

What the resource team brings to the table

- Online learning activities including “Ask the Expert” discussion threads
- Online meetings
- Easy to use online data submission process
- Informational resources: Implementation guidelines, engagement guides, promotional brochures and other implementation supports
- These resources and supports will be made available to your program for as long as needed



What learning collaborative members bring to the table:

- Create a Quality Improvement Team (QIT) with a minimum of 2 people (PROS director/supervisor and the employment specialist)
 - Consider additional individuals who can play an important role in adopting IPS (e.g., consumers, practitioners)
 - Consider forming an IPS steering committee
- The QIT is committed to attending meetings and participating in group and program-specific phone calls
- PROS director/supervisor develops staff buy-in by outlining the potential benefits of implementing IPS to all program stakeholders



What learning collaborative members bring to the table:

- At program site, meet regularly to plan, implement and evaluate strategies to promote the creation of IPS services
- PROS director is accessible to employment specialist to adopt and sustain IPS (e.g., monthly meetings to review plans and outcomes and address barriers)
- Submit performance indicator data related to employment outcomes and fidelity in a timely manner

Critical Role of the QIT: Performance Indicators

- Apply the methods of continuous quality improvement to develop, implement and evaluate change strategies
- Set specific and measurable goals designed to answer key questions:
 - How do we know that we are implementing IPS?
 - How do we know we are achieving our aims?
 - How do we know we've made an improvement?
- ***Premise: You can't improve what you don't know!***



Performance Indicators

- How is fidelity to IPS model measured?
 - IPS Fidelity Assessment
 - Baseline and every 6 months
- Are consumers working?
 - Quarterly report for each consumer working
 - Type of job
 - Start date
 - Average number of hours per week
 - Hourly wage
 - End date



IPS Fidelity Assessment Scale

- 25 items
- 3 domains
 - Staffing
 - Organization
 - Services



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Fidelity Scale - Staffing

1. Caseload size
2. Employment services staff
3. Vocational generalists



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Fidelity Scale - Organization

1. Integration of rehabilitation with mental health thru team assignment
2. Integration of rehabilitation with mental health thru frequent team member contact
3. Collaboration between employment specialists and Vocational Rehabilitation counselors
4. Vocational unit
5. Role of employment supervisor
6. Zero exclusion criteria
7. Agency focus on competitive employment
8. Executive team support for SE



Fidelity Scale - Services

1. Work incentives planning
2. Disclosure
3. Ongoing, work-based vocational assessment
4. Rapid search for competitive job
5. Individualized job search
6. Job development—Frequent employer contact
7. Job development—Quality of employer contact
8. Diversity of job types
9. Diversity of employers
10. Competitive jobs
11. Individualized follow-along supports
12. Time-unlimited follow-along supports
13. Community-based services
14. Assertive engagement and outreach by integrated treatment team



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Training Curriculum

- IPS Definition / Description
 - understanding of the fundamental principles that drive the IPS SE model.
- Review of Vocational Rehabilitation models
 - contextual framework of the IPS SE model as compared to traditional approaches to job placement
- Initial Stages / Getting Started
 - developing engagement strategies
 - completing the vocational profile
 - developing a job search plan through shared decision making
 - incorporating employment related documentation into the participant's chart.
 - the integrated team meeting protocol.



Training Curriculum

- Job Development
 - making effective use of the job search plan and vocational profile
 - the mechanics of approaching employers
 - the “three cups of tea” method
 - completing the employer contact log
 - networking strategies and skills
 - maintaining effective employer relationships
- Disclosure of Disability
 - helping participants to make informed choices with regard to disclosing their disability
 - the ADA and negotiating reasonable accommodations



Training Curriculum

- Including family and friends
 - Understanding the potential support / obstacles that can result from involvement with close collaterals
 - developing skill around meeting participants in their communities and homes
 - developing effective strategies for including collaterals
- Bringing V.E.S.I.D. on board
 - forming strategies to approach VESID from within an IPS context
 - integrating VESID into the program IPS unit
 - gaining a working understanding of VESID services



Training Curriculum

- **Follow-along services**
 - developing follow-along (ORS) strategies for the IRP
 - recognizing and anticipating post-placement issues
 - providing effective ORS service
 - follow-along benefits counseling / planning
- **Team Integration**
 - incorporating IPS / SE into integrated team meetings
 - team meeting protocol
 - establishing and enhancing staff buy-in at all levels of a program's staff
 - working with medication prescribers



Timelines

2010

October.....	Online informational meetings	
November.....	QIT: First learning Collaborative meetings; Employment Specialists (ES):	ES: training session #1
December.....	QIT: Regional calls Submit Baseline IPS fidelity measure	ES: training session #2

2011

January.....	QIT: Program-specific calls	ES: training session #3
February.....	QIT: Learning Collab. Mtg	ES: training session #4
March.....	QIT: Regional calls	ES: training session #5
April.....	QIT: Program-specific calls	ES: training session #6
May.....	QIT: Learning Collab. mtg Submit IPS fidelity measure	ES: training session #7
June.....	QIT: Regional calls	ES: training session # 8
July.....	QIT: Program-specific calls	ES: training session # 9
August.....	QIT: Learning Collab. mtg	ES: training session #10
September.....	QIT: Regional calls	ES: training session #11
October.....	QIT: Program-specific calls	ES: training session #12
November.....	QIT: Learning Collab. mtg Submit IPS fidelity measure	ES: training session #13



Questions and Answers



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