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Mental Health Technology Transfer Center Network  
Funded by Substance Abuse and Mental Health Services Administration

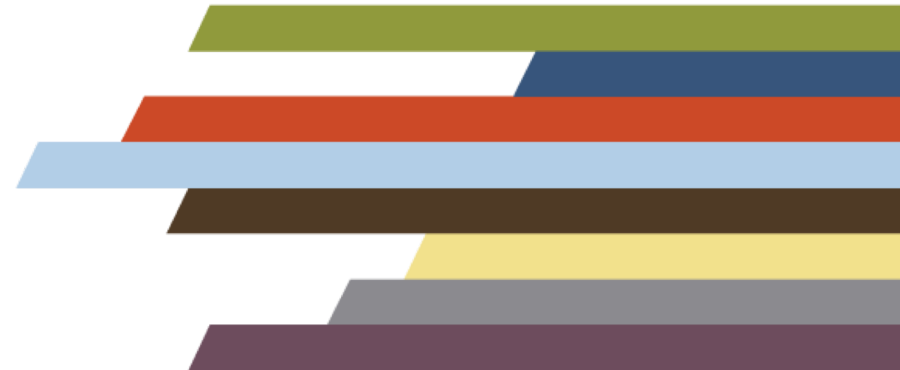
# **Supported Employment**

## **How to Support Someone with Obtaining & Maintaining Employment**

Francine M. Bates, EdD, LPC

Rutgers, School of Health Professions

Department of Psychiatric Rehabilitation and  
Counseling Professions



# Northeast and Caribbean MHTTC

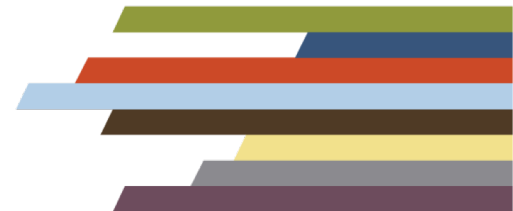
- Provides 5 years (2018 – 2023) of funding to:
  - Enhance capacity of behavioral health workforce to deliver evidence-based and promising practices to individuals with mental illnesses
  - Address full continuum of services spanning mental illness prevention, treatment, and recovery supports
  - Train related workforces (police/first responders, primary care providers, vocational services, etc.) to provide effective services to people with mental illnesses



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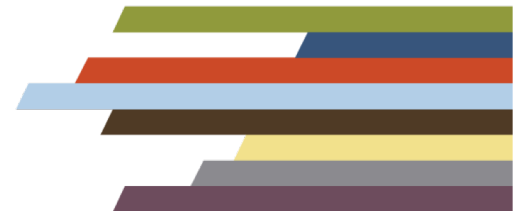


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# Upcoming Webinars

- Supported Employment  
Thursday 1/16/20 1:00 – 2:30 ET
- Supported Education  
Thursday 2/6/20 1:00 – 2:30 ET
- Permanent Supportive Housing  
Wednesday 2/19/20 1:00 – 2:30 ET
- Illness Management and Recovery  
Tuesday 3/10/20 1:00 – 2:30 ET
- Peer Provided Services  
Thursday 3/26/20 1:00 – 2:30 ET

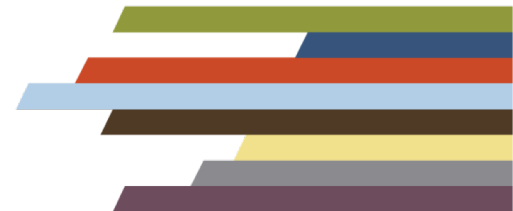


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# More Webinars

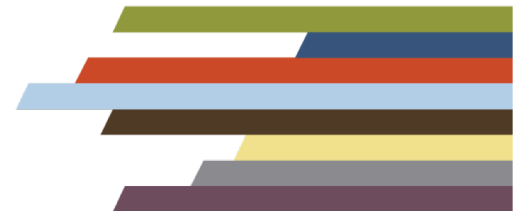
- Supervision of Peer Providers  
April 2020 TBA
- Role of Health and Wellness in Recovery  
Thursday 4/23/20 1:00 – 2:30 ET
- Role of Religion and Spirituality in Recovery  
Thursday 5/7/20 1:00 – 2:30 ET
- Recovery in the Hispanic and Latinx Community  
Thursday 5/21/20 1:00 – 2:30 ET



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# Feedback

- Our funding comes from the Substance Abuse and Mental Health Services Administration (SAMHSA), which requires us to evaluate our services. We appreciate your honest, ANONYMOUS feedback about this event, which will provide information to SAMHSA, AND assist us in planning future meetings and programs. Feedback about this training will assist us in developing trainings that are relevant to your current professional needs. **Therefore, your feedback counts!**

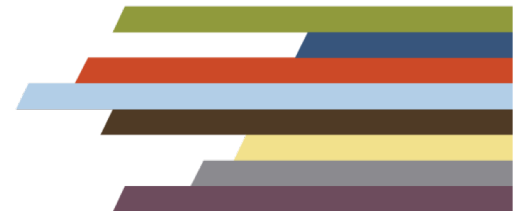


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# Video Recording Information

- Please note that we will be recording this webinar and posting it to our website. Any information and input you provide during today's call will be recorded and posted on our website.

