



Individual Placement Support- Supported Employment

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IPS-SE Training Objectives

- Provide a brief overview of the Individual Placement Support-Supported Employment (IPS-SE) model
- Review fidelity and outcomes
- Discuss how IPS-SE services can either be integrated into current services for veterans experiencing homelessness or how adding IPS-SE teams to the service array can support wellness and recovery and help maintain housing.



Getting to know you!



I LOVE MORNINGS I love boots
I LOVE DRESSING UP FOR HALLOWEEN
I HAVE A GREAT FAMILY!!

I was in 4 accidents before I was 17
I want all my kids
names to start with "K"
I am obsessed with coffee

RANDOM FACTS

I always fall asleep before
a movie is over
I was a total nerd in
Elementary and Junior High

I COME UP WITH NEW RECIPES IN THE MIDDLE
OF THE NIGHT
I have never had
My fav color is RED
a cavity
PLAYED TENNIS IN HIGH SCHOOL JUST FOR THE SKIRT
feel awkward with people I don't know in elevators



What does work do for you?



Getting to know who you work with.



- What are some challenges the people you work with face?
- What are some strengths the people you work with have?
- What services are people currently able to access?
- What are the top three things that people you work with identify as goals?



Employment- not just a job.



Life is too short to just go through the motions. Discover your **passion** and **do it to the best of your ability.**

