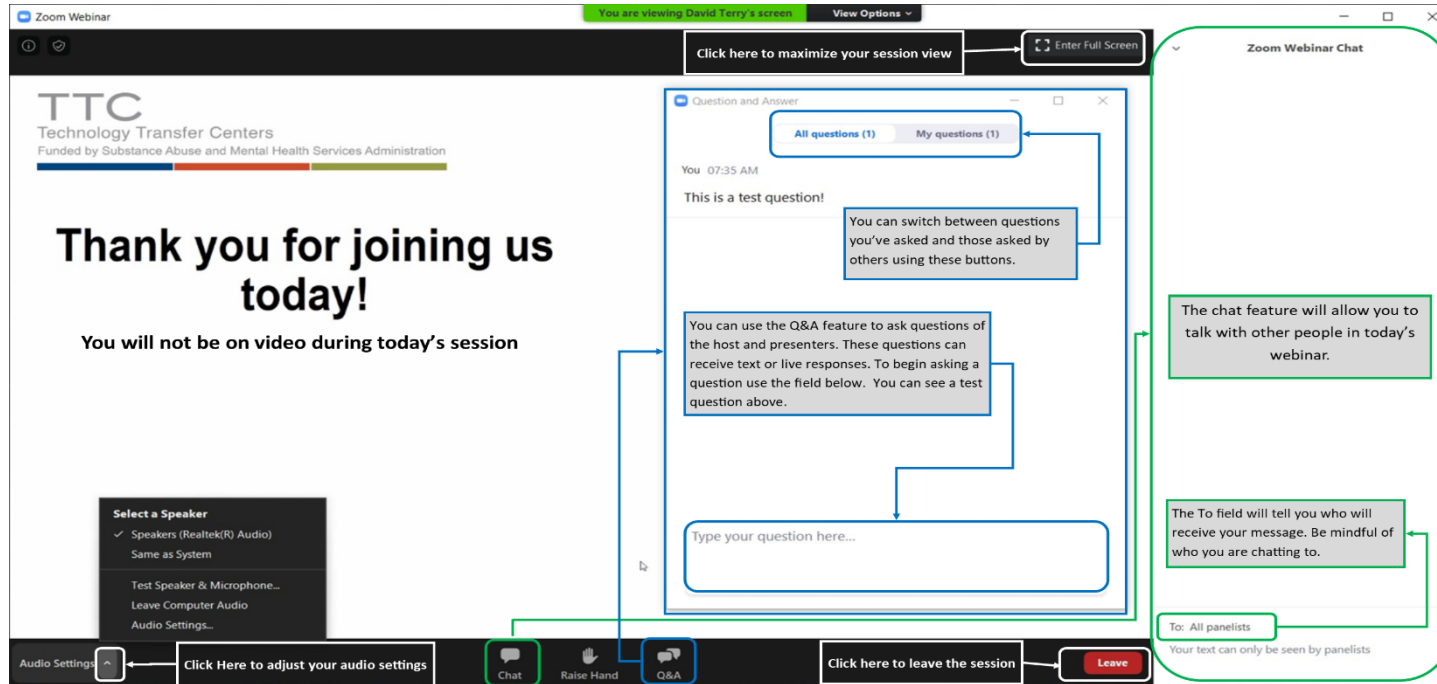


# The Zoom Interface



**All attendees are muted. Today's session will be recorded.**

# Matching Supports & Accommodations to Functional Implications of MH Conditions: Applying the Skills Learned

Joni Dolce, MS, CRC

Department of Psychiatric Rehabilitation and  
Counseling Professions

Rutgers School of Health Professions

5/27/21



Northeast and Caribbean (HHS Region 2)

**MHTTC**

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

# About Us ...

The Northeast and Caribbean MHTTC received 5 years of funding to (2018 – 2023):

- 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.

Supplemental funding to:

- Support school teachers and staff to address student mental health
- Support healthcare providers in wellness and self-care activities



# Grow Your Knowledge and Skills

Keep up with the latest effective practices, resources, and technologies!

**Subscribe** to receive our mailings.  
All activities are free!

<https://bit.ly/2mpmpMb>

# **We Want Your 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 future trainings that are relevant to your professional needs. Therefore, your feedback counts!

# Video Recording Information

## ***Please Note:***

We will be recording this webinar and posting it to our website along with the presentation slides and any relevant resources.

