

## BENEFITS COUNSELING FIDELITY SCALE

**RATER:**

**SITE:**

**DATE**

**TOTAL SCORE:**

**REVIEW PERIOD:** MONTH YEAR TO MONTH YEAR (Utilizing information from a 6 to 12-months is recommended)

**DIRECTIONS:** Circle one number for each criterion.

**DATA SOURCES:** Fidelity Data Tracker (FDT), ETO Case Management System (ETO), Interviews (INT), Observation (OBS)

**ORGANIZATION**

OBS, INT, FDT, ETO

1. **Administrative Support Provided by Contractor/Agency:** Contractor/agency promotes benefits counseling services, financial stability and growth services, and access to additional resources to support benefits counseling services. Contractor/agency provides resources to support Work Incentive Counselors in the performance of their jobs, including technology, materials, adequate work space, secure area to store electronic and hard copy files, and provide services to participants.
  - Contractor/agency offices or WICs have access to resource area providing additional resources for participants in their quest for employment and financial stability \*
  - Security Risk Management plan is present as required by current contracts to comply with OAR 407-014-0300 through OAR 407-014-0320, providing secure email network protocol in order to exchange information between participant and WIC and referring providers, i.e., encrypted email system. (Must meet or exceed DHS data protection requirements)
  - Provide access to technology which allows WIC to provide services remotely, via telephone, Skype, Face Time, or other related technology allowing “distance support”
  - Provide confidential area for WIC to provide private face-to-face interviews or services \*

\*Contractor/agency whose WICs are stationed away from main office may provide information about how the WIC(s) accesses additional resources or confidential spaces to meet these criteria.

1 pts. = One or none are present

2 pts. = Two are present

3 pts. = Three are present

4 pts. = Four are present

2. **Supervision/Support Provided by Contractor/Agency:** Manager has knowledge of benefits counseling services and what is required to provide that service. They support and provide supervision of WIC, providing training, continuing education, performance evaluations.

- Manager reviews and signs monthly Fidelity Data Tracker before sending to WIN Central
- Manager attends quarterly meeting with WIN Central
- Manager provides yearly performance review for WIC
- Manager promotes continuing education opportunities for WIC
- Manager attends one outreach event where WIC is promoting WIN services

1 pts. = One is present

2 pts. = Two are present

3 pts. = Three are present

4 pts. = Four are present

3. **Training:** Benefits counselors must be certified by WIN Central before providing benefits counseling services. WIN Central sets annual training requirements to maintain certification in Oregon: 18 credits from WIN/VCU/Cornell/NABWIS that are generally about federal benefits and programs. The numbers below will reflect the numbers expected for a 6-month period. These requirements can change

periodically and the changes will be noted in the WIN's Best Practices Guide.

1 pts. = Less than 5 credits

2 pts. = At least 5 credits, but less than 7

3 pts. = At least 7 credits, but less than 9

4 pts. = At least 9 credits

## STAFFING

### FDT, ETO

4. **Caseload size:** Benefits counselors have individual employment caseloads. The maximum monthly caseload for any full-time benefits counselor is 44. A participant counts towards a WIC's caseload when they are currently enrolled, contacted within the month, and documented with a WIN Effort. A participant isn't counted towards a caseload if a contact was made after the participant has been dismissed even when a WIN Effort is created.

1 pts. = 25 or less cases or more than 50

2 pts. = At least 26 cases, but less than 35

3 pts. = At least 35 cases, but less than 40

4 pts. = At least 40 cases, but equal to or less than 50

5. **Benefits Counselor Staff:** Percentage of overall time dedicated to providing direct benefits counseling services.

2 pts. = Provide benefits counseling direct services less than 50% of the time

4 pts. = Provide benefits counseling direct services equal/more than 50% but less than 55%

6 pts. = Provide benefits counseling services equal/more than 55% but less than 65%

8 pts. = Provide benefits counseling services equal/more than 65% of the time

6. **Technical Assistance:** One hour of technical assistance with WIN Central should be recorded monthly. Benefits counselors have frequent contact with WIN Central TA providers to ensure accuracy of information being provided to participants verbally, as well as in written reports. Numbers reflect a six-month average.

1 pts. = More than zero hours of TA services recorded, but less than 2

2 pts. = 2 or more hours of TA services recorded, but less than 4

3 pts. = 4 or more hours of TA services recorded, but less than 6

4 pts. = 6 or more hours of TA services recorded

7. **Coordination Calls:** 80% attendance required and indicates best practices. Coordination calls are held monthly to share issues happening around the state such as WIL on vacation in local SSA office or an Eligibility office is not recognizing EPD. Also, share success stories or ask for assistance for unfamiliar issues. WIN Admin provides updates on state policy changes and other pertinent issues. The numbers reflect a 6-month average.