THANKS!

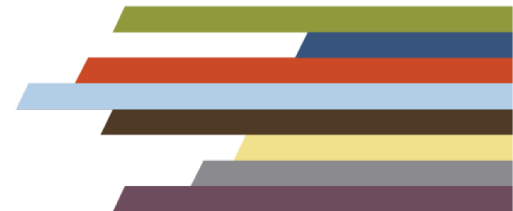


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# Your Interactions with Us

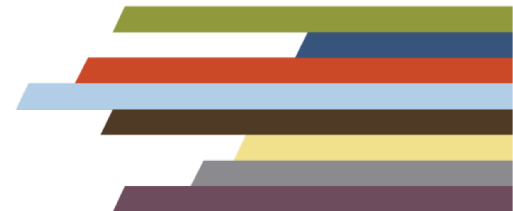
- Question and Answers
  - Q & A will occur at the end of the call.
  - Please type your questions in the Q & A feature in Zoom located on the task bar (hover over task bar).
- Chat
  - Throughout the webinar, we may be asking for your input.
  - Please use the Chat feature in Zoom located on the task bar to interact with the presenter and host.



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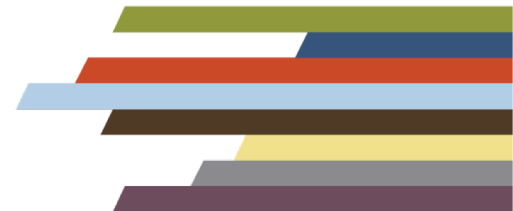
# Francine M. Bates, EdD, LPC



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# Session Objectives

1. Describe the role of work in recovery from SMI
2. Identify the critical features of Supported Employment (SE) services
3. Apply the eight practice principles of evidence-based SE services
4. Identify employment resources

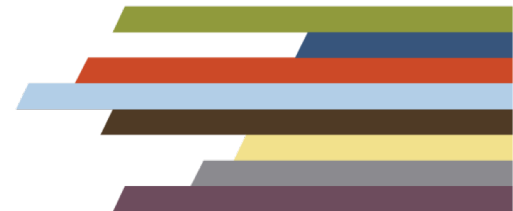


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“Having a job increases self-esteem and promotes recovery. It’s vital for people with serious mental illnesses to have employment opportunities that can provide the right supportive services to help them sustain healthy, productive lives.”

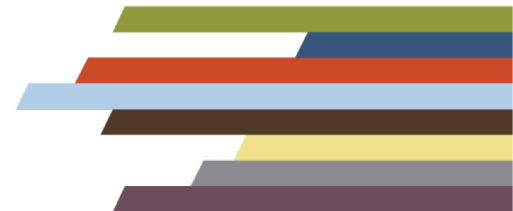
*Kana Enomoto,  
Acting Deputy Assistant Secretary, SAMHSA*



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# Mental illnesses are treatable



Treatments, medications, and other strategies are available.

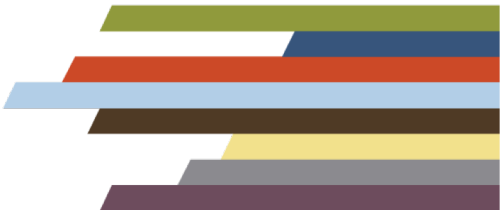
People with mental illnesses recover and lead productive careers.



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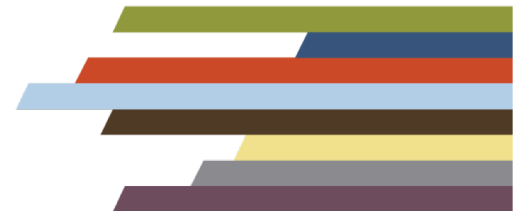
# The Role of Work in Recovery



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# Work and Recovery

*People need something to organize their recovery around – for many people, that “something” is WORK.*

Pat Deegan, National Consumer Leader

<http://www.recoverystories.info/pat-deegan-film-clips/>

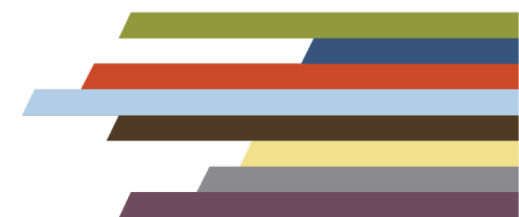


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# Benefits of Employment

## Clinical Benefits

- Reduction in crisis services and Hospitalizations
- Decrease or no increase in symptoms
- Decrease in substance use