# Disclaimer

This presentation was prepared for the Northeast and Caribbean Mental Health Technology Transfer Center (MHTTC) under a cooperative agreement from the Substance Abuse and Mental Health Services Administration (SAMHSA). All material appearing in this presentation, except that taken directly from copyrighted sources, is in the public domain and may be reproduced or copied without permission from SAMHSA or the authors. Citation of the source is appreciated. Do not reproduce or distribute this presentation for a fee without specific, written authorization from the Northeast and Caribbean Mental Health Technology Transfer Center (MHTTC). This presentation will be recorded and posted on our website.

At the time of this presentation, Tom Coderre served as Acting Assistant Secretary for Mental Health and Substance Use at SAMHSA. The opinions expressed herein are the views of the speakers, and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

This work is supported by grant H79SM081783 from the DHHS, SAMHSA.

# Your Interactions With Us

## Question and Answers

- Q & A will occur at the end of the call.
- Type your questions in the Q & A feature in Zoom located on the task bar (hover over task bar).
- Note: your question is visible to all participants.

## Chat and Polls

- Throughout the webinar, we will be asking for your input.
- Use the Chat or Poll features in Zoom located on the task bar.
- You can control who can see your chat comments.

The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED  
AND HOPEFUL

INCLUSIVE AND  
ACCEPTING OF  
DIVERSE CULTURES,  
GENDERS,  
PERSPECTIVES,  
AND EXPERIENCES

HEALING-CENTERED AND  
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS  
PARTICIPATING IN THEIR  
OWN JOURNEYS

PERSON-FIRST AND  
FREE OF LABELS

NON-JUDGMENTAL AND  
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR  
AND UNDERSTANDABLE

