.**

Why did the person decide to try IPS?

How has the IPS specialist supported the person? Who else has supported the client in work or school?

What would improve IPS education and school services for clients?

**#2 Care manager/mental health practitioner**

What would prompt you to ask individuals about their employment and career plans?

When would you hold off from discussing employment and careers?       How about active substance use disorders?       Homelessness?

Which staff members from the IPS team work with your clients?

How do the IPS specialists help people with work and school?

How do you communicate with IPS specialists who are working with your clients?

**Please describe a client on your caseload who is part of IPS.**

Why did the person decide to try IPS?

How has the IPS specialist supported the person? Who else has supported the client in work or school?

What would improve IPS education and school services for clients?

Questions for a client in the IPS Program who is attending school or wants to go to school, if applicable (15-20 minutes).

Are you currently in school or vocational technical training?  yes;  no.

*If no*, are you currently making plans to go to school or vocational technical training?  yes;  no

How often do you meet in-person with your IPS specialist?

How often do you talk with your IPS specialist by phone, FaceTime, or other videoconferencing?

What do you talk about and do during your meetings?

How has the IPS specialist supported you?

Have others helped you with school?

How did you learn about different types of schools?

How did you choose your school?

Did you receive any help with learning about financial aid?

Have you received any accommodations at school?

Does your IPS specialist listen to what is important to you?

What will it take for you to be successful with school?

What would improve the IPS program in helping people go to school and gain employment?

Questions for one client in the IPS Program who is employed or job searching (15-20 minutes).

Do you currently have a regular job?  yes;  no. *If yes*, what are you doing?       What do you like or dislike about your job?

*If no*, are you currently looking for a job?  yes;  no.

How often do you meet in-person with your IPS specialist?

How often do you talk with your IPS specialist by phone, FaceTime, or other videoconferencing?

What do you talk about and do during your meetings?

How has the IPS specialist supported you?

Have others helped you with work?

How did you learn about different types of jobs?

Are you interested in education or job training to further your skills?

Does your IPS specialist listen to what is important to you?

What will it take for you to be successful with employment?

What would improve the IPS program in helping people gain employment and go to school?

Questions for a second client in the IPS Program who is employed or job searching (15-20 minutes).

Do you currently have a regular job?  yes;  no. *If yes*, what are you doing?       What do you like or dislike about your job?

*If no*, are you currently looking for a job?  yes;  no.

How often do you meet in-person with your IPS specialist?

How often do you talk with your IPS specialist by phone, FaceTime, or other videoconferencing?

What do you talk about and do during your meetings?

How has the IPS specialist supported you?

Have others helped you with work?

How did you learn about different types of jobs?

Are you interested in education or job training to further your skills?

Does your IPS specialist listen to what is important to you?

What will it take for you to be successful with employment?

What would improve the IPS program in helping people gain employment and go to school?

Questions for a Vocational Rehabilitation counselor (15-20 minutes).

How do you collaborate with the IPS team to provides services to mutual clients?

Does the documentation submitted by the IPS team meet your needs? Please explain.

What are the strengths of your partnership?

What would improve the IPS program in helping people gain successful employment?

Questions for an agency manager (15-20 minutes).

How does the IPS supported employment/education program fit into your agency?

How do you learn about school and education outcomes of clients on the IPS team?

Please describe a client who has gone to school or obtained a job through the IPS program.

Is the program facing any barriers in helping clients with their work and career goals?

How are mental health treatment and employment services integrated at your agency?

What would improve the IPS program in helping clients with employment?

Questions for two family members with individuals in the IPS program

(separate interviews, 15-20 minutes each, one participant with a work goal and one with a school goal).

#1 family member

How did you learn about the IPS supported employment program?

How has your family member benefited from the program or not?

Have you been included in discussions about your family member going to work/school?

How was it determined what job or which school or course of study?

What does your family member want to be doing in two years?

How has your family member been supported?

What would improve the IPS program?

#2 family member

How did you learn about the IPS supported employment program?

How has your family member benefited from the program or not?

Have you been included in discussions about your family member going to work/school?

How was it determined what job or which school or course of study?

What does your family member want to be doing in two years?

How has your family member been supported?

What would improve the IPS program?

Questions for the supervisor of the IPS supervisor (15-20 minutes).

Please describe a client who has gone to school or obtained a job through the IPS program.       How has the IPS program helped that individual?

Is the program facing any barriers in helping clients with their work career goals?

How does the IPS supervisor support the IPS specialists?

What would improve the IPS program in helping people gain employment and go to school/technical training to advance their knowledge and skills?

Observation of the IPS team meeting (one hour).

What topics were discussed at the meeting?

Did the IPS supervisor encourage discussions that were strength-based? Describe.

Were outcomes discussed during the meeting? Describe.

What did you learn about job supports?

What did you learn about how the team engages people?

Did the team discuss client preferences? Describe.

Observation of the mental health treatment team meeting (one hour)

What topics were discussed at the meeting?

Did the team leader encourage discussions that were strength-based? Describe.

How did the IPS specialist/s participate in the meeting?

Was employment and/or schooling part of the discussion for most clients?

What did you learn about zero exclusion criteria (if anything)?

Notes from four chart reviews (two hours)

Chart #1

Is the Career Profile completed and updated?  yes;  no.

Are job start forms, job ending forms, and education experience forms completed?  yes;  no.

Do progress notes document services delivered by the IPS specialist?  yes;  no.

Is there documentation from mental health practitioners regarding support for work and/or school goals?  yes;  no.

Are outreach attempts documented when clients do not connect to services?  yes;  no.

Was information inconsistent with your interviews and observations?

What information were you unable to find in the chart?

What did you learn about job supports?

What did you learn about job searches?

What did you learn about education supports (if applicable)?

Chart #2

Is the Career Profile completed and updated?  yes;  no.

Are job start forms, job ending forms, and education experience forms completed?  yes;  no.

Do progress notes document services delivered by the IPS specialist?  yes;  no.

Is there documentation from mental health practitioners regarding support for work and/or school goals?  yes;  no.

Are outreach attempts documented when clients do not connect to services?  yes;  no.

Was information inconsistent with your interviews and observations?

What information were you unable to find in the chart?

What did you learn about job supports?

What did you learn about job searches?

What did you learn about education supports (if applicable)?

Chart #3

Is the Career Profile completed and updated?  yes;  no.

Are job start forms, job ending forms, and education experience forms completed?  yes;  no.

Do progress notes document services delivered by the IPS specialist?  yes;  no.

Is there documentation from mental health practitioners regarding support for work and/or school goals?  yes;  no.

Are outreach attempts documented when clients do not connect to services?  yes;  no.

Was information inconsistent with your interviews and observations?

What information were you unable to find in the chart?

What did you learn about job supports?

What did you learn about job searches?

What did you learn about education supports (if applicable)?

Chart #4

Is the Career Profile completed and updated?  yes;  no.

Are job start forms, job ending forms, and education experience forms completed?  yes;  no.

Do progress notes document services delivered by the IPS specialist?  yes;  no.

Is there documentation from mental health practitioners regarding support for work and/or school goals?  yes;  no.

Are outreach attempts documented when clients do not connect to services?  yes;  no.

Was information inconsistent with your interviews and observations?

What information were you unable to find in the chart?

What did you learn about job supports?

What did you learn about job searches?

What did you learn about education supports (if applicable)?