## Additional Benefits

- Increase income
- Improved self esteem
- Improved social networks
- Increased quality of life

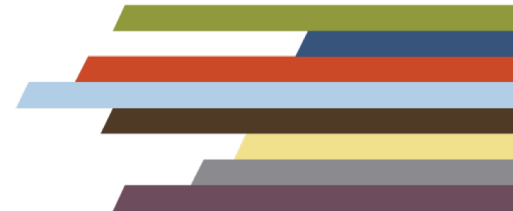
(Kukla & Bond, 2013)



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# Harmful Effects of Unemployment

- Increase in substance abuse
- Higher risk of depression and anxiety
- Reduced self esteem
- Increased chance of poverty and homelessness
- Loss of social contacts
- Alienation



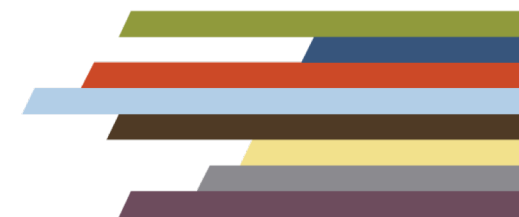
Blustein, 2008; Rosenthal et al., 2012; Warr, 1987



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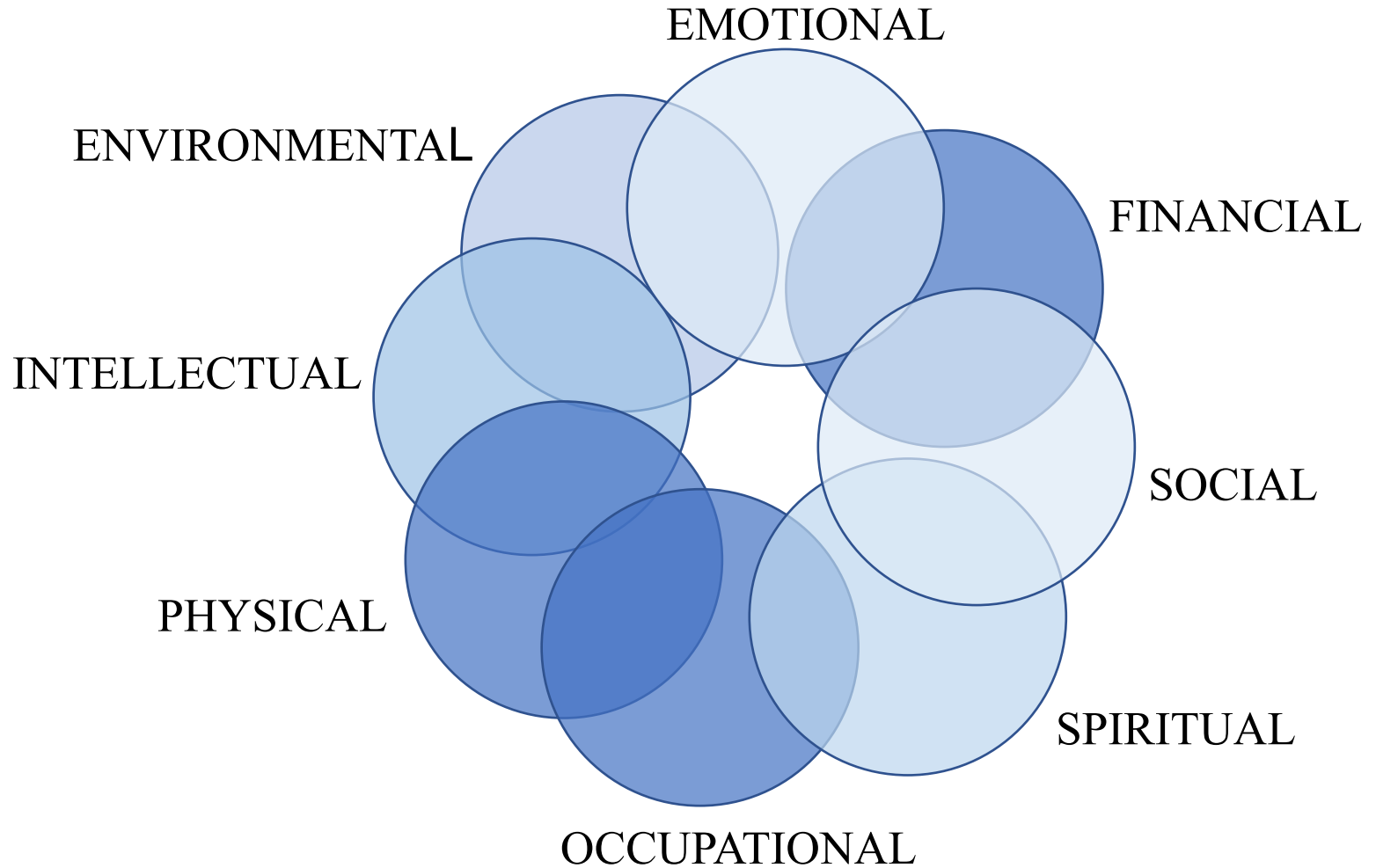
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# Employment and Wellness



