

# Consultative Employment Training and Supports Fidelity Scale (CETSFS)

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# Acknowledgments

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Like the Discovery Fidelity Scale (DFS) and the Job Development Fidelity Scale (JDFS), the CETSFS is based on the significant contributions and Customized Employment (CE) leadership of Griffin Hammis Associates and Marc Gold and Associates, specifically Cary Griffin and Michael Callahan. These two organizations, their founders, and associates, have trained thousands of individual CE practitioners on the very best CE tools, techniques, and processes to deliver excellent employment outcomes.

Thanks to Debbie Ball, Vice-President, Employment Services, Easter Seals of Southern California for financing the creation of and the revisions to these three fidelity scales, the ongoing research protocol to ensure the reliability and validity of the DFS and JDFS scales to best practices, the DFS User's Manual and the JDFS User's Manual, and this CETSFS. Debbie Ball's unfailing integrity, passion, and certainty of purpose has helped bring a new more scientific paradigm of fidelity to best practices in the implementation of community integrated supports and services for persons with disabilities.

As of this writing, January 2021, it is hoped the need for federal support and state financing necessary to transition from segregated group day activity services and segregated employment workshop and disability work enclave services to integrated community employment in accord with the Rehabilitation Act and the Medicaid Final Rule will be made possible. Supported Employment, based on a job coaching model, has been the standard integrated employment methodology for persons with significant disabilities for the past four decades. Supported Employment began with significant direct financial investment to States to ensure implementation. Customized Employment, when delivered with fidelity to best practices, is now proving to be a viable alternative to Supported Employment. CE may even deliver excellent integrated employment outcomes to anyone with extraordinary employment-related challenges..

# Introduction

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This Consultative Training and Supports Fidelity Scale (CETSFS) was created to ensure the entire Customized Employment (CE) process is completed from beginning to end with fidelity to best CE practices. Fidelity practices are more likely to result in lasting employment at good wages. When consultative employment training and supports are delivered with fidelity to best practices, the new employee receives psychosocial habilitation and rehabilitation services by working alongside others who do not have apparent disabilities in an employment culture of support and reciprocity. This is very different from receiving disability services with others with similar disabilities isolated from typical employees, in a setting focused on individualized improvement objectives and remediation based on their similar diagnoses.

During implementation research for both the Discovery Fidelity Scale (DFS) and the Customized Job Development Fidelity Scale (JDFS) it became evident that traditional job development, following Discovery, negated many Discovery and CE Job Development best practice recommendations. Similarly, when traditional job coaching, based on Supported Employment instead of consultative employment training based on customized employment, follows Discovery and CE Job Development, it—the job coaching model—limits the success of both Discovery and CE Job Development.

## CE with Fidelity to Best Practices

The Discovery Fidelity Scale (DFS) was created in 2018 because too many versions of Discovery were “Discovery” in name only, lacking consistent reliable and valid best practice tenets to lay the pathway for the employment seeker’s ideal conditions of employment. In 2019, the Customized Job Development Fidelity Scale (JDFS) was introduced to ensure valid and reliable CE job development best practices were implemented immediately following Discovery. This, the CETSFS (2021) is designed to ensure implementation of CE consultative employment supports as an alternative to job coaching after CE job development.

Customized Employment (CE) uses alternative methodologies to Supported Employment. For example, CE’s initial process, Discovery, is an alternative to employment-related assessments and evaluations. And, CE Job Development employs practices that replace traditional Job Development’s most common practices: such as finding job openings, looking for employers willing to hire someone with a disability, establishing a business-labor relationship between the disability services organization and local employers, and ending the job developer’s involvement after hire when job coaching begins. The Job Development Fidelity Scale is composed of CE tenets that are alternatives to these common job

development practices. Similarly, this Consultative Employment Training and Supports Fidelity Scale (CETSFS) details best practice tenets and numerous changes that are alternatives to common Supported Employment job coaching and other conventional community integrated employment practices (see the consultative training-job coaching comparison chart on page 5).

