

Roadmap
Implementing Supported Employment at the Local Level
Stages, Strategies & Tools

| Stage | Audiences | Strategies | Tools |
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| Securing Leadership | <ul style="list-style-type: none"> ▪ CMHC Leadership ▪ VR Agency Leadership | <ul style="list-style-type: none"> ▪ Assess each organization, ask questions of Leadership and ask which Managers you should meet with at each organization ▪ Discussion regarding the value of Supported Employment for each organization. ▪ Define terms to use similar language across both systems ▪ Discussion regarding the value of collaboration between each organization | <ul style="list-style-type: none"> ▪ Getting to Know the MH org questions ▪ Getting to Know the VR org questions ▪ Getting to Know the P & P questions ▪ In Person Meetings ▪ Agency Agreements for J & J Program ▪ Communications from State Leadership ▪ Presence of State Leadership at Meetings |
| Securing Leadership Commitments | <ul style="list-style-type: none"> ▪ CMHC Leadership ▪ VR Leadership | <ul style="list-style-type: none"> ▪ Stress critical role of Leadership in program development for SE ▪ Secure Leadership commitments for communication to staff of each organization re: SE ▪ Secure Leadership commitments to attend training activities ▪ Secure Leadership commitment to designate single point person for SE in each organization ▪ Secure CMHC Leadership commitment to Performance Improvement Team for SE | <ul style="list-style-type: none"> ▪ E-mails, newsletters, agency meetings, board of directors' meetings, etc |

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| Providing Basic Education re: SE | <ul style="list-style-type: none"> ▪ Leadership of MH & VR ▪ Middle Management of MH & VR ▪ Line Staff ▪ Consumers ▪ Family & Supporters | <ul style="list-style-type: none"> ▪ Convene multiple brief meetings ▪ Include cross section of stakeholders at meetings ▪ Provide education at consumer and family meetings ▪ Provide educational materials designed specifically for consumers ▪ Provide information at peer support organizations or meetings | <ul style="list-style-type: none"> ▪ Show introductory video ▪ Show J & J videos ▪ Show basic Power Points ▪ Provide simple handout of Practice Principles ▪ Have consumers speak about value of employment ▪ Discuss how this is different from current vocational services ▪ Provide time for discussion of concerns, fears, suggestions |
| Hiring SE Staff | <ul style="list-style-type: none"> ▪ CMHC Management | <ul style="list-style-type: none"> ▪ Help Management Identify Effective Characteristics for SE Staff | <ul style="list-style-type: none"> ▪ Provide sample job description ▪ Review characteristics of effective SE Team Leader and SE staff with Management ▪ Offer to be part of interviews |
| Orienting SE Performance Improvement Team | <ul style="list-style-type: none"> ▪ All Members of Performance Improvement Team | <ul style="list-style-type: none"> ▪ Provide basic education about SE services ▪ Provide basic information about SE Fidelity Scale ▪ Provide information re: basic functions of Performance Improvement Team ▪ Facilitate Team setting up a regular meeting schedule | <ul style="list-style-type: none"> ▪ Show introductory video ▪ Show J & J videos ▪ Show basic Power Points ▪ Provide simple handout of Practice Principles ▪ Provide Effective Performance Improvement Team handout ▪ Provide basic handout or Power Point about SE Fidelity Scale |

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| Consultation to Leadership & Management | <ul style="list-style-type: none"> ▪ CMHC Leadership & Management ▪ VR Leadership & Management | <ul style="list-style-type: none"> ▪ Ask to have regular meetings ▪ Provide multiple methods for them to contact you ▪ Discuss their goals for their organizations re: SE ▪ Ask their concerns about SE, potential challenges and barriers ▪ Ask how open referral process will be set up ▪ Ask how VR referrals will be handled ▪ Ask how CMHC and VR will collaborate ▪ Suggest VR and CMHC Leadership establish communication process ▪ Describe fidelity assessments | <ul style="list-style-type: none"> ▪ Interviewing Skills ▪ Practice Principles of SE ▪ SE Fidelity Scale |
| Skills Training | <ul style="list-style-type: none"> ▪ Supported Employment Leader ▪ Employment Specialists ▪ VR Counselors ▪ Other interested staff | <ul style="list-style-type: none"> ▪ Provide Skills Training in ways that support active adult learning ▪ Provide opportunities for people to hear about skills, see them demonstrated, practice skills with feedback, use skills with consumers ▪ Involve SE leader, MH clinical leader, VR manager in running training sessions (to start taking ownership) | <ul style="list-style-type: none"> ▪ SE Quiz ▪ SE Power Points ▪ SE Intro Video ▪ SE Skills Video ▪ SE Workbook ▪ Role Plays ▪ Motivational Interviewing Skills ▪ Shared Decision Making ▪ Vocational Profiles ▪ Disclosure Decisions ▪ Benefits Counseling ▪ Job Development |

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| SE Supervision Skills Training | <ul style="list-style-type: none"> ▪ SE Supervisor | <ul style="list-style-type: none"> ▪ Individual meetings with SE supervisor ▪ Modeling SE supervision with SE Team Meetings ▪ Tracking and Using Employment Specialist Activities ▪ Providing feedback to SE supervisor after Team Meetings | <ul style="list-style-type: none"> ▪ Supervisor Evaluation ▪ Supervisee Evaluation ▪ Supervision Guidelines ▪ Employment Specialist Data Base ▪ SE Skills Video |
| Implementation Monitoring | <ul style="list-style-type: none"> ▪ CMHC Leadership & Management ▪ VR Leadership & Management ▪ SE Performance Improvement Team ▪ Supported Employment Supervisor ▪ Tracking and Reporting Consumer Outcomes | <ul style="list-style-type: none"> ▪ Completion of SE Fidelity Assessment ▪ Presentation of findings to SE Performance Improvement Team ▪ Development of Action Steps to improve implementation process ▪ Assignment of Individuals to follow through with Action Steps ▪ Using Consumer Outcomes for Supervision and Learning | <ul style="list-style-type: none"> ▪ SE Fidelity Reports ▪ Training and Consultation to improvement identified areas from Reports ▪ Agency outcome measures |