(Adapted from Swarbrick, 2006)

# Employment Services

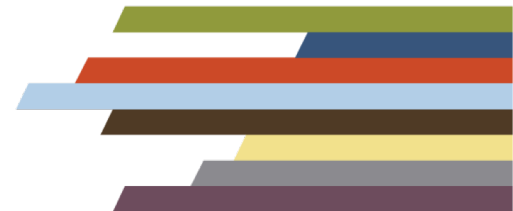
- Vocational Services (may be pre-vocational)
- Transitional Employment
- Employment integrated into other programs
  - Assertive Community Treatment, Housing
- Supported Employment
  - Choose, Get, Keep (Boston University)
  - Individual Placement and Support (Evidence-Based Program)



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# What is Supported Employment?

- “Competitive employment in an integrated setting with ongoing support services for individuals with the most severe disabilities.”
- “Employment that is **individualized** and **customized**, consistent with the individual’s unique strengths, abilities, interests, and informed choice, including with **ongoing support** services for individuals with the most significant disabilities.”

(Section 7(38) of the Act and §363.1(b) of the regulations)

Title IV of *WIOA* amended title I of the [Rehabilitation Act of 1973](#).

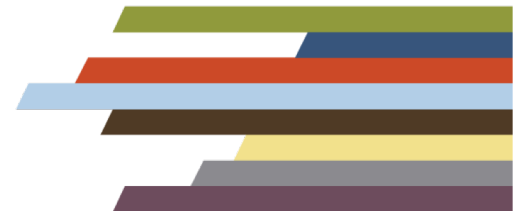


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# Availability of Supported Employment

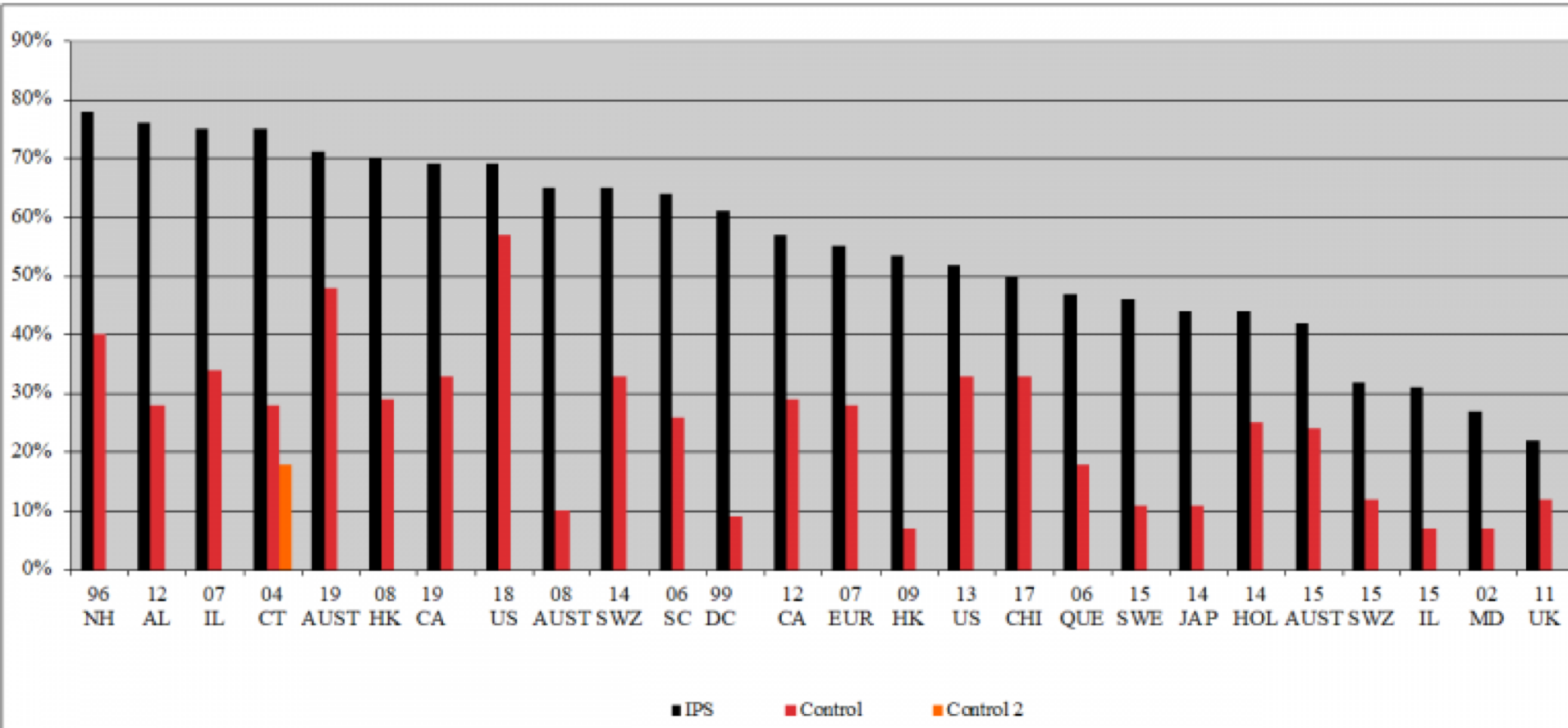
State or Jurisdiction	Total # facilities	# Supported Employment	% Supported Employment
Wyoming	48	25	52.1
New Hampshire	58	29	50.0
Vermont	73	28	38.4
Rhode Island	56	21	37.5
Texas	337	126	37.4
Oregon	164	56	34.1
Kentucky	215	71	33.0
Kansas	121	38	31.4
Arizona	365	110	30.1