CONSISTENT WITH  
OUR ACTIONS,  
POLICIES, AND PRODUCTS

# Our Presenter



Joni Dolce, MS, CRC

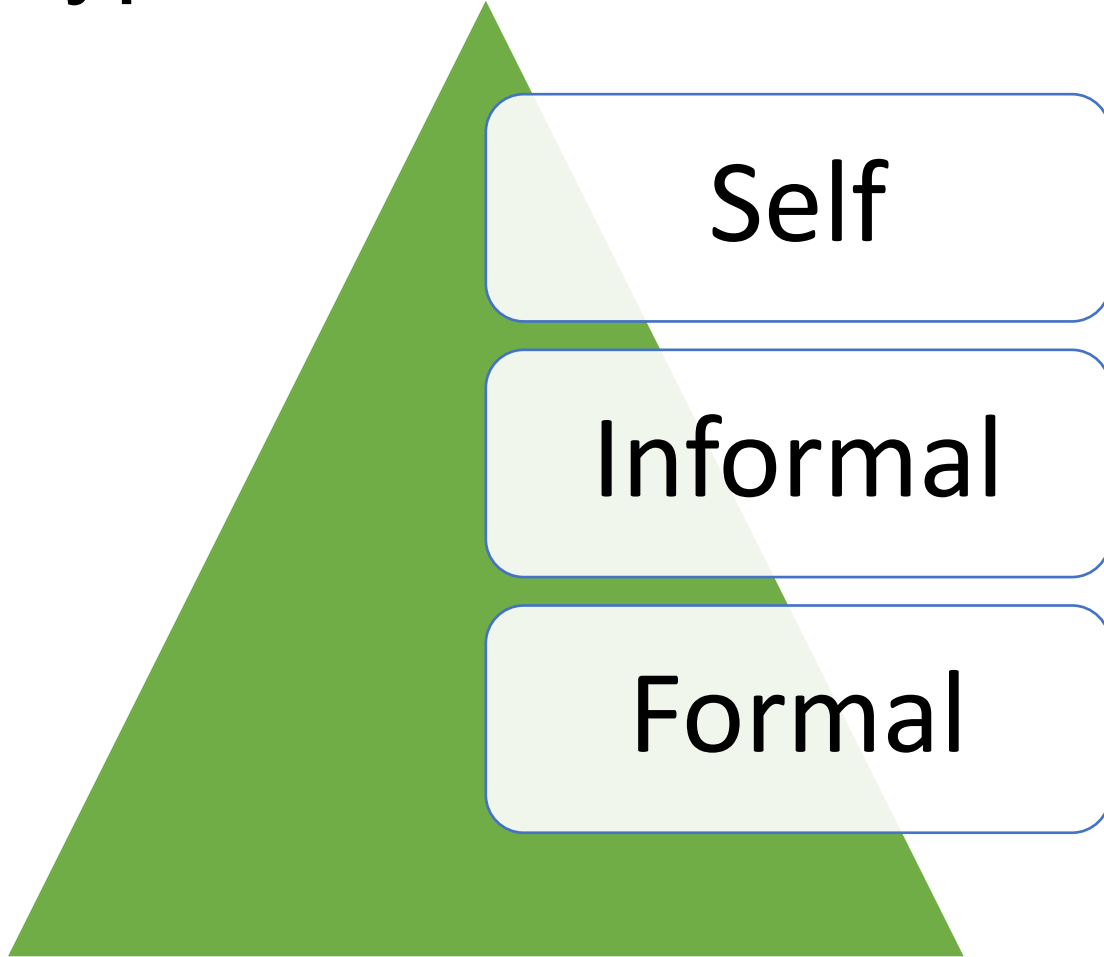
# Objectives

1. Identify challenges and possible solutions in identifying potential accommodations and supports.
2. Apply material from training to individual customer/client examples provided by trainees.
3. Connect to resources that support implementation of material covered in training.



Markus Winkler

# Types of Accommodations



**An employee has a therapist's appointment every Wednesday at 4:30PM. He cannot make this time due to his current work schedule. He asks his therapist to change the appointment time to 5:30PM, which allows him to get there on time. This is an example of a:**

- Informal Accommodation
- Formal Accommodation
- Self-Accommodation
- Flexible Employer

# Americans with Disabilities Act



# Title I: Employment

- Requires employers of 15 or more employees to provide an equal opportunity to qualified individuals.
- It prohibits discrimination in various aspects of employment (e.g., hiring, firing, advancement, compensation, and training).

# Reasonable Accommodations



# Reasonable Accommodations

- Title I of the ADA requires employers to make reasonable accommodations to the known physical or mental limitations of applicants or employees that are due to the disability unless doing so would be an undue hardship on the functioning of the business.

[www.usdoj.gov/crt/ada](http://www.usdoj.gov/crt/ada)

# Accommodation Ideas for Employment

- **Maintaining Stamina**

- Flexible scheduling
- Allow longer or more frequent breaks
- Provide additional time to learn new responsibilities
- Allow time off for counseling

- **Maintaining Concentration**

- Reduce distractions
- Allow use of white noise or environmental sound machines
- Allow the employee to play soothing music
- Divide large assignments into smaller tasks and goals

Job Accommodation Network's publication *Employee's Practical Guide to Negotiating and Requesting Reasonable Accommodations under the Americans with Disabilities Act (ADA)*, Retrieved from:

<https://askjan.org/publications/individuals/employee-guide.cfm>

# Accommodation Ideas

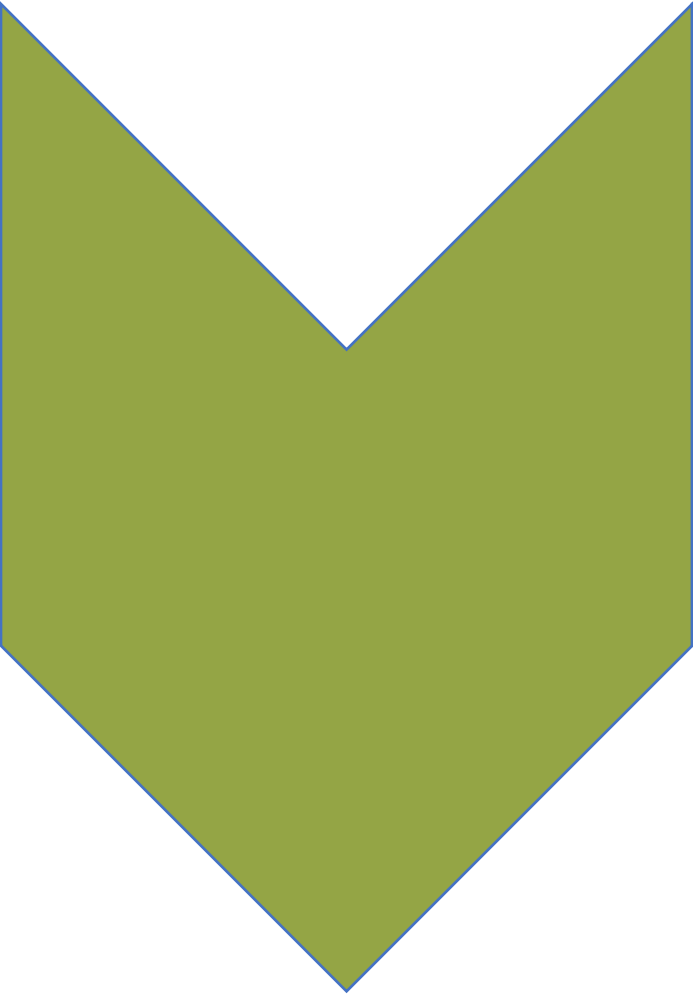
- **Difficulty Staying Organized and Meeting Deadlines**
  - Make daily TO DO lists
  - Remind employee of important deadlines
  - Use electronic organizers