## The CETSFS Purpose

The purpose of this CETSFS is to ensure CE best practices are followed after the employment seeker is hired to increase successful skill acquisition and inclusion long term in an integrated workforce. Consultative training and supports, delivered with fidelity to best practices recognizes that everyone, even people who do not have disabilities, best learn the specific skills, tasks, duties, and non-work related expectations of a good job from their supervisors, coworkers, or company trainers. Consultative Training and Supports delivered with fidelity to best practices recognize this and ensures:

1. A primary coworker trains and teaches the new employee with a disability in customary and ordinary ways as they would other new employees;
2. The coworker and the new employee are supported by knowledge and information from the consultative employment specialist;
3. Customary and ordinary ways of training and support take precedent, and are supplemented with reasonable changes and accommodations to support both work proficiencies and cultural competencies, by;
  - a) Using consultative methodologies to support the coworker responsible for training as needed to improve new skill acquisition, new task proficiency, and cultural competency, and;
  - b) Encouraging the development of the ideal conditions of employment that require the employment seeker, once employed, to learn new skills, instead of determining the job seeker's skills and subsequently searching for an employer that can use those skills.

## Differences between Consultative Training and Job Coaching

Consultative Training	Job Coach Training
A coworker is primarily responsible for skill and task training.	A Job coach is responsible for training job duties.
The CE job developer works with the consultative employment specialist, the new employee, and the coworker during the initial training.	The job developer's responsibilities end once job coaching begins.
The tools of the consultative employment specialist include: consultation with coworker(s), determining customary and ordinary training methods, scheduling, staging, systematic instruction, pace setting, modeling, relationship building, increasing cultural competency, encouraging open and positive approaches to creative problem solving, and work dignity.	At best, the primary tool the job coach uses to train is systematic instruction.
The CE job developer and/or the coworker or business may be compensated for providing new skills training or an expert may be hired to provide specific skills training as a part of an authorized psychosocial rehabilitation plan.	Only the job coach may be compensated for providing community integrated employment training.
Participation in non-work, a fully integrated community life, with needed support, is a necessary complement to consultative training and supports.	Continued participation in facility or small group community day services alongside others with similar disabilities occurs during non-employment hours.
Customary and ordinary methods of performing work tasks of the work setting are the basis for all person specific training, adaptations, and accommodations.	Person specific training, adaptations, and accommodations are developed based on what works for the new employee without considering natural, customary and ordinary ways, of the specific work setting.
Training work culture skills is of equal importance as training job skills.	The job coach teaches and trains the skills necessary to perform the job tasks and work duties.
The consultative employment specialist continues to negotiate both proactively and reactively to potential job duty, personnel, environment, and leadership changes.	The job coach readily accepts changes to job duties, work schedule, or work hours to avoid disagreements.

## People who work alongside, at the request of, and on behalf of the new employee:

**The consultative employment specialist (CES)** is the person who assists the coworker primarily responsible for training the new employee. The person who completes Discovery, CE job development, and the consultative training and supports may all be within the description “consultative employment specialist (CES)” if one person is completing the complete customized employment process. The consultative employment specialist is the person who is typically designated to perform job coaching duties in SE but not in CE. The tenet descriptions will sometimes describe activities “as if” the consultative employment specialist and CE job developer are always separate persons, sometimes they are and sometimes they are one in the same, depending on the CE provider agency’s preferences. Higher fidelity to best practices scores typically occur when one person provides Discovery, Job Development, and Consultative Training and Supports. Tenets in both the DFS and JDFS, and this CETSFS encourage one person to deliver all components of CE.

**The coworker** has primary responsibility for training and teaching the new employee. They use customary and ordinary means that are typically used to teach other new employees how to perform their new job duties. This may be one person who teaches new tasks and skills, and potentially mentors the new employee. The coworker may also be the new employee’s supervisor or a company trainer. The “coworker” could be a combination of coworkers, likely one with lead responsibility for training and teaching others about how to assist the new employee with various discrete tasks, and interactions with other coworkers.

**The CE job developer** most likely completed Discovery and Customized Job Development. It is best if the job developer provides consultative employment training and maintains ongoing long-term communication and consultation with the new employee and the employer. If the CE job developer cannot perform all the duties required of a consultative employment specialist, then, at minimum, it is important for the CE job developer to work on location with the consultative employment specialist, and the coworker primarily responsible for training the new employee for a reasonable period of time, about two or three weeks.