– Philip Rivers



b. It's who you

u —

ES

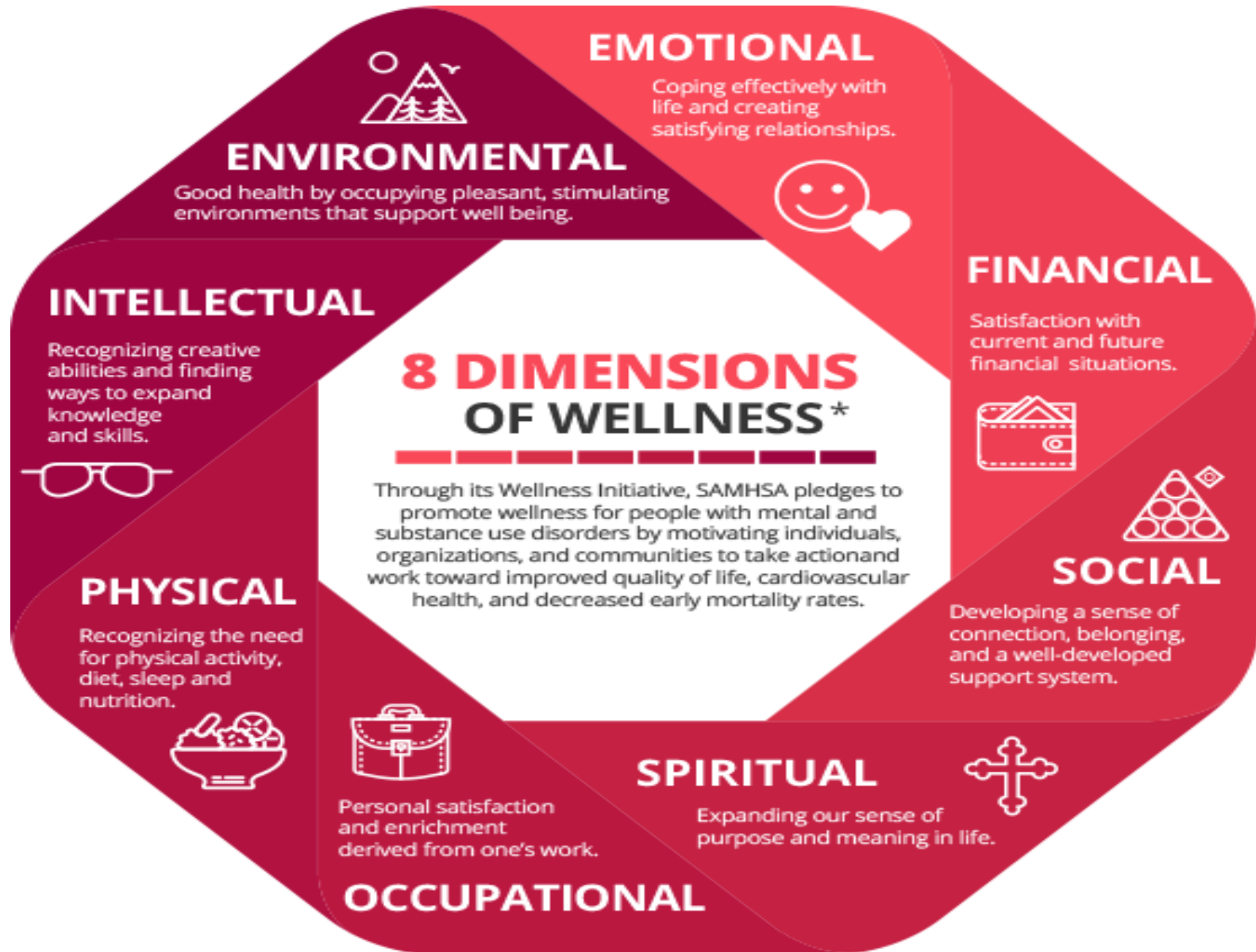


IPS-SE- how it started

- ❖ Developed by the ***Dartmouth Psychiatric Research Center***
 - ❖ IPS was first studied in a randomized controlled trial in 1996. Randomized controlled trials are the gold standard in medical research.
 - ❖ Between 1996 and 2011, IPS was evaluated in 15 randomized controlled trials. This research has established IPS as an ***evidence-based practice***. Currently, there has been over 22 randomized controlled trials demonstrating the effectiveness of IPS.
 - ❖ Funded and approved by SAMHSA; developed into the SE-EBP toolkit



IPS-SE: What makes it work?



IPS-SE: 8 Practice Principles



- Competitive Employment is the goal.
- Competitive employment is defined as paying at least minimum wage and the wage that others receive performing the same work, based in community settings alongside others without disabilities, and not reserved for people with disabilities



IPS-SE: 8 Practice Principles

- Integration with treatment.
- IPS-SE services are closely integrated with mental health treatment. Employment specialists are members of multidisciplinary teams that meet regularly to review client progress. Discussions include clinical and rehabilitation information that is relevant to work, such as medication side effects, persistent symptoms, cognitive difficulties, or other rehabilitation needs. They share information and develop ideas to help clients improve their functional recovery.



IPS-SE: 8 Practice Principles

- Zero exclusion.
- The core philosophy of IPS supported employment is that all persons with a disability can work at competitive jobs in the community without prior training, and that no one should be excluded from this opportunity. Agencies develop a culture of work so all practitioners encourage clients to consider working.



IPS-SE: 8 Practice Principles



- Attention to personal preferences.
- Services are based on people's preferences and choices, rather than providers' judgments. Client preferences help determine the type of job that is sought, the nature of support provided by the employment specialist and team, and whether to disclose the aspects of a person's psychiatric disability to the employer.



IPS-SE: 8 Practice Principles



Peanuts



IPS-SE: 8 Practice Principles

- What if a person can't identify what they want to do? Or they just say, "Find me whatever job you can?"



IPS-SE: 8 Practice Principles

- Benefits counseling is critical.
- Fear of losing benefits is a major reason that clients may not want to seek employment. It is vital that clients obtain accurate information to inform and guide the plan for starting work and over time for making decisions about changes in wages and work hours.



IPS-SE: 8 Practice Principles

- Rapid job search.
- Beginning the job search process early (i.e., within 30 days) demonstrates to clients that their desire to work is taken seriously, and conveys optimism that there are multiple opportunities available in the community for clients to achieve their vocational goals.



IPS-SE: 8 Practice Principles



- Systematic job development: Relationship building with a network of employers
- Employment specialists develop relationships with employers, based upon their clients' work preferences, by meeting face-to-face over multiple visits. Employment specialists learn about the work environment and the employers' work needs. They find out about jobs that they may not be aware of at employment sites. They gather information about the nature of job opportunities and assess whether they may be a good job fit. Employment specialists continue to make periodic visits because networking is how people find jobs.





