

**Fictional Mental Health Agency  
Supported Employment Fidelity Action Plan  
12/5/12**

<b>Fidelity Item</b>	<b>Goal</b>	<b>Method to Achieve</b>	<b>Date</b>	<b>Person(s) Responsible</b>
Integration of rehabilitation with mental health thru frequent team member contact	1. Employment specialists will participate in the entire treatment team meeting to help the team think about work for others, and to learn about people who may be referred to SE in the future.	SE Supervisor to ask employment specialists to participate in entire meeting. SE Supervisor to rotate attendance at mental health treatment team meetings to observe the process.	12/15/12  3/15/13	<u>Mary Johnson</u> , SE Supervisor
	2. The clinical charts will each have an employment section in which all supported employment documents are filed.	Records department to establish one section of the chart for SE documentation. SE Supervisor to share a copy of all forms with Medical Records Director.	5/1/13  1/4/13	<u>Julia Vasquez</u> , Med Records Director; <u>Mary Johnson</u> , SE Supervisor
	3. There is one empty office available in the main building. This office will be reserved for SE staff to use when they are at the main building.	Maintenance department to supply keys to the SE team.	1/4/13	<u>Alton Worthy</u> , Facilities Director

Fidelity Item	Goal	Method to Achieve	Date	Person(s) Responsible
Collaboration between employment specialists and Vocational Rehabilitation counselors	Vocational Rehabilitation counselors and employment specialists will meet at least once a month to talk about clients. VR counselors have agreed to attend the SE Unit meeting once each month, if the meeting can be held at the VR office on alternate months.	SE Supervisor and VR Supervisor to establish the meeting schedule and to jointly run the meetings.	1/4/13	<u>Mary Johnson</u> , SE Supervisor; <u>Randy Reichert</u> , VR Supervisor
Agency focus on competitive employment	Annual treatment plans will include 2-3 questions about interest in work.	The Clinical Director and SE team will work together to develop a few questions to add to the treatment plans. The forms committee will review the proposed changes.	5/1/13	<u>John Smith</u> , Clinical Director; <u>Mary Johnson</u> , SE Supervisor
	Posters about supported employment will be visible in waiting areas in the main building.	The SE supervisor will contact Dartmouth PRC to ask for client posters about SE. Management Team will review the posters before they are placed in waiting areas.	1/4/13	<u>Mary Johnson</u> , SE Supervisor; <u>Hilda Ortiz</u> , Executive Director
	At least 2 client back-to-work stories will be featured in the agency newsletter this year.	The SE team will ask clients if they would be willing to share their stories and will help clients write the stories, as needed.	2/15/13	<u>Mary Johnson</u> , SE Supervisor; <u>John Smith</u> , Clinical Director

Agency focus on competitive employment (continued)	A person who has returned to work will visit the day treatment program quarterly to talk about working.	The Clinical Director will work with “Bridges” (peer operated services) to see if they can help develop a small speaker’s bureau on this topic. The agency will pay a stipend (\$25) to speakers.	7/1/13	<u>John Smith</u> , Clinical Director; <u>Alan Freed</u> , Director of Bridges
	The agency will track the number of working clients who have serious mental illness on a quarterly basis. Management Team will set goals for increased employment and will share this information with all employees at the agency.	Once each quarter, case managers will receive a caseload list and will indicate which clients are working. The IS department will compile the data for review by Management Team.	9/1/13	<u>Barb Lasso</u> , IT Director; All MH supervisors; <u>Hilda Ortiz</u> , Executive Director
Executive team support for SE	Management Team will allocate part of their monthly meeting to the SE Supervisor at least twice each year.	SE Supervisor to attend January and July meetings to discuss program barriers and facilitators.	7/15/13	<u>Mary Johnson</u> , SE Supervisor; <u>Hilda Ortiz</u> , Executive Director
	The QA program will track SE fidelity scores, and will develop goals for improved fidelity.	The QA Director will include fidelity scores in report and will work with SE Supervisor to develop goals for increased fidelity.	9/1/13	<u>Julio Vasquez</u> , QA Director; <u>Mary Johnson</u> , SE Supervisor

Executive team support for SE (continued)	An SE Advisory Committee will meet quarterly to discuss program outcomes, to help the SE team with barriers, and to monitor the fidelity action plan.	The SE Supervisor and Clinical Director will schedule and facilitate Advisory Committee meetings. Participants may include: Hilda Ortiz (Executive Director), NAMI member, Chamber of Commerce member, VR Supervisor, Alan Freed from Bridges, clients from SE program and one mental health supervisor.	5/1/13	<u>Mary Johnson</u> , SE Supervisor; <u>John Smith</u> , Clinical Director
Work incentives planning	<p>All SE clients will receive help accessing benefits planning through WIPA.</p> <p>Employment specialists will help clients schedule appointments with WIPA and will offer to attend the appointments for clients who don't have a family member to go with them. Employment specialists will follow up with clients to ensure that they have the information they need and will offer additional benefits planning as changes in income occur.</p>	<p>VR will reimburse WIPA for open clients. The county mental health board will reimburse WIPA for clients who are not open with VR (about 10% of SE program).</p> <p>SE Supervisor will maintain tracking form of clients who have completed a meeting with a benefits planner.</p>	<p>3/1/13</p> <p>3/1/13</p>	<p><u>Randy Reichert</u>, VR Supervisor; <u>Rachel Greenberg</u>, MH Board</p> <p><u>Mary Johnson</u>, SE Supervisor</p>

<p>Job development-frequent employer contact</p> <p>(Role of employment supervisor)</p>	<p>The employment specialists will increase face-to-face employer contacts to at least 5 each week. Supervisor will attempt to make at least 1 employer contact/week for her (smaller) caseload.</p> <p>The SE Supervisor will sign off on tracking forms on a weekly basis. The supervisor will also meet with employment specialists who are having trouble meeting this goal (or who are not achieving job placements).</p> <p>The SE Supervisor will provide field mentoring to each employment specialist on the team (every other month for each specialist).</p>	<p>SE Supervisor to discuss new goal with the SE team and to brainstorm different strategies for making employer contacts.</p> <p>SE Supervisor to request tracking forms on Mondays. SE team (and supervisor) to begin using form suggested by fidelity reviewers. Copies of forms to go to VR monthly.</p> <p>SE Supervisor to schedule field mentoring (for employer contacts) with employment specialists.</p>	<p>1/4/13</p> <p>2/7/12</p> <p>2/15/12</p>	<p><u>Mary Johnson,</u> SE Supervisor; <u>SE Team</u></p> <p><u>Mary Johnson,</u> SE Supervisor</p> <p><u>Mary Johnson,</u> SE Supervisor</p>
<p>Assertive engagement and outreach by integrated treatment team</p>	<p>When clients begin missing appointments (or do not engage after referral) employment specialists will try several strategies to re-engage the person, including contacting the case manager to ask to attend the next case management appointment. Employment specialists will document outreach attempts in the clinical chart (progress notes).</p>	<p>SE Supervisor to talk about efforts to engage clients during supervision. If a particular strategy is not successful, SE Supervisor will help the employment specialist think of another strategy to try.</p>	<p>2/28/12</p>	<p><u>Mary Johnson,</u> SE Supervisor; SE Team</p>