**The Consultative Employment Training and Supports Fidelity Scale (CETSFS) Administrator** scores the consultative employment training documentation using the CETSFS. The purpose of the CETSFS is to encourage employment training after hire that adheres to best practices. CETSFS Administrators are typically Vocational Rehabilitation Counselors or habilitation and rehabilitation professionals in supervisory roles who authorize, administer, or oversee the use of federal and state VR, Medicaid, Behavioral Health, IDD, and local government employment funding. CETSFS Administrators must be *authorized* administrators of the CETSFS, the Discovery Fidelity Scale (DFS) and the CE Job Development Fidelity Scale (JDFS). These three fidelity scales help ensure Customized Employment is implemented with evidence-based practices that are much more likely to result in good jobs at good wages that last.

**“CE” stands for customized employment**

## Scoring the Consultative Employment Training and Supports Fidelity Scale (CETSFS)

The fourteen tenets of the CETSFS, seven systems tenets and seven services tenets, are scored by determining which of the four scalable fidelity definitions under the tenet best matches the implementation of that tenet. Choose only one of the four fidelity descriptions for each tenet: Unacceptable score -1; Acceptable score 1; Good score 2; and Exemplary score 3.

Fidelity Scoring Descriptions are:

- Unacceptable (Score -1)—the most appropriate description of circumstances (although they are not desirable) when compared to the other 3 choices.
- Acceptable (Score 1)—the best description of circumstances when compared to the other 3 choices.
- Good (Score 2)—the best description of circumstances because ALL OF BOTH Acceptable circumstances and Good circumstances are present.
- Exemplary (Score 3)—the best description of circumstances because ALL circumstances described in Acceptable, Good, AND Exemplary descriptions are present.

Note: Choose the lower score whenever there is indecision about which score to choose.

# Part 1. CETSFS System Tenets

<b>1.1 Coworker Primary Trainer Systems Tenet</b>				
A coworker is the primary trainer of the new employee based on a negotiated consultative training and supports plan.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
The employment specialist or job coach serves as the primary or sole trainer for the new employee.	A coworker is the primary trainer of the new employee, supported by the consultative employment specialist as needed	The primary trainer, supported by the consultative employment specialist and the CE job developer as needed, facilitates both formal and informal connections with other coworkers throughout the workday.	The coworker, consultative employment specialist, and the new employee identify strategies to enhance and improve training as needed once the training begins.	

*Key question to consider: Was a coworker the primary teacher and trainer of new skills to the new employee?*



<b>1.2 CE Job Developer Role in Consultative Training Systems Tenet</b>				
The CE job developer remains after the new employee begins working to provide consultative training and supports along with the consultative employment specialist.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
The role of CE job developer ends once the job is secured. The job coach is solely responsible for the new employee's onsite training.	The CE job developer and the consultative employment specialist are both funded to provide consultative training and supports for a minimum of two weeks after the employee begins working.	The CE job developer is funded to provide regular contacts with the employer, the consultative employment specialist, the coworker who was the primary trainer, and the new employee as a part of consultative ongoing supports and follow-along services.	The same Employment Specialist provides Discovery, CE job development, and consultative employment training.	

*Key question to consider: Did the CE job developer continue to be involved for at least a reasonable period of time along with the consultative employment specialist after the employee began working?*

<b>1.3 Rates and Wages Systems Tenet</b>				
Rates/wages paid for the consultative employment specialist and the CE job developer are equivalent.				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
The job developer is paid at a higher rate than the consultative employment specialist.	CE job development and CE consultative training and support services are paid equivalent rates.	Consultative employment specialists and ongoing employment support services after training are paid equivalent rates.	Rates and wages include cost-based payments for the coworker primarily responsible for providing person-specific skills and task training as a part of the new employee's rehabilitation plan.	