# Availability of Supported Employment

State or Jurisdiction	Total # facilities	# Supported Employment	% Supported Employment
Pennsylvania	561	55	9.8
Tennessee	277	27	9.7
Nebraska	136	12	8.8
North Carolina	287	24	8.4
Nevada	48	4	8.3
Iowa	141	10	7.1
Maine	180	12	6.7
Louisiana	182	11	6.0
Idaho	127	7	5.5
Oklahoma	146	8	5.5
Puerto Rico	78	4	5.1

# Let's talk IPS... It's evidence based

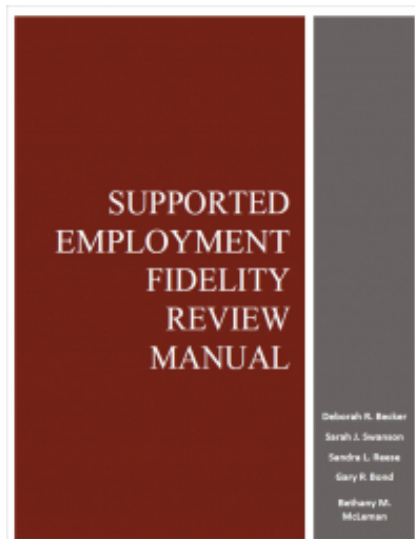
- 27 Randomized Controlled Trials



(Kukla & Bond, 2013)

# IPS Resources

- Supported Employment Evidence-Based Practice Kit



- Supported Employment Fidelity Review Manual (2019)

- The IPS Employment Center



Employment Center

# 8 Principles of IPS

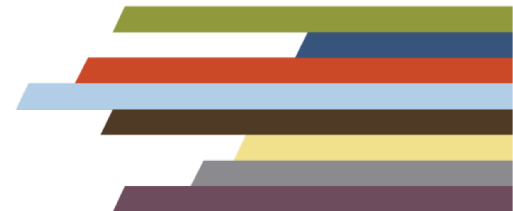
- Zero exclusion criteria
- Integration of employment and mental health services
- Competitive employment is the goal
- Benefits counseling is offered to all
- Rapid job search
- Follow-along services are continuous
- Client preferences are important
- Targeted job development



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# Choose, Get, Keep

- SE supports a person in deciding (choosing) the type of work they want, obtaining (getting) a job that matches their choice, and maintaining (keeping) or regaining employment.

What resources are available for each of these phases?

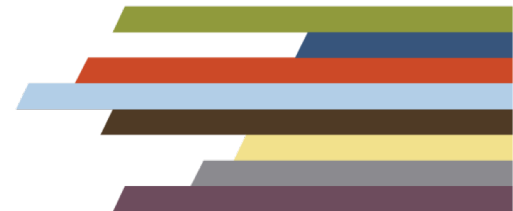


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# Choosing

We want to engage someone in choosing employment or an educational setting that matches their identified:

- Values
- Interests
- Preferences
- Skills



Develop an employment goal(s) that matches a person's values, interests, preferences, and skills.

