

Online Supplement Section 1

Representative responses to 2020 survey questions

When asked “What, if any, changes or additions to your role/job duties have occurred since the COVID-19 crisis started?”, representative responses included: Working from home and providing services remotely, more time on benefits counseling including unemployment and stimulus payments, and interestingly providing more general emotional support including concerns about COVID and mental health symptoms as well as helping individuals more generally maintain their wellness.

When asked “What challenges do current realities present for IPS implementation?”, representative responses included: use of technology, connecting with employers, more difficult to do job development, individuals losing jobs, individuals losing motivation for work during this crisis due to fear of COVID exposure, individuals not having access to computers, and engaging and connecting with individuals newly referred to IPS.

When asked “What new strategies and innovations are you now using for IPS?”, representative responses included: use of technology, helping individuals to become comfortable with and knowledgeable in using technology, providing support more frequently, teaching tele-interviewing skills, and focusing more on reaching out to essential businesses.

When asked “How are IPS recipients reacting to these new strategies and innovations? What are they saying? What are you observing?”, the responses indicated a wide range of reactions with some participants struggling while others appear to be thriving as the pandemic continues. These included: “Some participants haven't missed a step in their progress as we quickly adjusted to new methods”, “How my clients are responding to this new strategy is fifty-fifty, some of my client's don't have the desire to even think about work while this crisis is going on and some of my clients are thrilled to have this discussion, since it gives my client's something else to think about and look forward to. It's been an even balance of both”, and “Some people miss face to face contact and some prefer the telephone. I also think it has encouraged people to be more independent.”

Employment staff were asked about COVID-19-related innovations that they would recommend, if funding would allow, for the post-pandemic environment. Representative responses included: use of remote technologies, online interviews, and providing more frequent ongoing support remotely to those working.

Employment staff noted that a number of new jobs had emerged due to the pandemic and were being taken by IPS recipients. Some were new kinds of positions and others reflected an increased availability of positions that had already existed. These included jobs in warehouses, grocery stores including shopping for and delivering to those at home, janitorial and cleaning services, telemarketing, remote COVID-19 tracers and home health aides. These positions are now routinely considered by recipients and for those that continue post-pandemic, will be options for future IPS recipients.

Online Supplement Section 2

The 7 adapted fidelity items, each preceded by the original item from the IPS 25-item fidelity scale.

ORGANIZATION

3. Collaboration between employment specialists and ACCES-VR counselors:

- 1 - Employment specialists and ACCES-VR counselors have client-related contact (phone, e-mail, in person) less than quarterly to discuss shared clients and referrals. **OR** Employment specialists and ACCES-VR counselors do not communicate.
- 2 - Employment specialists and ACCES-VR counselors have client-related contacts (phone, e-mail, in person) at least quarterly to discuss shared clients and referrals.
- 3 - Employment specialists and ACCES-VR counselors have client-related contacts(phone, e-mail, in-person) monthly to discuss shared clients and referrals.
- 4 - Employment specialists and ACCES-VR counselors have scheduled, **face-to-face** meetings at least quarterly, OR have client-related contacts (phone, e-mail, in person) weekly to discuss shared clients and referrals.
- 5 - Employment specialists and ACCES-VR counselors have, scheduled **face-to-face** meetings at least monthly and have client-related contacts (phone, e-mail, in person) weekly to discuss shared clients and referrals.

3 (Adapted). Collaboration between employment specialists and ACCES-VR counselors:

- 1 - Employment specialists and ACCES-VR counselors have client-related contact (phone, e-mail, in person) less than quarterly to discuss shared clients and referrals. **OR** Employment specialists and ACCES-VR counselors do not communicate.
- 2 - Employment specialists and ACCES-VR counselors have client-related contacts (phone, e-mail, in person) at least quarterly to discuss shared clients and referrals.
- 3 - Employment specialists and ACCES-VR counselors have client-related contacts(phone, e-mail, in-person) monthly to discuss shared clients and referrals.
- 4 - Employment specialists and ACCES-VR counselors have scheduled, **face-to-face or remote** meetings at least quarterly, OR have client-related contacts (phone, e-mail, in person) weekly to discuss shared clients and referrals.
- 5 - Employment specialists and ACCES-VR counselors have, scheduled **face-to-face or remote** meetings at least monthly and have client-related contacts (phone, e-mail, in person) weekly to discuss shared clients and referrals.

SERVICES

4. Rapid job search for competitive job:

- 1 - First **face-to-face** contact with an employer by the client or the employment specialist about a competitive job is on average 271 days or more (> 9 mos.) after program entry.
- 2 - First **face-to-face** contact with an employer by the client or the employment specialist

about a competitive job is on average between 151 and 270 days (5-9 mos.) after program entry.

