

Criterion: Services

Data sources: Management Info Documents Interviews Observations Employment Plan

13. Disclosure: Employment specialists provide clients with accurate information and assist with evaluating their choices to make an informed decision regarding what is revealed to the employer about having a disability.

**Anchor:**

|   |                   |   |
|---|-------------------|---|
| 1 | None is present   | <ul style="list-style-type: none"> <li>• Employment specialists do not require all clients to disclose their psychiatric disability at the work site in order to receive services.</li> <li>• Employment specialists offer to discuss with clients the possible costs and benefits (pros and cons) of disclosure at the work site in advance of clients disclosing at the work site. Employment specialists describe how disclosure relates to requesting accommodations and the employment specialist's role communicating with the employer.</li> <li>• Employment specialists discuss specific information to be disclosed (e.g., disclose receiving mental health treatment, or presence of a psychiatric disability, or difficulty with anxiety, or unemployed for a period of time, etc.) and offers examples of what could be said to employers.</li> <li>• Employment specialists discuss disclosure on more than one occasion (e.g., if clients have not found employment after two months or if clients report difficulties on the job.)</li> </ul> |
| ② | One is present    |   |
| 3 | Two are present   |   |
| 4 | Three are present |   |
| 5 | Four are present  |   |

**Comments:**

It was clear from interviews with clients, employment specialists and the supervisor that there is no requirement for clients to disclose in order to receive IPS support.

Evidence to support giving credit for the other anchors was lacking. The vocational profile form indicated that the service is set up to closely follow this fidelity item. However in the client records viewed, the vocational profile forms recorded only 'yes' or 'no' answers to 'would the client like to disclose?'. There was no evidence of discussing pros and cons, or the specifics of what could be disclosed, or of disclosure being discussed more than once. We also saw no evidence to support this in the sample client progress notes reviewed.

Clients interviewed recalled being asked 'do you want to disclose?', but not any discussions about what that meant, of the pros and cons, of the details of what could or could not be said, or being asked that question more than once. This suggested that the lack of evidence for anchors 2-4 was not due to the failure to record the information from disclosure discussions with clients; rather, that these discussions were not taking place as defined by this item.

Service data collated by the supervisor did not include information that helped provide evidence to give credit for anchors 2-4.

**Recommendations:**

A higher score can be achieved by ensuring that client disclosure discussions include consideration of pros and cons (anchor 2), the specific details of what can be disclosed (anchor 3), and of discussions occurring more than once (anchor 4), closely following the requirements as defined by this fidelity item.

The vocational profile form currently in use is designed to collect this information, in a way that would provide evidence to support anchors 2-4. Higher scores will be achieved if employment specialists conduct disclosure discussions as defined by this item, and use the relevant sections of the vocational profile form to initially gather and then keep updated this disclosure-related information.

We recommend that the supervisor implements ways to monitor how closely the employment specialists are fulfilling this item. For example, it would help if the service data being collected and analysed to measure service performance is extended to include measures of compliance with this item. Additional disclosure training or support for the employment specialists should be considered.

