

# Job Development Fidelity Scale\*

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August 2019



# Acknowledgments

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Debbie Ball, Easterseals Southern California, provided financial support, guidance, and advice in the development of the Job Development Fidelity Scale for Customized Employment (JDFS). Individual interviews were held with both Customized Job Development experts and experienced practitioners of both Customized and Traditional Community Job Development for persons with disabilities. Focus groups with Job Developers, Vocational Rehabilitation, and Disability Employment Services Administrators in Southern California, were very helpful in the development of the JDFS. Their openness and candor about the details of both Customized and Traditional Job Development practices provided clear distinctions between these two methods of providing Job Development.

The reliability and validity of the following thirteen fidelity to Job Development best practice tenets has not been established. States and providers of services interested in ensuring Customized Job Development adheres to best practice fidelity must participate in: 1) JDFS Administrator Training; 2) A Follow-up Q & A meeting after the initial training to uncover and discuss roadblocks and other barriers to implementing Customized Job Development with fidelity to best practices; 3) Agree to send JDFS scoring data and other de-identified demographic and outcome data through a University sanctioned Internal Review Board Process, and; 4) Agree to off-site expert consultation on how to score the JDFS with sufficient reliability.

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Customized Job Development begins by following the Discovery Employment Plan. Customized Job Development avoids pre-placement delays, such as volunteering, job tryouts, and paid or unpaid work experiences. It assists citizens with significant disabilities becoming employed with the best opportunity for long-term success and income. Businesses with good jobs benefit from customized job development.

- Customized Job Development is different from finding jobs and filling employer vacancies.
- Customized Job Development is not based on a determination of what skills and tasks an employment seeker has and then finding an employer that can utilize them.
- Customized Job Development relies on the creation of jobs that utilize the employment-seeker's skills and capacities and address business needs.
- With a customized approach, businesses hire individuals because it benefits the business, not "to give them a chance".
- Evidence-based tenets within this Customized Employment Job Development Fidelity Scale (JDFS) ensure successful job development practices of benefit to the employment seeker and the employer.
- Customized job development creates, carves, and negotiates a good job.
- Customized Job Development is based on mutual employee and employer interests.
- Customized Job Development is one component of an integral approach to Customized Employment of persons with significant disabilities.
- Customized Job Development uses informational interviewing, interest-based negotiation, and may bring value-added assets to a job—missing tools in typical job development.

## Differences between a Traditional Approach to Job Development (TJD) and a Customized Approach to Job Development (CJD):

<b>Traditional Job Development (TJD)</b>	<b>Customized Job Development (CJD)</b>
TJD uses assessments, work trials, OJT, and/or volunteering to assess employment seeker's capabilities.	CJD assumes employability, uses Discovery Activities to determine how best to support the employment seeker, with how he or she best learns, to ensure ideal employment fit.
TJD already has relationships with employers or finds employers who have employment vacancies.	CJD develops a job with an employer that meets the individual's ideal conditions of employment.
TJD approaches employers to determine their willingness to hire someone with a disability to fill a job opening.	CJD uses an informational interview approach with employers to expand employment possibilities by learning more about the employer, the work, and other employers who do similar work.
TJD places the employment seeker in a job where they are likely to be able to successfully complete job duties.	CJD negotiates a job based on an employment proposal that accounts for the employment seeker's unique skills, interests, supports available, and coworker/cultural fit to ensure success.
TJD assumes the responsibility to develop a job site training plan and teach it to the employment seeker after hire, belongs to the employment specialist or job coach, not the job developer.	CJD develops the job site training analysis and plan, with agreement from coworkers who have the primary responsibility of teaching and training with consultative support from an employment specialist or job coach when necessary.

## How to Use the Job Development Fidelity Scale:

- There are thirteen Customized Job Development Fidelity Tenets. Each tenet is scored by determining which of four scalable fidelity definitions best matches current implementation of that tenet. Choose only one of the four fidelity descriptions for each tenet. Either Unacceptable, Acceptable, Good, or Exemplary should be chosen for each tenet.
- When in doubt among the four scalable selections, the selection that has the lower score should be chosen. The Fidelity descriptions are:
  - Unacceptable (Score -1)—the most appropriate description of circumstances when compared to the other 3 options.
  - Acceptable (Score +1)—the best description of circumstances when compared to the other 3 options.
  - Good (Score +2)—the best description of circumstances because all of BOTH Acceptable and Good circumstances are present.
  - Exemplary (Score +3)—the best description of circumstances because ALL circumstances of Acceptable, Good, and Exemplary are present.

