**Fidelity Spreadsheet Q & A:**

Q: In the Person Level Data Tab Column C: First ESP F2F Contact, “Do we include the ‘Engagement Phase’ as the first date, or do we wait until an intake is done with the person?”

A: For those in Alliance or Core project this will be when the intake is done for starting IPS Services (Ie: agency paperwork/PCP/Career profile).

Q: In the Person Level Data Tab Column E: Open IPE with VR, “Does this tab only include VR cases currently open in BEAM?”

A: Yes. So, for those referred only for example, do not include in spreadsheet until in BEAM.

Q: In the Person Level Data Tab Column F: VR Unit ID, “What if there are multiple offices within the county we work in with different counselors?”

A: If you are working with multiple counties/sites let the reviewers know how you have broken these up within the column. You will also provide evaluators with a key that matches when evaluators go on site. For teams that may have even more individualized counselors with VR they work with due to unit vacancies, we can work with you individually (case by case basis) to understand how you have labeled these within the Unit column.

Q: Person Level Data Column G: County ID, “What if people do not want to share where they are obtaining services from so they county is not known?”

A: If not sharing leave blank or not receiving any services leave enter None.

Q: Person Level Data Tab Clinical Column H: Current Clinical Services, “So which services should we list? All Services? Examples, CST, MM, OPT, and these need to be current? What if someone is referred to OPT but are in transition but has not met with the OPT provider yet?”

A: Teams should list all mental health services that are actively working with the person outside of IPS. If the individual was previously with CST and no longer apart of the CST service, you may remove CST from their data as they are not active. In addition, if someone has not received services from the provider but has been referred, do not list the service until they have met for treatment.

Q: Person Level Data Tab Employment Column J: receiving Benefits, “Previously we had to type in what types of benefits they were specifically receiving and this one we don’t, why has that changed?”

A: Yes, we received feedback and after reviewing fidelity manual the anchors indicated the percentage of people who receive benefits counseling, we decided to ask questions in the interviews to Benefits Counselors and team for example, “Tell us about the type of benefits counseling this individual receives, and the frequency, so we will get this data from those interviews instead of the spreadsheet.”

Q: Person Level Data Tab Employment Column K: First F2F Employer Contact, “So does this include any interviews the individual attends if it’s the first contact?”

A: Yes it includes any first in person contact that is made by the ESP only, the individual only, or the ESP and individual together.

Q: Person Level Data Tab Employment Column L: Job Start “If VR referred to IPS with a job already in place and wants the team to provide FAS, do we list the job on the spreadsheet even though its outside of IPS Services?”

A: You may list the job on the spreadsheet however it will not count towards rating for diversity of jobs or employers or competitive employment, but it could be helpful for us to see that you are providing FAS. If they are looking for another job change their status to “Job Search” so we know you are helping them find something different.

Q: Person Level Data Tab Employment Column M: ESP F2F Contact Prior to Job Start, “If individuals do not inform the IPS team of the new employment until after they have started what date do we put for the ESP meeting prior to job start?”

A: Put the date that the ESP last met with them before the job start, even if they learned of the job later than anticipated.

Q: Person Level Data Tab Employment Column M: ESP F2F Contact Prior to Job Start “What if we are unable to reach the client but make contact attempts that week before? Would you put your contact attempt dates and contact attempt types to cover this item?”

A: No, attempts do not count. We want the F2F/in person contacts for the ratings.

Q: Person Level Data Tab Employment Column N: ESP F2F contact within 3 (calendar) days of job start, “What if we have a person that we meet with the day after job start, do we put that we met with them?”

A: We need the actual dates here, even if there are 4 or 5 days between the job start and being seen by the ESP f2f to follow up on the job starting. Again, still put the date so that we can see out of the 60% of the working charts we review if they have been seen by the employment specialist so we can use this to find the rating.

Q: Person Level Data Tab Employment Column S: “If the person has a current job there will not be an end date correct?”

A: To clarify, if they have started a job during the time with IPS and the job has ended enter the date. If the job has not ended, you would leave this blank.

Q: Person Level Data Tab Education: “If someone receives a 2-day certification, do we still add it? GED programs included.”

A: Yes, the state is tracking education rates, and since this rate has been low, we want to do more supported education which is why we look at this and career advancement as a part of the fidelity scale in the time unlimited FAS as we should be talking to people about promotions or going back to school for more desirable positions. So, this helps with other ratings as well. Yes, any type of additional education you would include here.

Q: Closed Tab Column F: “What do we do when they move from tailored plan to standard plan, and we cannot serve?”

A: “Enter that reason in the discharge column. We want to see that as well and point that out to DHHS so that we are tracking how often this is occurring.”

Q: Job Development Tab: “Are you using the date that covid sunset occurred for the 4 to 6 weekly employer contacts? so the covid flexibilities do not apply anymore?”

A: We use the fidelity weekly employer contacts of 6. If the ESP is FT on the team, it will be 6. For those ESP/PT (20 hours/week) will need 3. We’ve not adjusted the job development contacts during covid.

Q: Job Development Tab: “Looking for advancement for that person within the company would that count towards Job development?”

A: No this would not count job development it would count for FAS. If it were for someone else, then it could count for Job development.

Q: Job Development Tab: “My question is the parts of the ESP job developments and such, are we to enter this on the spreadsheet or is this what you fill out while interviewing? (The details of meetings with potential employers, etc.)”

A: This information should be entered on the spreadsheet prior to the fidelity review. Evaluators might ask questions about the employer contact logs during the interviews.

Q: IPS Activity Log Tab Columns A: “So do we only provide 1 week of data or 4 weeks?”

A: We take the 4 weeks that you are giving us and ask the IPS Team what they did during that week when we are doing Fidelity Reviews. We still need 4 weeks of data on the spreadsheet which is given to us in advance of the fidelity interviews. We follow-up on 1 week of the schedule provided during the interviews as a calendar walkback.

Q: “I see that career profiles start, and completion date was taken out. Why is that?”

A: There is no fidelity item that needs us to identify if career profiles happened within a particular period. So, we took out the need for this data and what we use is the actual chart data when we are reviewing the 10 charts so teams would not have to stress about having all the dates on the spreadsheet.