



COUNTY OF SAN DIEGO
HHSA
HEALTH AND HUMAN SERVICES AGENCY

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SAN DIEGO



San Diego
Workforce
Partnership



Guidance #2

Suggested Internal Fidelity Review

Activities During COVID-19

The Work Well Initiative recommends that this is a good time to continue to conduct internal fidelity reviews of your programs. As the Director of Supported Employment for the state of Washington stated on a recent webinar, “Fidelity Reviews are really an opportunity for continuous quality improvement, and not a punitive measure.” We believe these are great words to follow in regard to internally managing your program’s fidelity to the IPS model. Some follow up questions from the Guidance #1:

- Have you used the fidelity scale to assess internal program? How did it go?
- Did reviewing charts and documentation procedures help solidify your program objectives?
- Were you able to revisit or update employment service policies and procedures?
- Were you able to “up your skills” regarding use of new technology platforms?
- How else have you provided feedback to your entire employment team?

We would welcome your sharing of what has worked for your team, program, or organization during this time of conducting IPS employment services virtually. Alex Heyer and Tom Stubberud can help you work through your internal review process, if that is helpful.

The www.IPSWorks.org website is such great source of ALL things related to IPS Supported Employment and we hope you have been able to spend some time searching the site for articles, documents, and other tools to help you maintain high fidelity and program quality.

Suggestions for Programs During This Time

- If you haven’t already, start to think about how you can **document and publicize your client’s success stories** around job searching and finding (obviously maintaining their level of comfort around disclosure and not sharing any protected health information or HIPAA information). As the saying goes, *Success Breeds Success*, so sharing an individual’s story might help motivate other participants to begin their own job

searches. Brief articles could be posted on lobby information boards, in your organization's monthly newsletter or in some other creative fashion.

- Take some time to **learn what other organizations around the country are doing** to promote employment. Some favorite colleagues on the west coast providing an excellent array of employment services are:
 - **Central City Concern - Portland, Oregon**
<https://www.centralcityconcern.org/services/employment/>;
 - **Community Housing Partnership - San Francisco, California**
<https://chp-sf.org/support-services/employment-services/>
 - **DESC - Seattle, Washington**
<https://www.desc.org/what-we-do/employment-services/>

As well, there are numerous examples of other excellent social service, housing, and employment programs throughout the U.S. that we can all learn a lot from.

- **Continue learning new technology platforms.** As the workplace continues to shift how and where we work from (home or other remote locations), this will continue to be important for building your own job skills, as well being able to introduce these technology systems to your participants.

Guidance from Westat IPS Employment Center

The below paragraphs were in the first fidelity review guidance, but are worth repeating again.

According to the IPS Employment Center, fidelity reviews will be rescheduled to approximately **45 days after full resumption of services**, including access to vehicles and authorization to resume community-based functions, is the earliest reasonable date for rescheduling.

Twenty-one of the 25 items will be assessed the same way as always, following the procedures in the fidelity manual. Staffing Elements 1-3; Organization Elements 1-4 & 6-8; Service Elements 1-3, 5, 7-11 & 14 will continue to be captured by “direct observation, interviews, and review of client records and other program information for current and recent time period of the scheduled review.”

For Service Elements 4, 6 & 12, fidelity assessors will use “historical data from the 1st quarter of 2020” consistent with the originally scheduled dates of the reviews. Organization Element 5 – Role of the Supervisor will look at historical documentation for field mentoring only and “direct

observation, interviews, and review of client records and other program information for current and recent time period of the scheduled review” for the balance of data sourcing.

For Local Support and Guidance

If your Employment Program STAFF would like to talk through any of these ideas for conducting internal fidelity reviews or program enhancements, you can contact:

Alex Heyer, Program Specialist at the San Diego Workforce Partnership (SDWP)

AlexHeyer@Workforce.org or at (619) 458-0350

Tom Stubberud, Senior Program Manager at Corporation For Supportive Housing (CSH)

Tom.Stubberud@csh.org or at (619) 322-6490.

As we move into the new 2020/2021 fiscal year, we are anxious to re-start the fidelity review process and activities, as soon as it is deemed safe and appropriate to do so by local authorities.

Happy reviewing!!