

Quality Indicators for Review of Competitive Employment Job Outcomes

Accomplishment Area /Quality Indicator	Assessment Questions	Current Status*	Priority Code for Attention To Improve Job Outcome**
A. Use of Benefits Planning	a) Did the agency secure services from a certified Benefits Planner to assist individual and family in understanding the impact of wages on benefits? b) Was a written benefits analysis completed? c) Did Analysis present impact of employment on all Federal and other Benefits Programs in which the individual is currently enrolled?	1__ 2__ 3__ 4__	
B. Individualization of Job Goal	a) Were the individual's strengths, abilities, and interests considered when establishing job goal? b) Did the individual lead the planning and job assessment process formulating a job plan? c) Did the individual choose the job coach/employment specialist providing primary services and supports? d) Is the individual satisfied with job outcome and services?	1__ 2__ 3__ 4__	
C. Quality of Competitive Job	a) Does individual earn at least minimum wage? b) Is individual working at least 20 hours per week? c) Is employer satisfied with the job performance of the individual?	1__ 2__ 3__ 4__	
D. Consistency of Job Status with Co-Workers	a) Is individual employed and paid by business where work is taking place, not by service provider? b) Are wages earned and benefits received commensurate with those received by others doing similar work? c) Are opportunities for advancement consistent w/ those available to co-workers?	1__ 2__ 3__ 4__	
E. Employment in Integrated Job Settings	a) Is the work site absent of a congregation of persons with disabilities? b) Are there co-workers who are not disabled within the work site with whom the consumer has regular contact? c) Are there social interactions with co-workers at the work site (e.g.: during breaks, lunch, or after-hours gatherings of co-workers)?	1__ 2__ 3__ 4__	
F. Quality of Job Site Supports and Fading	a) Do job site training and support strategies match the learning style of the individual and the culture of the job site? b) Is there evidence of a planned fading program, including involvement of co-workers in giving instructions and support to consumer?	1__ 2__ 3__ 4__	
G. Presence of Ongoing Support Services for Job Retention and Career Development	a) Is there a written long term supports plan and is the plan being implemented? b) Are contacts made with the individual at least twice monthly to monitor employment stability? c) Is there a plan for career advancement? d) Do ongoing post-employment support services for the individual include support for changing job settings/re-employment?	1__ 2__ 3__ 4__	

* Current Status Code	** Priority Code (Importance for attention in 12-18 months)
1. Outcome and services not representative of this indicator. Program practices do not indicate that this indicator is considered in developing jobs.	L = Low importance M = Medium Importance H = High importance
2. Outcome and services demonstrate awareness of indicator, but current practices indicate inconsistent application.	
3. Noticeable efforts in this indicator area; room exists for additional progress.	
4. Outcome fully consistent with this indicator.	