3 - First **face-to-face** contact with an employer by the client or the employment specialist about a competitive job is on average between 61 and 150 days (2-5 mos.) after program entry.

4 - First **face-to-face** contact with an employer by the client or the employment specialist about a competitive job is on average between 31 and 60 days (1-2 mos.) after program entry.

5 - The program tracks employer contacts and the first **face-to-face** contact with an employer by the client or the employment specialist about a competitive job is on average within 30 days (one month) after program entry.

4 (Adapted). Rapid job search for competitive job:

1 - First **face-to-face or remote** contact with an employer by the client or the employment specialist about a competitive job is on average 271 days or more (> 9 mos.) after program entry.

2 - First **face-to-face or remote** contact with an employer by the client or the employment specialist about a competitive job is on average between 151 and 270 days (5-9 mos.) after program entry.

3 - First **face-to-face or remote** contact with an employer by the client or the employment specialist about a competitive job is on average between 61 and 150 days (2-5 mos.) after program entry.

4 - First **face-to-face or remote** contact with an employer by the client or the employment specialist about a competitive job is on average between 31 and 60 days (1-2 mos.) after program entry.

5 - The program tracks employer contacts and the first **face-to-face or remote** contact with an employer by the client or the employment specialist about a competitive job is on average within 30 days (one month) after program entry.

6. Job development - Frequent employer contact:

1 - Employment specialist makes less than 2 **face-to-face** employer contacts that are client-specific per week.

2 - Employment specialist makes 2 **face-to-face** employer contacts per week that are client-specific, **OR** Does not have a process for tracking.

3 - Employment specialist makes 4 **face-to-face** employer contacts per week that are client-specific, and uses a tracking form that is reviewed by the SE supervisor on a monthly basis.

4 - Employment specialist makes 5 **face-to-face** employer contacts per week that are client-specific, and uses a tracking form that is reviewed by the SE supervisor on a weekly basis.

5 - Employment specialist makes 6 or more **face-to-face** employer contacts per week that are client specific, or 2 employer contacts times the number of people looking for work when there are less than 3 people looking for work on their caseload (e.g., new program). In addition, employment specialist uses a tracking form that is reviewed by the SE supervisor on a weekly basis.

6 (Adapted). Job development - Frequent employer contact:

1 - Employment specialist makes less than 2 **face-to-face or remote** employer contacts that

are client-specific per week.

2 - Employment specialist makes 2 face-to-face or remote employer contacts per week that are client-specific, **OR** Does not have a process for tracking.

3 - Employment specialist makes 4 face-to-face or remote employer contacts per week that are client-specific, and uses a tracking form that is reviewed by the SE supervisor on a monthly basis.

4 - Employment specialist makes 5 face-to-face or remote employer contacts per week that are client-specific, and uses a tracking form that is reviewed by the SE supervisor on a weekly basis.

5 - Employment specialist makes 6 or more face-to-face or remote employer contacts per week that are client specific, or 2 employer contacts times the number of people looking for work when there are less than 3 people looking for work on their caseload (e.g., new program). In addition, employment specialist uses a tracking form that is reviewed by the SE supervisor on a weekly basis.

7. Job development - Quality of employer contact:

1 - Employment specialist meets employer when helping client to turn in job applications, **OR** Employment specialist rarely makes employer contacts.

2 - Employment specialist contacts employers to ask about job openings and then shares these “leads” with clients.

3 - Employment specialist follows up on advertised job openings by introducing self, describing program, and asking employer to interview client.

4 - Employment specialist meets with employers in person whether or not there is a job opening, advocates for clients by describing strengths and asks employers to interview clients.

5 - Employment specialist builds relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the SE program offers to the employer, describe client strengths that are a good match for the employer.

7 (Adapted). Job development - Quality of employer contact:

1 - Employment specialist meets employer when helping client to turn in job applications, **OR** Employment specialist rarely makes employer contacts.

2 - Employment specialist contacts employers to ask about job openings and then shares these “leads” with clients.

3 - Employment specialist follows up on advertised job openings by introducing self, describing program, and asking employer to interview client.

4 - Employment specialist meets with employers in person or remotely whether or not there is a job opening, advocates for clients by describing strengths and asks employers to interview clients.

5 - Employment specialist builds relationships with employers through multiple visits in person or remotely that are planned to learn the needs of the employer, convey what the SE program offers to the employer, describe client strengths that are a good match for the employer.

12. Time-unlimited follow-along supports:

1 - Employment specialist does not meet **face-to-face** with the client after the first month of starting a job.

2 - Employment specialist has **face-to-face** contact with less than half of the working clients for at least 4 months after starting a job.

3 - Employment specialist has **face-to-face** contact with at least half of the working clients for at least 4 months after starting a job.