*Key question to consider: Are the rates and wages being paid for consultative employment training reasonably equivalent to the rates and wages being paid for CE job development?*

<b>1.4 Transition to Consultative Training Systems Tenet.</b>				
Consultative employment specialists receive training and support to transition from a job coaching model to a best-practice consultative training and supports model.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
Job coach training focuses primarily on systematic instruction.	Consultative employment specialists receive comprehensive consultative employment supports training in determining customary and ordinary methods, systematic instruction, scheduling, staging, modeling, etc., by an accredited training entity.	Consultative employment specialists receive mentoring by a qualified professional to develop and demonstrate proficiency in increasing cultural competency, relationship building, creativity, respect, work dignity practices, etc.	Consultative employment specialists regularly receive quality monitoring and efficient feedback to ensure ongoing fidelity implementation.	

*Key question to consider: Has the consultative employment specialist received training, support, and mentoring to assist in a successful transition from a job coaching model of job site supports to consultative training and supports used in Customized Employment?*

<b>1.5 Job Analysis and Training Support Plan Systems Tenet</b>				
The CE job developer is responsible for collaborating with the consultative employment specialist, company representative, and new employee to develop a consultative employment training and support plan that is based on the job analysis.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
The job coach or employment specialist is responsible for developing the training and support plan.	The CE job developer is responsible for collaborating with the consultative employment specialist, company representative, and new employee to develop a consultative employment training and support plan that is based on the job analysis.	The CE job developer is responsible for developing and implementing a data-based plan to transition the onsite consultative training and supports to the consultative employment specialist and/or long-term job coach.	The CE job developer may be funded to provide additional support as needed to capitalize career advancement opportunities, negotiate additional duties or changes, or assist with resolving issues, even after the transition to the consultative employment specialist and/or job coach has occurred.	

*Key question to consider: Did the consultative employment specialist implement consultative training services and supports with information from a job analysis created by the CE job developer and a training support plan created by the CE job developer and the consultative employment specialist, with advice from the coworker primarily responsible for training.*

<b>1.6 Financing CE Transition Systems Tenet</b>				
Transition from Vocational Rehabilitation to I/DD, Mental Health, or other types of ongoing supports and follow-along services, occurs during consultative training and supports.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
Transition from VR financed consultative training and supports to an ongoing supports and services long-term funding source does not occur until the VR financed consultative training is completed.	VR, the State DD, and the State Behavioral Healthcare/Mental Health agency have an interagency agreement that supports the transition from VR financed consultative training and supports to ongoing follow-along supports and services financing after the consultative employment supports data demonstrates that employment is stable.	VR, the State DD, and the State Behavioral Healthcare/Mental Health agency have an interagency agreement to ensure equivalent rates for consultative training and follow-along services.	The State's Education Agency and Local Education Agencies are included in Customized Employment interagency transition and financing policies.	

*Key question to consider: Did a successful transition from Vocational Rehabilitation financed Customized Employment services and supports to Customized Employment services and supports, financed by another or other state agencies, occur during consultative training?*

<b>1.7 Integrated non-work Settings Systems Tenet</b>				
Employment through CE includes participation in integrated non-work settings when the new employee is not working.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
New employees working in community businesses through CE remain financed (including transportation) to also be in disability settings and group services whenever they are not working	The CE participant receives community integrated non-employment supports and services coordinated with their CE consultative employment training and supports, because employment is the new employee's primary psychosocial habilitation and rehabilitation service.	Persons employed through CE receive non-employment related community access services and supports that includes transportation.	Non-employment supports are available for atypical times, such as evenings, weekends, and holidays in agreement with the employee's psychosocial habilitation and rehabilitation plan.	

*Key question to consider: Does the new employee participate in community integrated non-work settings and activities alongside citizens without apparent or similar disabilities when the new employee is not working?*

## Part 2. CETSFS Services Tenets

<b>2.1 Using and Promoting Customary Training Services Tenet</b>				
The consultative employment specialist uses the ordinary and customary ways of the business to provide consultative employment training supports to both the coworker primarily responsible for training and the new employee.				
Scoring				Fidelity Score
Unacceptable -1	Acceptable +1	Good +2	Exemplary +3	
The employment specialist or job coach serves as the primary or sole trainer for the new employee or develops the training plan without considering customary ways the work is typically taught and completed.	A coworker(s) is the primary trainer of the new employee, using standard company training processes and protocols as detailed in the CETS job site training plan, supported by the consultative employment specialist (in collaboration with the CE job developer, as needed).	When providing support, the consultative employment specialist informs in a manner that aligns with the new employee's preferred learning style (as revealed during Discovery) and respects and presumes competence of the new employee.	The coworker, consultative employment specialist, and the new employee identify strategies to enhance and improve training as needed once the training begins.	