# Getting

- Gather career information
- Develop support plan to achieve goal(s):
  - Skill development
  - Resource development
  - Accommodations/assistive technology
- Implement plan for achieving goal(s), revise as needed



# Common Career Values

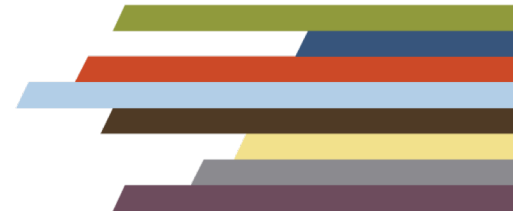
- Working close to home
- Flexible work schedule
- Good wage
- Helping people
- Working independently
- Working as a team member
- Working with my hands
- Working with numbers
- Supportive supervisor
- Friendly co-workers
- Opportunity to be creative
- Opportunity for advancement



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# Choosing and Getting Resources

- Values Card Sort

[http://www.motivationalinterviewing.org/sites/default/files/values\\_cardsort\\_0.pdf](http://www.motivationalinterviewing.org/sites/default/files/values_cardsort_0.pdf)

<http://thegoodproject.org/toolkits-curricula/the-goodwork-toolkit/value-sort-activity/>

- O\*NET Career Values Card Sort

[https://www.onetcenter.org/dl\\_tools/WIL\\_zips/WIL-Cards-deskv.pdf](https://www.onetcenter.org/dl_tools/WIL_zips/WIL-Cards-deskv.pdf)

- O\*Net

<https://www.onetonline.org/>

<https://www.careeronestop.org/ExploreCareers/Assessments/work-values.aspx>

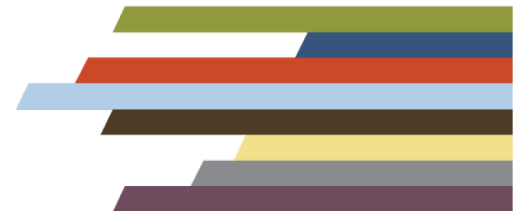


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# Methods for Interest Identification



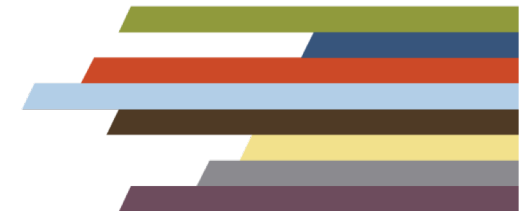
- Self Evaluation
  - Make list of interests
  - Talk with persons employed in areas of interest
- Job Shadowing
  - Contact a job site & arrange for shadowing
  - Job seeker observes employee and takes notes
  - Discuss findings: Is this a desirable job for job seeker?



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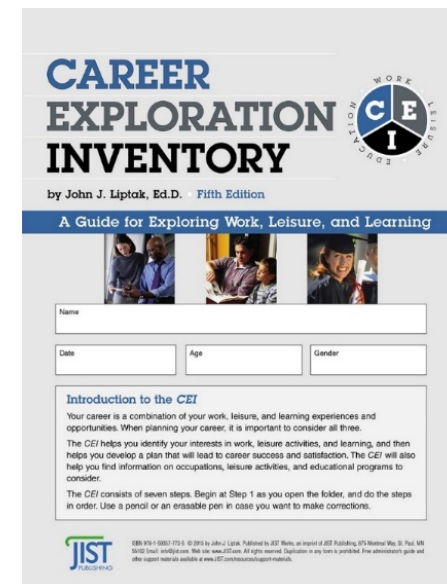
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# Methods for Interest Identification

- Holland's Self-Directed Search  
Paper & Pen
- O-Net Interest Inventory/Profiler: Online
  - <http://www.onetcenter.org/IP.html>
  - <http://www.mynextmove.org/explore/ip>
- Career Exploration Inventory (CEI)  
Paper & Pen



# Making a Match

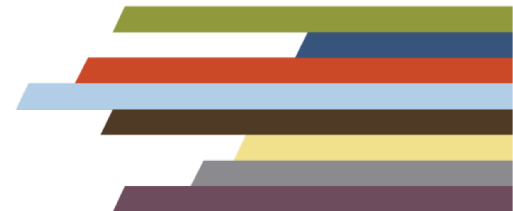
- **O\*NET**: Occupational Information Network
  - Online database housing occupational requirements and attributes commonly associated with workers in over 900 occupations. <http://www.onetcenter.org/overview.html>
- **America's Job Center (Career OneStop)**:
  - Features occupation information, salary data, career videos, education resources, self-assessment tools, and career exploration assistance. [www.careeronestop.org](http://www.careeronestop.org) & <https://www.careeronestop.org/Toolkit/toolkit.aspx>