4 - Employment specialist has **face-to-face** contact with working clients weekly for the first month after starting a job, and at least monthly for a year or more, on average, after working steadily, and desired by clients.

5 - Employment specialist has **face-to-face** contact within 1 week before starting a job, within 3 days after starting a job, weekly for the first month, and at least monthly for a year or more, on average, after working steadily and desired by clients. Clients are transitioned to step down job supports, from a mental health worker following steady employment clients. Clients are transitioned to step down job supports from a mental health worker following steady employment. Employment specialist contacts clients within 3 days of hearing about the job loss.

12 (Adapted). Time-unlimited follow-along supports:

1 - Employment specialist does not meet **face-to-face or remotely** with the client after the first month of starting a job.

2 - Employment specialist has **face-to-face or remote** contact with less than half of the working clients for at least 4 months after starting a job.

3 - Employment specialist has **face-to-face or remote** contact with at least half of the working clients for at least 4 months after starting a job.

4 - Employment specialist has **face-to-face or remote** contact with working clients weekly for the first month after starting a job, and at least monthly for a year or more, on average, after working steadily, and desired by clients.

5 - Employment specialist has **face-to-face or remote** contact within 1 week before starting a job, within 3 days after starting a job, weekly for the first month, and at least monthly for a year or more, on average, after working steadily and desired by clients. Clients are transitioned to step down job supports, from a mental health worker following steady employment clients. Clients are transitioned to step down job supports from a mental health worker following steady employment. Employment specialist contacts clients within 3 days of hearing about the job loss.

13. Community-based services:

1 - Employment specialist spends 30% time or less in the scheduled work hours **in the community.**

2 - Employment specialist spends 30 - 39% time of total scheduled work hours **in the community.**

3 - Employment specialist spends 40 -49% of total scheduled work hours **in the community.**

4 - Employment specialist spends 50 - 64% of total scheduled work hours **in the community.**

5 - Employment staff spend 65% or more of their time assigned to supported employment **in the community.**

13 (Adapted). Community-based services:

1 - Employment specialist spends 30% time or less in the scheduled work hours **in the community or remotely with individuals who are in the community.**

2 - Employment specialist spends 30 - 39% time of total scheduled work hours **in the community or remotely with individuals who are in the community.**

3 - Employment specialist spends 40 -49% of total scheduled work hours **in the community or remotely with individuals who are in the community.**

4 - Employment specialist spends 50 - 64% of total scheduled work hours **in the community or remotely with individuals who are in the community.**

5 - Employment staff spend 65% or more of their time assigned to supported employment **in the community or remotely with individuals who are in the community.**

14. Assertive engagement and outreach by integrated treatment team:

Criteria:

- Service termination is not based on missed appointments or fixed time limits.
- Systematic documentation of outreach attempts.
- Engagement and outreach attempts made by integrated team members.
- Multiple **home/community visits.**
- Coordinated visits by employment specialist with integrated team member.
- Connect with family, when applicable.

1 - Evidence that 2 or less strategies for engagement and outreach are used.

2 - Evidence that 3 strategies for engagement and outreach are used.

3 - Evidence that 4 strategies for engagement and outreach are used.

4 - Evidence that 5 strategies for engagement and outreach are used.

5 -Evidence that all 6 strategies for engagement and outreach are used

14 (Adapted). Assertive engagement and outreach by integrated treatment team:

Criteria:

- Service termination is not based on missed appointments or fixed time limits.
- Systematic documentation of outreach attempts.
- Engagement and outreach attempts made by integrated team members.
- Multiple **home/community visits or remote visits with individuals at home or in the community.**
- Coordinated visits by employment specialist with integrated team member.
- Connect with family, when applicable.

1 - Evidence that 2 or less strategies for engagement and outreach are used.

2 - Evidence that 3 strategies for engagement and outreach are used.

3 - Evidence that 4 strategies for engagement and outreach are used.

4 - Evidence that 5 strategies for engagement and outreach are used.

5 -Evidence that all 6 strategies for engagement and outreach are used

Online Supplement Section 3

2019 - 2020 mean monthly employment rates, by month

	2020		2019	
	N of IPS sites submitting performance indicator data	Mean monthly employment rate	N of IPS sites submitting performance indicator data	Mean monthly employment rate
January	78	50.6%	73	45.3%
February	69	47.2%	75	44.8%
March	62	47.7%	70	45.1%
April	49	35.7%	72	47.9%
May	56	44.3%	70	49.1%
June	64	46.4%	67	51.6%
July	62	46.3%	65	47.9%
August	59	53.1%	72	52.0%
September	58	47.4%	73	52.0%
October	69	52.4%	69	52.1%

November	68	49.5%	68	51.0%
December	69	48.2%	68	50.3%