*Key question to consider: Was a coworker the primary teacher and trainer of new skills to the new employee?*

<b>2.2 Fostering the Development of Authentic Support</b>				
The consultative employment specialist fosters authentic connection between the new employee and other company employees and facilitates the development of coworker relationships to enhance and support job performance and full participation in the workplace culture.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
The employment specialist serves as the primary point of contact between coworkers and the new employee and intervenes on behalf of the new employee.	The consultative employment specialist promotes direct communication between the new employee and coworkers and identifies and fosters opportunities for authentic connections with other coworkers throughout the workday.	The consultative employment specialist supports the primary trainer and other coworkers to teach the new employee unspoken and unwritten “natural” rules, including those related to the company culture, that are critical to employment success but not directly related to job performance.	The consultative employment specialist ensures the new employee has positive relationships, cultural competency, and opportunities to connect with coworkers and participate in company activities both during and outside working hours.	

*Key question to consider: Is there evidence the consultative employment specialist determined and used ordinary and customary work practices, methods, and communications to provide consultative employment services and supports*



<b>2.3 Interweaving Specialized Teaching Supports Tenet</b>				
When consulting with the primary trainer, the consultative employment specialist supports learning challenges by interweaving effective specialized teaching strategies that align with the new employee's preferred learning style and the workplace culture.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
The employment specialist assumes primary or sole responsibility for addressing teaching issues or relies on generic strategies not specific to the particular work environment.	When standard training processes or protocols are insufficient to support the new employee to master a task, the consultative employment specialist provides appropriate specialized teaching supports (e.g., systematic instruction, modeling, or other validated rehabilitative training strategies) only for the specific task or subtask(s) that require additional support. Fading of specialized supports begins as soon as data indicates learning has occurred.	When providing specialized teaching supports, the consultative training specialist utilizes instructional strategies, including high- or low-technology, that align with the new employee's preferred learning style as identified during Discovery.	When challenges arise, the consultative employment specialist enlists the support of other coworkers to brainstorm suggestions and offer guidance to the new employee- as they would for any other employee.	

*Key question to consider: Is the consultative employment specialist providing support to the natural trainer regarding instructional strategies that match the new employee's learning preferences?*

<b>2.4 Maximizing Communication and Engagement and Responding to Workplace Challenges</b>				
The consultative employment specialist, new employee, and coworkers develop and implement proactive, universal, and workplace culturally appropriate strategies that align with the new employee's preferences and conditions of employment to support communication, maximize engagement, and effectively respond to workplace challenges.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
The employment specialist responds to emerging workplace challenges by unilaterally increasing onsite coaching, reducing or eliminating work tasks, hours, or interactions or utilizing strategies that are punitive or do not promote/enhance universality, dignity, and respect.	The consultative employment specialist, coworkers, and the new employee proactively design and adjust daily work routine and schedule to align with the employee's rhythms, preferences, and conditions of employment (as identified during Discovery) in order to support communication, maximize engagement and motivation, and prevent issues (minimize triggers).	The consultative employment specialist, coworkers, and the new employee develop and incorporate universal strategies to effectively communicate about and address common workplace issues, e.g., having a bad morning, responding to frustration or difficult coworkers, handling nonpreferred work tasks, etc. All strategies must fit both the person and the workplace culture, promote dignity and respect, and enhance workplace connection.	The employment specialist reframes the new employee's reactions to workplace challenges in ways that help coworkers to recognize their commonality and universality and identify potential strategies and solutions that work within context of workplace culture.	