## Fidelity Level Criteria:

+3 = Exemplary Fidelity

+2 = Good Fidelity

+1 = Acceptable Fidelity

-1 = Unacceptable Fidelity

## Part 1. Job Development Systems Fidelity

<b>1.1 Customized job development is based on the Discovery Employment Plan.</b>				
Scoring				<b>Fidelity Score</b>
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
Employment seekers receive job development to find job openings in the current labor market.	Customized Job Development begins with contacting the specific businesses listed in the Discovery Employment Plan.	Team members assist with the initial contacts of selected businesses listed in the Discovery Employment Plan.	Community members discovered through informational interviews assist the Job Developer with additional business contacts.	

<b>1.2 Customized job development is based on dedicated financing to provide different services than traditional job development services.</b>				
Scoring				<b>Fidelity Score</b>
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
Customized employment uses the same job development financing categories and services as supported employment or other traditional employment services.	Customized job development has dedicated financing categories and job development services that are different from both supported employment and traditional job development practices and financing.	Customized job development financing includes payment for Discovery Activities, Informational Interviewing, Employment Negotiation, and an Employment Proposal that includes consultative job site training.	Customized job development financing has replaced traditional employment services financing and is used to support all job development services.	

<b>1.3 The Customized Job Developer or a qualified person provides Customized Job Development.</b>				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
Customized job development is delivered by a job developer whose job duties also include other disability-related services.	Customized job development is delivered by someone who only provides integrated community employment services.	Customized job development is delivered by a person who only provides Customized Employment Job Development, including Discovery.	Customized job development is delivered by the same person who delivers every CE component.	

<b>1.4 The agency delivering customized job development services ensures relationships, based on the Discovery Plan, between the employment seeker and community members.</b>				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
The agency delivering customized job development relies upon its own existing relationships with community businesses for skill assessments, job tryouts, pre-employment training, work experiences, and for advice on the employment seeker's capabilities.	The agency delivering customized job development and the employment seeker use connections between the job seeker and community members for effective CE job development implementation.	The agency delivering customized job development expands the number of community members that are vested in a particular employment seeker's successful community employment outcome.	The agency delivering customized job development uses informational interviewing to grow the employment seeker's job development team.	

<b>1.5 The provider of customized job development services ensures accessible and reliable transportation for the employment seeker.</b>				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
The provider of customized job development services expects transportation for community employment will be provided by family, friends, or public transportation.	The provider of customized job development services ensures there is transportation to and from employment sites.	The provider of customized job development services ensures transportation supports are available as needed for any employment-related function.	The provider of customized job development services ensures the employment seeker self-directs transportation financing.	

## Part 2. Job Development Services Fidelity

<b>2.1 The customized job developer and the employment seeker decide which skills, assets, supports, information, pictures or videos will be shared with employers and, if applicable, used to develop small business ownership.</b>				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
<p>The job developer meets with employers and explains their employment placement and training service to find a job that matches the job seeker's interests and skills.</p>	<p>Prior to initial contacts with businesses, the customized employment job developer and the employment seeker identify the particular skills, interests, and assets to highlight to potential employers.</p>	<p>The customized employment job developer and the employment seeker develop and use representational materials to highlight the employment seeker's work, skills, and personality.</p>	<p>The customized employment job developer facilitates natural connections between key employees, and the employment seeker, including non-work activities and mutual interests.</p>	

<b>2.2 The customized employment job developer assists the employment seeker to develop a financial plan that includes goals and resources, information from a benefits planner, and if applicable, plans to ensure the financial success of employment seeker's own business.</b>				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
<p>The job developer works to find the employment seeker a job.</p>	<p>The customized job developer works with the employment seeker to confirm his or her financial goals, earnings expectations, connecting with a benefits planner and other resources available to meet the desired employment goal.</p>	<p>The customized job developer works with the employment seeker to ensure ongoing access to community resources and financial planning.</p>	<p>The customized job developer ensures employment includes growth opportunities to meet future financial goals, beyond a particular job at this time.</p>	

<b>2.3 The customized job developer and the employment seeker determine the ideal number of hours of work each week and the number of hours of non-work related services and supports.</b>				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
The employment seeker is typically placed in a job 16 hours a week or less, with the potential for additional work hours in the future, with remaining time spent at home or in day or group activities with others who have similar disabilities.	The customized job developer and the employment seeker decide on the ideal number of hours and wages necessary to meet the job-seeker's financial goals.	If employment is not full-time, the customized job developer and the employment seeker have implemented an employment plan that considers non-employment time and has eliminated the need for large or small group day activities.	The customized job developer and the job seeker ensure employment is full-time, leaving time spent with others on non-work activities to the evenings, weekends, or other applicable non-work times.	