2 pts. = Less than 3 attended

4 pts. = 3 or more attended, but less than 4

6 pts. = 4 or more attended, but less than 5

8 pts. = 5 or more attended

8. **File Review:** ETO consumer files should be kept up to date with new information recorded by the end of each week. Best practice is to keep electronic files updated daily. Collaboration with Employment Team members is encouraged and documentation of those efforts, their success or failure should be noted in an effort. Efforts should include: meeting with the clients, service providers, outside agencies and family members, development and research on all steps of the service delivery process (I&Rs, comprehensive intakes, WIAs, and WIPs), phone calls with or on behalf of the individual, research completed with clients or on their behalf, documentation and ETO data entry, processing and filing paperwork, completion of WIN and

CIL file requirements. Case notes are a narrative description of activity conducted for, with, and about or on behalf of a participant and represent one of the most important elements in maintaining a participant's case file. Only files with BSA/WIS Assessment will be reviewed. (Acronyms: I&R: Information and Referral; A&A: Advise and Analysis; SRR: Services Record Request)

2 pts. = Basic information in case only; incomplete information

4 pts. = Incomplete I&R and A&A and Comp intake; efforts lacking; no information about what action taken; historical record has holes

6 pts. = I&R, A&A and Comp intake complete; notes provide basic information about service delivered

8 pts. = SRR, I&R, Comp intake complete; efforts are readable and provide detail about service provided

9. **WIS/BSA Peer Reviews:** Benefits and Summary Analysis and Work Incentive Summary reports should be submitted for Peer Review for quality assurance purposes. Reviewing the reports counts the same as submitting a report for review. (Acronyms: WIS: Work Incentive Summary; BSA: Benefits Summary and Analysis) Numbers reflect a six-month average and reviewers should make every attempt to complete report review within ten business days.

1 pts. = 1 report submitted or reviewed

2 pts. = 2 reports submitted or reviewed

3 pts. = 3 reports submitted or reviewed

4 pts. = 4 reports submitted or reviewed

## SERVICES

FDT, ETO

10. **Enrollment:** All participants are evaluated for eligibility and needed services. WICs enroll 2 to 3 new or returning participants per week for a total of 11 new enrollments each month. The numbers reflect a 6-month average.

2 pts. = Less than 4 new enrollments per month or more than 15 new enrollments per month  
4 pts. = 4 or more new enrollments per month, but less than 8  
6 pts. = 8 or more new enrollments per month, but less than 11  
8 pts. = 11 to 15 new enrollments per month

11. **Referrals:** The initial attempted contact with the participant should be within 5 calendar days. Numbers reflect a six-month average assuming 11 new enrollments per month.

1 pts. = less than 3 attempted contacts within 5 calendar days  
2 pts. = 3 or more attempted contacts within 5 calendar days, but less than 6  
3 pts. = 6 or more attempted contacts within 5 calendar days, but less than 9  
4 pts. = 9 or more attempted contact within 5 calendar days

12. **Information and Referral:** 100% of new enrollments are provided I&R services which include: assessing the individual's questions/concerns about benefits and working, assessing the individual's need for employment supports and services, providing general information about relevant work incentives, and providing referrals to relevant employment and social service agencies. This service should be provided within 3 weeks of enrollment.

- 1 pts. = Less than 3 of new enrollments received I&R services
- 2 pts. = 3 or more of new enrollments, but less than 6 received I&R services
- 3 pts. = 6 or more of new enrollments, but less than 9 received I&R services
- 4 pts. = 9 or more of new enrollments received I&R services

13. **Work Incentive Summary/Benefits Summary and Analysis Reports:** 60% of new enrollees or returning participants should receive this service. This means 5 reports should be written each month. This service is provided to individuals who need individualized advisement, as it relates to employment, and would benefit from a write up of the advisement. To deliver this service, an in-depth interview must be conducted with the individual (and others if appropriate) to assess the issues/questions related to benefits and working, all benefits must be verified, and research must be done about any benefit related issues/questions. Then a written summary of that individualized advisement is prepared and presented to the individual (and others if appropriate). There are times when a Verbal Advisement is all that is requested from the participant, but the appropriate decision tree should be followed closely and every effort should be made to provide a written summary of the discussion to the participant and/or the employment team. No points are given for verbal advisements. Numbers reflect a six-month average.

