Supported Employment
An Evidence-Based Practice
Examples of Evidence-Based Practices

- Supported Employment
- Assertive Community Treatment
- Family Psychoeducation
- Illness Management and Recovery
- Integrated Treatment for Co-Occurring Disorders
What Is Supported Employment?

Supported Employment helps people with mental illness to find and keep competitive employment that is meaningful to the person.
Practice Principles of Supported Employment

- Zero Exclusion: Eligibility is based on consumer choice
- Supported Employment services are integrated with mental health treatment
- Competitive employment is the goal
- Personalized benefits counseling is important
- Job search starts soon after consumers express interest in working
- Follow-along supports are continuous
- Consumer preferences are important
Eligibility Is Based on Consumer Choice

Supported Employment is provided to consumers who self-identify as being interested in competitive employment. Consumers are not excluded because of severity of symptoms, substance use, diagnosis or recent hospitalizations.
Supported employment services are integrated with other mental health services (for example, case management, psychosocial rehabilitation, psychiatry, integrated treatment for co-occurring disorders, illness management & recovery, ACT, etc.)
Employment specialists help consumers find, obtain and be successful with jobs that exist in the open labor market and that pay at least minimum wage, including part-time and full-time jobs.

Consumers are not steered into sheltered jobs (jobs that are set aside for people with disabilities and that may not pay minimum wage) but work in community settings with people who do not have disabilities.
Personalized Benefits Counseling Is Important

Employment specialists help consumers to access and utilize work incentive counseling to understand how benefits (e.g. SSDI, Medicaid) are affected by working so they can make informed choices about employment and their finances.
When people start SE, their goals to obtain competitive jobs are respected

People are not required to participate in pre-employment vocational assessments, job-hardening activities, or trial work periods
Follow-Along Supports Are Continuous

Consumers receive ongoing services to be successful with their employment from the SE program and integrated services.

Employment specialists continue to stay in regular contact with consumers and (when appropriate) the employer—without arbitrary time limits.
Consumer Preferences Are Important

Employment positions are developed or identified based on each individual’s employment goals, preferences, strengths, and work experiences.

Job finding is not based on a pool of jobs that are available or set aside specifically for people with disabilities.
Summary

Many people with mental illness have competitive employment as one of their recovery goals.

Programs that are faithful to Supported Employment fidelity are more likely to help consumers obtain and retain competitive employment.
Additional Resources

For more information about Supported Employment and other evidence-based practices, visit

www.samhsa.gov/shin
Supported Employment Fidelity
Supported Employment Fidelity

Process measures allow agencies to understand whether they are providing services that are faithful to the evidence-based practice of Supported Employment.

Programs that adhere closely to the SE model are more effective than those that do not follow the model.
Fidelity Review Tools

Evaluating Your Program
Supported Employment Fidelity Scale and Score Sheet
  - Fidelity Scale
  - Fidelity Items
  - How to Score each Item

Supported Employment Fidelity Guide
  - Discussion Guide for interviewing staff
  - Discussion Guide for interviewing consumers & family
Overview of the Scale

The SE Fidelity Scale contains 15 items to measure the strengths and areas needing further development.

The standards used for establishing the anchors for the fully implemented ratings were determined through a variety of expert sources as well as empirical research.
Overview of the Scale

Each item on the scale is rated on a 5-point rating scale ranging from

1 = Marginally or Not implemented

5 = Fully implemented

The maximum score on the SE Fidelity Scale is 15 X 5 = 75
Overview of the Scale

The SE Fidelity Scale is divided into 3 sections:

- Staffing
- Organization
- Services
What is Rated?

The agency is rated on current behavior and activities, not planned or intended behavior.
Sources of Information

Chart review
Integrated Treatment Team Meeting Observation
SE Supervision Meeting Observation
SE Team leader interview
Employment Specialist interviews
Mental Health Treatment Team Interviews
Sources of Information

Consumer interviews
Family member interviews
Brochure review
SE Program data
  - List of consumers in SE program
  - SE program start dates
  - Dates of employer contacts by consumer
Sources of Information

SE Program data

- List of employers where consumers are working
- List of jobs held by consumers and start dates for job

Employer contact log for employment specialists
Missing data can occur for many reasons.

Fidelity scales are designed to be fully completed, with no missing data on any items.

Reviewers should not leave any item uncoded because of missing information.
Missing Data

A member of the review team should follow up with phone calls, emails, or additional visits to ensure completeness of the assessment.

It is critical that raters record detailed notes of responses given for missing information that is not already recorded.
Supported Employment Fidelity Process
Fidelity Review Process

Contact the agency’s primary contact person for the fidelity review.

Review the purpose of the fidelity review. Establish a clear shared understanding of the review purpose.

Review how copies of the fidelity review report will be completed and distributed.
Fidelity Review Process

ADHS will send the report to agencies

Agencies will have the opportunity to attach a narrative to the report

Final fidelity review report copies will be posted on the ADHS website for public viewing
Fidelity Review Process

Develop a specific schedule of events and activities (including interviews and observations) essential to the fidelity review to share with the agency.

Establish with the primary contact how any missing information will be requested and provided.
Fidelity Review Process

Confirm activities, times and locations with the schedule

- Include time and location of chart reviews and other written data
- Include specific number of charts that will need to be accessed

Develop and share a list of information sources or data that will be needed before the review starts
Fidelity Review Process

Fidelity reviewers collect and organize materials that will be needed during the review process including:

- Fidelity Scale
- Fidelity Protocol
- Interviewing Questions
- Materials for note-taking
- Identification
Fidelity Review Process

Set up a conference call a few days before the review to confirm the schedule, materials needed and the process.

Establish which events or activities that each reviewer will participate in during the review process.
Fidelity Review Process

Fidelity reviewers schedule time to do independent and consensus scoring

Fidelity reviewers establish a timeline for completing scoring and writing the review report

Establish a schedule for next steps after the review is completed such as follow up consultation to the agency
Paul Batalden’s Quality Improvement Principles

There exists a significant gap between practice knowledge and practice

There is a large variation in practice

There exists no agency that is perfect at a practice
Paul Batalden’s Quality Improvement Principles

All improvements lead to change, but not all changes lead to improvement

Every system is perfectly designed to achieve the outcome it is achieving

We will make more headway doing this together
NH Average Score for SE Fidelity Items FY09

SE Fidelity Scale Items

Caseload Size
Employment Services Staff
Vocational Generalists
Integration thru Team Assignment
Collaboration with VR
Vocational Supervisor
Zero Exclusion
Executive Team Support for SE
Role of Employment Supervisor
Integration thru Frequent Contact
Agency Focus on Competitive Employment
Executive Team Assignment
Work Incentives Planning
Rapid Search for Competitive Employment
Individualized Job Search
Ongoing, work-based vocational assessment
Individualized Employer Contact
Diversity of Employers
Job Development - Frequent Employer Contact
Diversity of Job Types
Job Development - Quality of Employer Contact
Competitive Jobs
Diversity of Employers
Individualized Follow Along Supports
Time-Unlimited Follow Along Supports
Community Based Services
Assertive Engagement & Outreach
Statewide Average Series3
Recovery & Hope

“If people are treated as capable, they often surprise everyone and live up to expectations.”

Ken Steele “The Day the Voices Stopped.”