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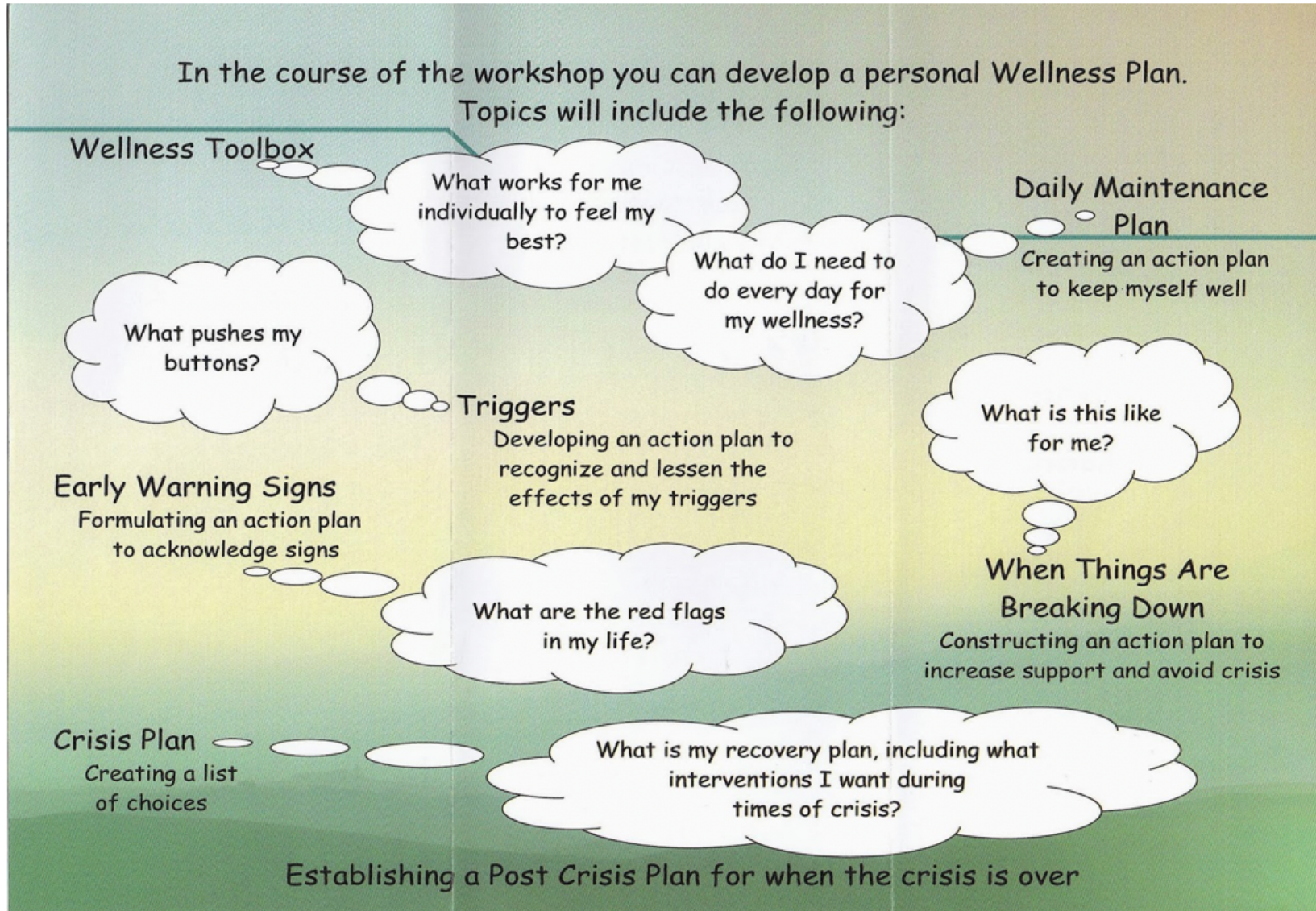
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# Keeping

Ongoing support plan; WRAP wellness toolbox



# *Practice Guidelines For Clinicians Working In Programs Providing Integrated Vocational And Clinical Services For Persons With Severe Mental Disorders*

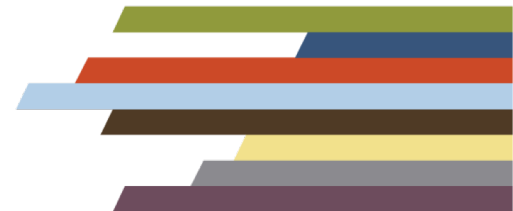
Torrey, Bebout, Kline, Becker, Alverson & Drake, 1998



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# Practice Guidelines for Clinicians

- Clinicians can help their clients and clinical teams have realistic vocational expectations.
- Clinicians can coordinate their clients' clinical and rehabilitation plans and interventions.

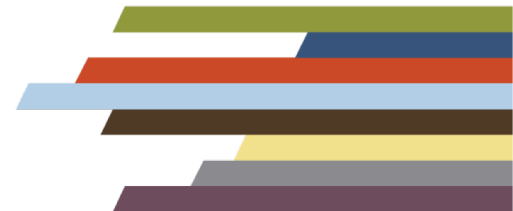


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# Practice Guidelines for Clinicians

- Clinicians can provide basic support and problem solving to clients.
- Clinicians can contribute their insight to appropriate job matches that will support their clients' illness management as well as vocational needs.