- 1 pts. = 1 report is written or more than 7
- 2 pts. = 2 or more reports are written, but less than 3
- 3 pts. = 3 or more reports are written, but less than 5
- 4 pts. = 5 to 7 reports are written

14. **Analysis and Advisement Assessment:** 100% of those receiving a BSA/WIS, or Verbal Advisement service will have an A&A assessment. This service is the corner stone of quality benefits planning services. This assessment involves a comprehensive level review of the individual's current benefit

status. As part of the review process the benefits of the individual are verified with the respective public agencies. The assessment consists of a detailed list of questions that is meant to capture anything related to the person's benefits and employment. Based on 11 new enrollments per month.

2 pts. = 1 assessment is completed, but more than 11 assessments are completed

4 pts. = 2 assessments are completed, but less than 3

6 pts. = 3 assessments are completed, but less than 5

8 pts. = 5 to 11 assessments are completed

15. **Work Incentive Plan:** 40% of those getting WIS/BSA will receive this service. This service is provided to consumers who need support in resolving benefit issues that relate to employment (such as getting a work review completed, reporting earnings once employed, and using a simple work incentive (i.e. IRWE, Subsidy or SEIE). While providing WIP services an updated WIS/BSA will be needed if the consumer's benefits or employment situation changes AND they meet one of the WIS/BSA criteria (see above). WIPs should be reviewed monthly and completion dates should be noted as tasks are completed. WIPs generally include tasks that will need to be completed within the next 6 months (shorter if needed for the consumer). If new tasks arise, add them to the existing WIP. WIP services end when all the tasks have been completed and no further action steps are identified. Based on 11 new enrollments per month.

0 pts. = Less than 1

2 pts. = 1 or more, but less than 2

3 pts. = 2 or more, but less than 3

4 pts. = 3 or more

16. **Follow-up Attempt on WIPs:** Work Incentive Plans (WIPs) are action plans to help participants implement work incentives and to overcome employment and earnings barriers. Benefits planning services have no



value unless the information provided to the participant can and will be acted upon. It is important that WIPs are created for WIN participants and that follow-up occurs to make sure that the WIP is being worked by the participant and/or support team members who were owners of actions listed on the WIP. Follow-up can occur with both active and inactive participants. If an inactive participant is contacted and it is determined that additional assistance is needed, the WIC should re-enroll either to WIN Intake or directly into the WICs service program so follow-up services can continue. A re-enrollment would count towards the total monthly enrollment fidelity. Numbers will be averaged over a 6-month period. **IMPORTANT:** If participant or support team proactively contacts you regarding a WIP then this also qualifies as a contact attempt and credit toward this fidelity. This is captured in the WIP Assessment.

- 1 pts. = 1 WIP follow-up contact attempt, but less than 2
- 2 pts. = 2 WIP follow-up contact attempts, but less than 3
- 3 pts. = 3 WIP follow-up contact attempts, but less than 4
- 4 pts. = 4 or more WIP follow-up contact attempts

17. **Outreach Events:** An average of one to two outreach events per quarter per full-time WIC is best practices. More than 2 outreach events per quarter will take away from direct services and prevent the WIC from meeting other best practices. If requests in a given quarter exceed the one-two quarter average, WICs are encouraged to talk to their supervisor or contact WIN Central to prioritize and determine whether and which events can be done. Examples of outreach events include presentations done at conferences, presentations at staff meetings at local agencies including Workforce offices, and Youth Transition events. Averaged over a 6-month time period.

- 1 pts. = One outreach presentation or more than 6
- 2 pts. = More than 1, but less than 4 presentations,
- 3 pts. = 4 outreach presentations, but equal to or less than 6

**BENEFITS COUNSELING FIDELITY SCALE SCORE SHEET**

<b>Organization</b>			
1.	Contractor/agency	Score:	
2.	Manager Support	Score:	
3.	Training	Score:	
<b>Staffing</b>			
4.	Caseload Size	Score:	
5	Staff	Score:	
6	TA	Score:	
7	Coordination Calls	Score:	
8	File Review	Score:	
9.	Peer Review of Reports	Score:	
<b>Services</b>			
10.	Enrollment	Score:	
11.	Referrals	Score:	
12.	I&R	Score:	
13.	WIS/BSA	Score:	
14.	A&A	Score:	
15.	WIP	Score:	
16.	Follow-up WIP	Score:	
17.	Outreach	Score:	

<b>Fidelity Scale</b>	
77 to 87	= Exemplary Fidelity (90%)
69, but less than 77	= Good Fidelity (80%)
52, but less than 69	= Fair Fidelity (60%)
Less than 52	= Needs help (below 60%)