



COUNTY OF SAN DIEGO
HHSA
HEALTH AND HUMAN SERVICES AGENCY



San Diego
Workforce
Partnership



Guidance for Internal Fidelity Review Activities

During COVID-19 Pandemic

Beginning in 2018/2019, the San Diego Workforce Partnership and CSH worked to complete Fidelity Reviews of local IPS Supported Employment programs. Toward that end, a total of nearly 15 program reviews were accomplished at various clinics, clubhouses and ACT programs. Given current COVID 19 stay at home orders, in person fidelity reviews have, until further notice, been suspended.

During this time of work at home orders, and socially distancing in the workplace, we anticipate there will be a natural shift downward in overall client contact and in job placements. This is an uncertain time and there is likely enhanced fear and anxiety for your participants about entering the workforce at this particular moment in time. However, we are still hearing of job interviews occurring virtually and participants from various programs being hired into new jobs.

The Work Well Initiative strongly suggests that if you aren't already, this would be a great time to conduct internal fidelity reviews of your programs. Some other states are doing remote quality assurance by

- Utilizing the fidelity scale to assess internal program achievement/success
- Reviewing charts and charting procedures. Is this a good time to move to an electronic format if your program hasn't already?
- Updating Employment Specialist job descriptions
- Reviewing and updating career profiles
- Revisiting established policies and procedures for Employment Services programs
- Assessing other documentation and providing feedback to the entire team.

Below are links to several IPS Works documents (found at www.IPSWorks.org) that can help you and your program stay on top your program's fidelity.

Data Collection and Quality Improvement Processes for Good Fidelity

<https://ipsworks.org/wp-content/uploads/2017/08/Data-and-Record-Keeping-for-Good-Fidelity.pdf>

IPS Fidelity Manual (This is a large document – 237 pages)

<https://ipsworks.org/wp-content/uploads/2019/12/Final-Fidelity-Manual-Fourth-Edition-112619.pdf>

Fidelity Action Plan

<https://ipsworks.org/wp-content/uploads/2017/08/sample-fidelity-action-plans.pdf>

Career Profile Tip Sheet

https://ipsworks.org/wp-content/uploads/2018/06/career_profile_tip_sheet-update.pdf

IPS Supported Employment Chart Review Form

<https://ipsworks.org/wp-content/uploads/2017/08/ips-chart-review-form-1.pdf>

IPS Fidelity Scale

<https://ipsworks.org/wp-content/uploads/2017/08/IPS-Fidelity-Scale-Eng1.pdf>

Sample Agency Training Plan

<https://ipsworks.org/wp-content/uploads/2017/08/sample-agency-training-plan-1.pdf>

One additional suggestion would be that if you have an agency employees, who are not directly part of your IPS employment services, but have a strong grasp of the IPS model, we suggest that, if possible from a time and funding perspective, you ask these individuals to provide a more objective review of your program and its documentation. Either way, the above are all good documents to become more familiar with.

Other Suggestions for Programs During This Time

- Reach out to the local America’s Job Centers of California to update the information you are providing to your participants. If helpful, reestablish network connections with staff from other employment- or benefits-focused agencies, including the California Department of Rehabilitation (DOR) or the Employment Development Department (EDD) or Social Security Administration (SSA). These connections will help as the economy begins to ‘re-open’.
- If need be, edit/refresh any employment service brochures you are using to ensure that the information provided to participants is current and accurate. If possible, translate your program brochures or other documents into Spanish or other threshold languages
- Seek out and learn new technology, including Zoom, WebEx, Microsoft Teams, Skype or other platforms. You can then in turn help to train your participants in these new technologies.

Guidance from Westat IPS Employment Center

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 you or your Employment Program STAFF would like to talk through any of these ideas for conducting internal fidelity reviews or program enhancements, you can directly contact Alex Heyer, Program Specialist at the San Diego Workforce Partnership, AlexHeyer@Workforce.org or at (619) 458-0356 or Tom Stubberud, Senior Program Manager at CSH Tom.Stubberud@csh.org or at (619) 322-6490.

The goal of the Work Well Initiative will be to re-establish in-person fidelity reviews within a reasonable timeframe after the beginning of the new 2020/2021 fiscal, and as soon as it is deemed by authorities to be safe and appropriate to do so.