<b>2.4 The customized job developer and the employment seeker meet with businesses to identify a fit between the workplace culture, tasks, skills, and the employment seeker's ideal conditions for employment.</b>				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
During meetings with employers, the job developer asks about open or available jobs.	During informational interviews, the customized employment job developer learns about tasks and projects to identify possibilities that align with the jobseeker's skills, interests, and ideal conditions for employment.	During informational interviews, the customized employment job developer and the employment seeker examine whether the workplace culture is a fit for the employment seeker.	During informational interviews, the customized employment job developer and the employment seeker work with the employer to identify and create new job tasks and employment opportunities, including resource ownership, business within a business, and self-employment possibilities.	

<b>2.5 The customized job developer, including the employment seeker when possible, conduct informational interviews with businesses listed in the employment seeker’s Discovery Plan.</b>				
Scoring				Fidelity Score
Unacceptable –1	Acceptable +1	Good +2	Exemplary +3	
The job developer contacts community employers which he or she has an established relationship with for pre-employment activities, work trials, or to find open jobs.	The customized job developer, and employment seeker when possible, conduct informational interviews with businesses listed in the job seeker’s Discovery Plan.	During the informational interviews with businesses, the customized job developer and the employment seeker receive new leads to expand the list of informational interview contacts, increasing the employment seeker’s employment possibilities.	During the informational interviews, the job developer secures additional people to become new community team members to increase employment possibilities.	

<b>2.6 The customized job developer completes formal analyses of job tasks, skills, coworker supports, and employee training, when employment is likely.</b>				
Scoring				Fidelity Score
Unacceptable –1	Acceptable +1	Good +2	Exemplary +3	
The customized job developer identifies employment opportunities through an initial conversation with the employer and a tour, without completing a detailed job analyses of the business.	The customized job developer completes an analyses of job tasks and projects, to observe and capture the required skills and coworker supports, determining what needs to be created and/or negotiated to ensure the best employment fit.	The customized job developer verifies the job analysis with coworkers to ensure it is complete and accurate.	The customized job developer updates the job site analysis as needed, to incorporate feedback from coworkers.	

<b>2.7 The customized job developer creates a mutually beneficial economic win-win proposal to negotiate between the employment seeker and the business, or if applicable, a self-employment proposal.</b>				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
The job developer meets the needs of the employer by placing the job seeker in a job where there is a need and/or vacancy.	<ul style="list-style-type: none"> <li>■ The customized job developer creates and negotiates from a proposal that considers wages, benefits, schedule, and work duties to ensure a mutual understanding between the employment seeker and the business interests.</li> </ul>	The job developer adjusts the proposal after discovering new and mutually beneficial opportunities between the employment seeker and the employer during negotiation.	The job developer negotiates a customized position that benefits the employment seeker and the employer that includes future tasks, career growth, and advancement opportunities.	

<b>2.8 The customized job developer creates a job site training plan, detailing job tasks, required skills, new skill development, training, and support strategies for the employer.</b>				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
After hire, the job site trainer (job coach) develops a job site training plan.	<ul style="list-style-type: none"> <li>■ Prior to the employment start date, the customized employment job developer creates a job site training plan to ensure that a skilled co-worker or company employee takes the lead on tasks and skills training, with consultation by the job site training employment specialist.</li> </ul>	The job site training plan includes detailed job tasks and individualized support strategies, verified with potential coworkers to provide the training, to confirm the process, roles, and responsibilities.	The job site training plan includes a contingency plan to address unexpected changes and new opportunities.	

<b>Authorized Reviewer*</b>	
<b>Department/Contact Information/Email</b>	
<b>Date</b>	

<b>1.1 Systems Tenet Score</b>	
<b>1.2 Systems Tenet Score</b>	
<b>1.3 Systems Tenet Score</b>	
<b>1.4 Systems Tenet Score</b>	
<b>1.5 Systems Tenet Score</b>	
<b>2.1 Services Tenet Score</b>	
<b>2.2 Services Tenet Score</b>	
<b>2.3 Services Tenet Score</b>	
<b>2.4 Services Tenet Score</b>	
<b>2.5 Services Tenet Score</b>	
<b>2.6 Services Tenet Score</b>	
<b>2.7 Services Tenet Score</b>	
<b>2.8 Services Tenet Score</b>	
<b>Total Customized Job Development Fidelity Score</b>	
<b>Previous Job Development Fidelity Score and Date (optional)</b>	

*Professionals administering the Job Development Fidelity Scale (JDFS)\* must receive authorized training through Griffin-Hammis Associates to ensure reliable and valid implementation of the scale.*

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