IPS-SE: 8 Practice Principles

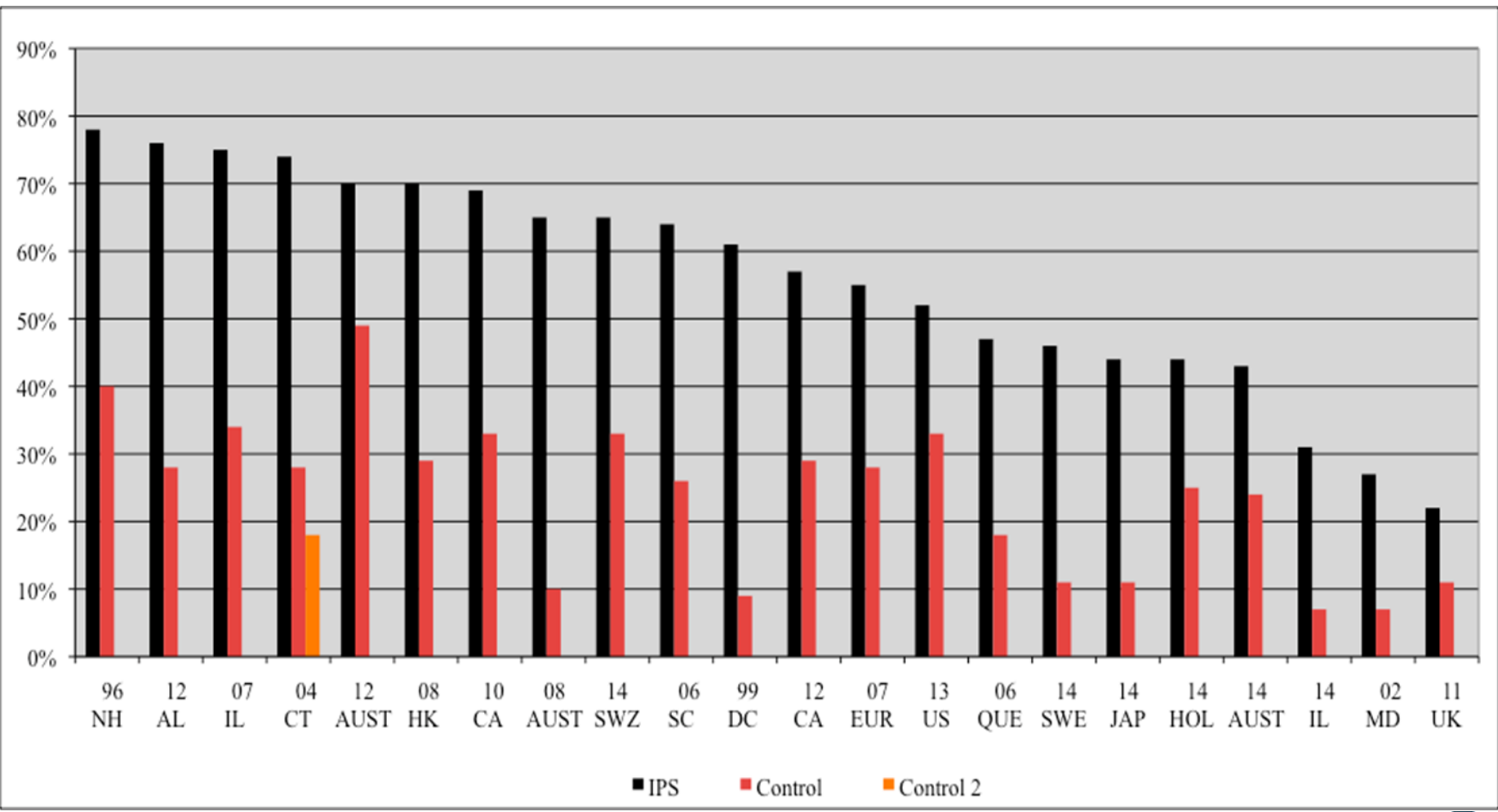
- Time-unlimited support: Support for the job lasts as long as the individual needs them.
- Follow-along supports are individualized and continued for as long as the client wants and needs the support. IPS specialist and other members of the treatment team provide work support. In addition they look for natural supports (e.g., family member, co-worker) that would be available over time. The goal is to help the client become as independent as possible in his or her vocational role, while providing support and assistance as needed. Once a person has worked steadily (e.g., one year), they discuss transitioning from IPS.