*Key question to consider: Is the natural trainer/co-worker providing the responses/solutions to workplace challenges?*

<b>2.5 Reasonable Accommodations Services Tenet</b>				
The consultative employment specialist negotiates reasonable accommodations and changes within customary and ordinary work processes and communication practices.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
When issues or challenges arise, the employment specialist makes changes to accommodate the needs of the business.	The consultative employment specialist negotiates reasonable changes to customary and ordinary work practices and communication only when data demonstrates that standard and supplemental teaching strategies have proven insufficient to support task mastery.	The consultative employment specialist negotiates job duties, schedule changes, and other modifications to the new employee's work duties only when data demonstrates that standard and supplemental teaching strategies have proven insufficient to support task mastery.	The consultative employment specialist negotiates reasonable accommodations to ensure the future integrity, stability, and dignity of the employee's job duties, negotiated accommodations, and work hours.	

*Key question to consider: Was there evidence of negotiated changes, modifications, and accommodations to ensure lasting work integrity and the long-term dignity of the new employee?*

<b>2.6 Fading Onsite Services and Transition to Long-term Support Tenet</b>				
The consultative employment specialist collaborates with coworkers and the long-term support personnel to progressively fade onsite support services once the work performance standards are met and/or natural workplace supports are established.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
The fading plan and timelines are dictated primarily by standard disability services processes or timelines (e.g., all onsite supports include 40 hours provided upfront; full-time “job coaching” is the default practice, etc.)	<p>The consultative employment specialist uses validated, progressive fading strategies as soon as data indicates the performance standards in the CETS plan are met and/or necessary natural workplace supports are established.</p> <p>If the long-term support personnel is different than the CETS specialist, the CETS and the long-term support personnel both provide consultative training supports for at least two weeks before the CETS specialists stops delivering services.</p>	The consultative employment specialist, coworkers, and new employees identify and implement natural support strategies, including use of high- or low-tech solutions, to address any regular support needs that would otherwise prevent fading.	The consultative employment specialist ensures the new employee has at least one coworker and/or a supervisor that believes in them, someone who can positively interpret who this new employee is and serve as the “go to” person, and actively involves them in the fading plan.	

*Key question to consider: Were performance or production standards established, agreed upon and written into the CETS plan?*

<b>2.7 Ongoing Support Services Tenet</b>				
The ongoing supports strategy is re-negotiated and modified based on what is learned during consultative training.				
<b>Scoring</b>				<b>Fidelity Score</b>
<b>Unacceptable -1</b>	<b>Acceptable +1</b>	<b>Good +2</b>	<b>Exemplary +3</b>	
The initial supports strategy is adhered to despite new information about work setting, work product, leadership, and coworker changes.	The ongoing supports strategy is regularly re-negotiated and updated to accommodate work-related or financial changes, including ongoing access to a benefits planner, as well as changes in the new employee's life like moving, death of a loved one, etc.	The ongoing support strategy is re-negotiated and changed to address new leadership changes, new communication protocols, and new coworker interactions.	The ongoing supports strategy includes reciprocal support and education strategies to increase the social competency of the work culture and the new employee.	

*Key question to consider: Were changes and other modifications to the ongoing supports strategy made to ensure various unanticipated changes will be addressed, such as changes in: work duties, personnel or other leadership, physical plant, wages, new worker rights and protections, etc.?*

Authorized Reviewer*	
Department/Contact Information/email	
Date	

1.1 CETSFS Systems Tenet Score	
1.2 CETSFS Systems Tenet Score	
1.3 CETSFS Systems Tenet Score	
1.4 CETSFS Systems Tenet Score	
1.5 CETSFS Systems Tenet Score	
1.6 CETSFS Systems Tenet Score	
1.7 CETSFS Systems Tenet Score	
2.1 CETSFS Services Tenet Score	
2.2 CETSFS Services Tenet Score	
2.3 CETSFS Services Tenet Score	
2.4 CETSFS Services Tenet Score	
2.5 CETSFS Services Tenet Score	
2.6 CETSFS Services Tenet Score	
2.7 CETSFS Services Tenet Score	
Total Consultative Employment Training and Supports Fidelity Score (CETSFS)	
Previous Consultative Employment Training and Supports Fidelity Score (CETSFS) and Date (optional)	

*Professionals administering the Total Consultative Employment Training and Supports Fidelity Score (CETSFS)\* must receive authorized training through Griffin-Hammis Associates and agree to participate in research to ensure reliable and valid implementation of the scale.*

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