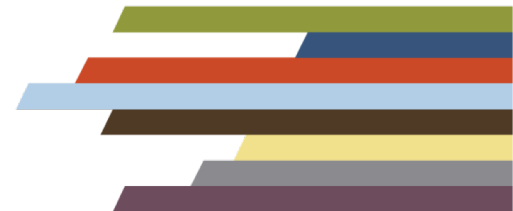


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# Practice Guidelines for Clinicians

- Clinicians can help clients manage their illnesses.
- Clinicians can help clients manage their substance abuse.

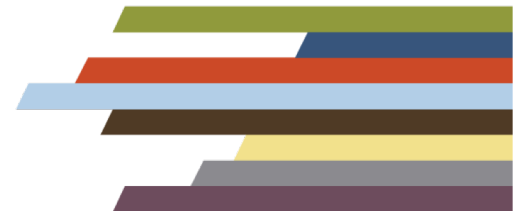


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# Practice Guidelines for Clinicians

- Clinicians can help clients manage their interpersonal issues on the job.
- Clinicians can help clients interact with their familial and non-familial social networks.
- Clinicians can help support their client's long-term rehabilitation efforts by keeping a positive frame of mind.

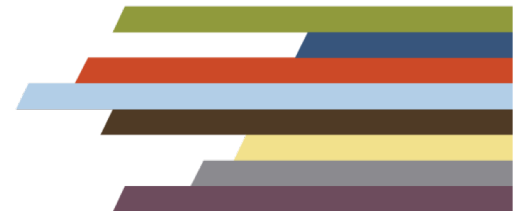


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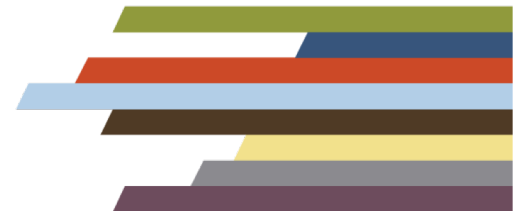
THANK YOU!



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# References

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- Blustein, D. L. (2008). The role of work in psychological health and well-being: A conceptual, historical, and public policy perspective. *American Psychologist*, 63(4), 228-240. doi: 10.1037/0003-066X.63.4.228
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- Kukla, M., & Bond, G. R. (2013). A randomized controlled trial of evidence-based supported employment: Nonvocational outcomes. *Journal of Vocational Rehabilitation*, 38, 91-98.
- Rosenthal, L., Carroll-Scott, A., Earnshaw, V. A., Santilli, A., & Ickovics, J. R. (2012). The importance of full-time work for urban adults' mental and physical health. *Social Science & Medicine*, 75, 1692-1696.
- Slade M., Amering A., and Oades L. (2008). Recovery: an international perspective. *Epidemiologia e Psichiatria Sociale*, 17(2) 128-137.



# Resources

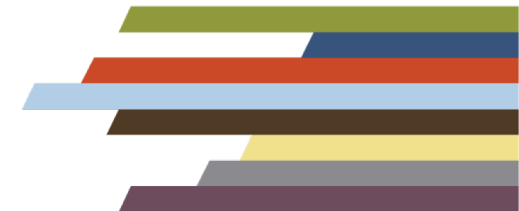
- Supported Employment Evidence-Based Practice Kit
  - <https://store.samhsa.gov/product/supported-employment-evidence-based-practices-ebp-kit/sma08-4364>
- Supported Employment Fidelity Review Manual (2019)
  - <https://ipsworks.org/wp-content/uploads/2019/12/Final-Fidelity-Manual-Fourth-Edition-112619.pdf>
- The IPS Employment Center
  - <https://ipsworks.org/>
- National Mental Health Services Survey (N–MHSS)
  - <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/NMHSS-2018.pdf>
- Values Card Sort
  - [http://www.motivationalinterviewing.org/sites/default/files/valuescardsort\\_0.pdf](http://www.motivationalinterviewing.org/sites/default/files/valuescardsort_0.pdf)
  - <http://thegoodproject.org/toolkits-curricula/the-goodwork-toolkit/value-sort-activity/>
- O\*NET Career Values Card Sort
  - [https://www.onetcenter.org/dl\\_tools/WIL\\_zips/WIL-Cards-deskv.pdf](https://www.onetcenter.org/dl_tools/WIL_zips/WIL-Cards-deskv.pdf)
- O\*Net
  - <https://www.onetonline.org/>
  - <https://www.careeronestop.org/ExploreCareers/Assessments/work-values.aspx>



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# Contact us!

By phone: (908) 889-2552

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[northeastcaribbean@mhttcnetwork.org](mailto:northeastcaribbean@mhttcnetwork.org)

Website:

<https://mhttcnetwork.org/centers/northeast-caribbean-mhttc/home>



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