IPS-SE: The research (so far!)

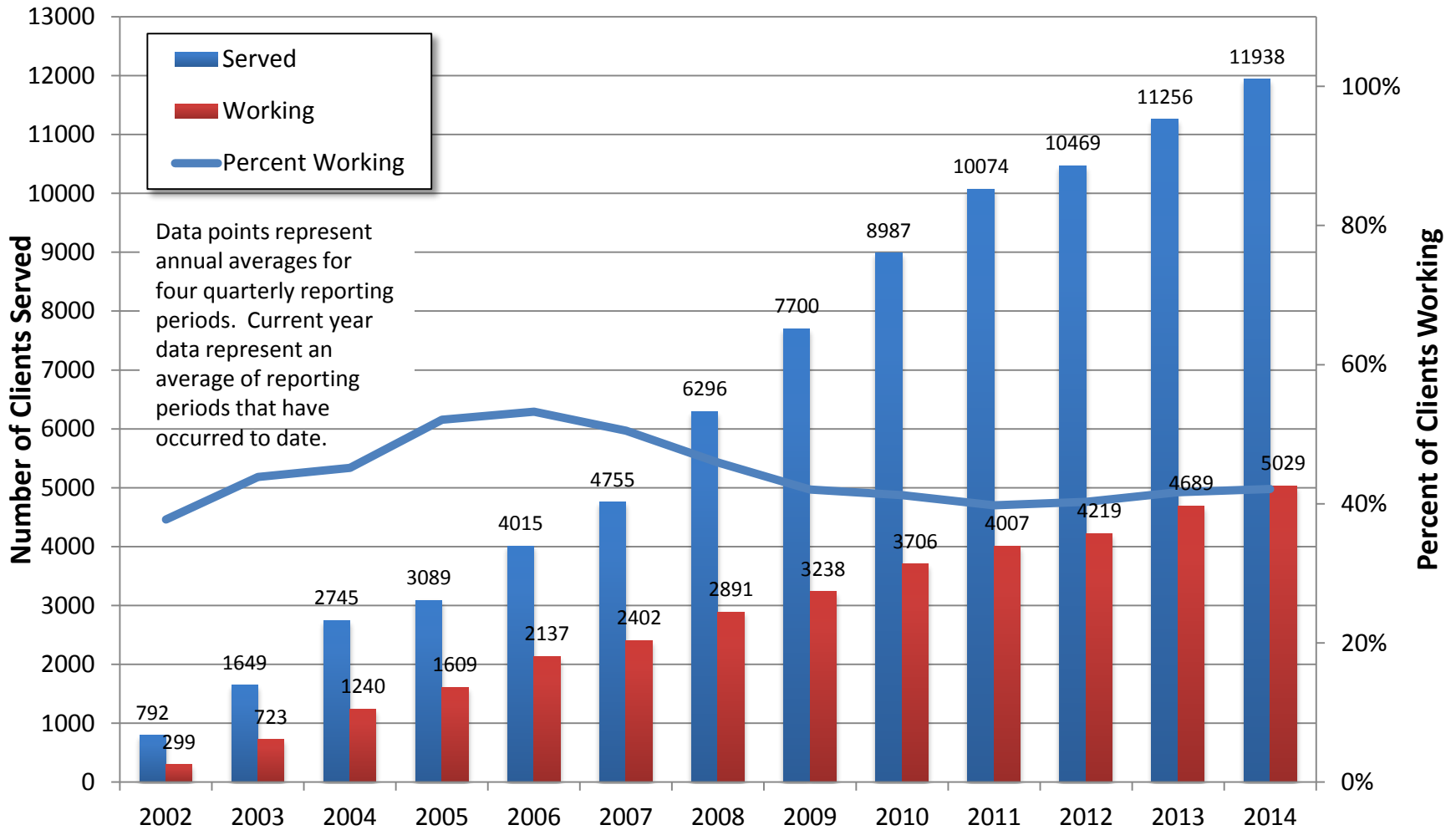
First Author/ Year Published	Study Site Location	Control Condition	Months Follow-up	N (IPS)	N (Ctl)
Drake 1996	Manchester & Concord, NH	Skills training, nonintegrated	18	73	67
Drake 1999	Washington, DC	Sheltered workshop	18	74	76
Lehman 2002	Baltimore, MD	PSR	24	113	106
Mueser 2004	Hartford, CT	(1) Brokered SE; (2) PSR	24	68	136
Gold 2006	Rural SC	Sheltered workshop	24	66	77
Latimer 2006	Montréal, Québec	Traditional vocational services	12	75	74
Bond 2007	Chicago, IL	Diversified placement approach	24	92	95
Burns 2007	6 cities in Europe	Traditional vocational services	18	156	156
Wong 2008	Hong Kong	VR referral	12	46	46
Killackey 2008	Melbourne, Australia	Traditional vocational services	6	20	21
Nuechterlein 2010	Los Angeles, CA	VR referral	18	46	23
Heslin 2011	London, UK	Usual Care	24	93	95
Twamley 2012	San Diego, CA	VR referral	12	30	28
Davis 2012	Tuscaloosa, Alabama	Standard VA vocational rehab	12	36	35
Killackey 2012	Australia	Traditional vocational services	6	73	73
Drake 2013	23 sites in US	No additional services	24	1004	1051
Oshima 2014	Tokyo, Japan	Usual care	6	18	19
Michon 2014	4 cities in Holland	Traditional vocational services	30	71	80
Bond 2014	Chicago, IL	Job club adaptation	12	43	44
Hoffmann 2014	Bern, Switzerland	Traditional Vocational Rehab	60	46	54
Bejerholm 2014	southern city in Sweden	Traditional Vocational Rehab	18	41	46
Waghorn 2014	3 Australian communities	Referral to disability system	12	67	49



Competitive employment rates in 23 RCTs of IPS-SE



Clients Served & Working in the IPS Supported Employment Learning Community in the USA



***IPS FIDELITY AND OUTCOMES IN 79 SITES IN IPS
LEARNING COLLABORATIVE***

IPS Fidelity Category	N (%)	Mean Competitive Employment Rate (Quarterly index)
Exemplary Fidelity	7 (9%)	44%
Good Fidelity	45 (57%)	39%
Fair Fidelity	23 (29%)	32%
Not Supported Employment	4 (5%)	29%





- **What is an evidenced-based practice?**

- ❖ Based in theory and has undergone scientific evaluation, replication, and
- ❖ Usually comes with an Implementation manual
- ❖ Tool to measure fidelity: “Fidelity Scale”

- **What is fidelity?**

- ❖ The degree to which a program includes features that are critical to achieving the intended outcomes
- ❖ Program fidelity is positively correlated with improved outcomes and cost-effectiveness



- ❖ Developing/Revising service definitions so that they are supportive of high-fidelity practice
- ❖ Ensure funding
- ❖ Ensure adequate provider network
- ❖ Can also be used as a training tool, roadmap, and guide for program implementation
- ❖ Sites internally rate themselves as part of program supervision and agency oversight
- ❖ Providing ongoing training and consultation
- ❖ A developmental process that supports good practice

**EFFECTIVE INNOVATIONS X EFFECTIVE
IMPLEMENTATION = POSITIVE OUTCOMES**



- ❖ The IPS-SE Fidelity Scale is divided into three sections, including staffing, organization, and services, with a total of 25 items.
- ❖ Each item is rated on a 5-point response format, ranging from 1 = no implementation to 5 = full implementation
- ❖ Total Scores added up:
 - ❖ 115-125 = Exemplary Fidelity
 - ❖ 100-114 = Good Fidelity
 - ❖ 74-99 = Fair Fidelity
 - ❖ 73 and below = Not Supported Employment
- ❖ The response alternatives are behaviorally anchored, identifying measurable elements of the practice.



IPS-SE Fidelity Scale

Criterion

Data Source**

Anchor

Staffing

1. Caseload size: Employment specialists have individual employment caseloads. The maximum caseload for any full-time employment specialist is 20 or fewer clients.

MIS,
DOC, INT

- 1= Ratio of 41 or more clients per employment specialist.
- 2= Ratio of 31-40 clients per employment specialist.
- 3= Ratio of 26-30 clients per employment specialist.
- 4= Ratio of 21-25 clients per employment specialist.
- 5= Ratio of 20 or fewer clients per employment specialist.

IPS-SE Fidelity Scale

6. Zero exclusion criteria: All clients interested in working have access to supported employment services regardless of job readiness factors, substance abuse, symptoms, history of violent behavior, cognition impairments, treatment non-adherence, and personal presentation. These apply during supported employment services too. Employment specialists offer to help with another job when one has ended, regardless of the reason that the job ended or number of jobs held. If VR has screening criteria, the mental health agency does not use them to exclude anybody. Clients are not screened out formally or informally.

DOC, INT
OBS

- 1= There is a formal policy to exclude clients due to lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, etc.) by employment staff, case managers, or other practitioners.
- 2= Most clients are unable to access supported employment services due to perceived lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, etc.).
- 3= Some clients are unable to access supported employment services due to perceived lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, etc.).
- 4= No evidence of exclusion, formal or informal. Referrals are not solicited by a wide variety of sources. Employment specialists offer to help with another job when one has ended, regardless of the reason that the job ended or number of jobs held.
- 5= All clients interested in working have access to supported employment services. Mental health practitioners encourage clients to consider employment, and referrals for supported employment are solicited by many sources. Employment specialists offer to help with another job when one has ended, regardless of the reason that the job ended or number of jobs held.

IPS-SE Fidelity Scale

14. Assertive engagement and outreach by integrated treatment team: Service termination is not based on missed appointments or fixed time limits. Systematic documentation of outreach attempts. Engagement and outreach attempts made by integrated team members. Multiple home/community visits. Coordinated visits by employment specialist with integrated team member. Connect with family, when applicable. Once it is clear that the client no longer wants to work or continue SE services, the team stops outreach.

MIS, DOC,
INT, OBS

- 1= Evidence that 2 or less strategies for engagement and outreach are used.
- 2= Evidence that 3 strategies for engagement and outreach are used.
- 3= Evidence that 4 strategies for engagement and outreach are used.
- 4= Evidence that 5 strategies for engagement and outreach are used.
- 5= Evidence that all 6 strategies for engagement and outreach are used: i) Service termination is not based on missed appointments or fixed time limits. ii) Systematic documentation of outreach attempts. iii) Engagement and outreach attempts made by integrated team members. iv) Multiple home/community visits. v) Coordinated visits by employment specialist with integrated team member. vi) Connect with family, when applicable.

Back to job development...



Job Development

- Let's watch a video on job development!
- What went well?
- What didn't go well?



How can you work IPS-SE into the service array for veterans experiencing homelessness?

- Adding IPS-SE into existing services
- Having IPS-SE as a stand-alone service

Which option makes the most sense to you?

How can IPS-SE be funded?

- Grants
- Department of Vocational Rehabilitation
- Insurance
- State funds
- County funds

- This is only a brief overview of IPS-SE, there is much training on:
 - Career profiles
 - Disclosure
 - Including family members and natural supports in the employment plan
 - Job development
 - How to engage people in thinking about work
 - And soooooo much more!
- For additional resources, please visit:
 - <http://www.dartmouthips.org/>



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Thank you!