- **Memory Deficits**
  - Provide written instructions
  - Allow additional training time
  - Provide written checklists
- **Handling Stress**
  - Allow phone calls to support person
  - Allow employee to take breaks as needed

Job Accommodation Network's publication *Employee's Practical Guide to Negotiating and Requesting Reasonable Accommodations under the Americans with Disabilities Act (ADA)*,

Retrieved from: <https://askjan.org/publications/individuals/employee-guide.cfm>

# Requesting an Accommodation

- 
- When?
  - To Whom?
  - What to disclose?
  - How?

Job Accommodation Network's publication *Employee's Practical Guide to Negotiating and Requesting Reasonable Accommodations under the Americans with Disabilities Act (ADA)*, Retrieved from: <https://askjan.org/publications/individuals/employee-guide.cfm>

# Developing your Script

Describe your positive attributes or strengths first

Identify the limitations or challenges you face at work because of your disability

Identify which accommodations have worked best for you in the past and why

Consider how disclosing can help the business employer and your co-workers

End the script with positive points

Job Accommodation Network's publication *Employee's Practical Guide to Negotiating and Requesting Reasonable Accommodations under the Americans with Disabilities Act (ADA)*, Retrieved from:  
<https://askjan.org/publications/individuals/employee-guide.cfm>

# Observing a Request for an Accommodation

## First Scene

- What were some of the concerns with the first scene?
- What could the supervisor and/or employee have done differently?

## Second Scene

- What was done well?
- How would this type of process impact a person's satisfaction and success?

**Use the chat box or unmute your microphone**

<https://youtu.be/WNF-yVxTR4I>

# For more information about how to request an accommodation...

- Requesting and Negotiating a Reasonable Accommodation at <https://AskJAN.org/publications/consultants-corner/vol03iss04.cfm>
- How to Request an Accommodation: Accommodation Form Letter at <https://AskJAN.org/articles/accommrequestltr.cfm>
- Employees' Practical Guide to Requesting and Negotiating Reasonable Accommodation Under the ADA at <https://AskJAN.org/publications/individuals/employee-guide.cfm>
- Employee Accommodation Inquiry Letter <https://AskJAN.org/publications/consultants-corner/Employee-Accommodation-Inquiry-Letter.cfm>



Mike

# Assessing the Employment Implications of MH Symptoms

How is the worker's daily functioning affected by the presence of the mental health condition?

What barrier(s) does it cause?

Does the medication/treatment for the condition have side effects?

How do these limitations affect the worker's ability to perform in the employment environment?

# Determining Accommodations Work Sheet

Mental Health Condition	Symptoms	Functional Implication or limitation/barrier	Possible Supports or Accommodations
Schizophrenia	<b>Negative symptoms</b> -Diminished emotional expression -Alogia (diminished speech)	Interacting with others	
	<b>Disorganized thinking</b>	-Understanding job tasks  -Following instructions	
		Form Adapted from materials developed by A. Banko	

# Determining Accommodations Work Sheet

Mental Health Condition	Symptoms	Functional Implication or limitation/barrier	Possible Supports or Accommodations
Schizophrenia	<b>Negative symptoms</b> -Diminished emotional expression -Alogia (diminished speech)	Interacting with others	On-site mentoring  Word completion software  <a href="https://askjan.org/disabilities/Schizophrenia.cfm">https://askjan.org/disabilities/Schizophrenia.cfm</a>
	<b>Disorganized thinking</b>	-Understanding job tasks  -Following instructions	Task Separation  Supervisory Methods

Form Adapted from materials developed by A. Banko

# Preparation Work

**Matching Supports & Accommodations to Functional  
Implications of MH Conditions: Applying the Skills Learned**

**Date: 5/27/21**

**Time: 2-3pm (ET)**

Identify challenges and possible solutions in identifying accommodations and supports that address employment implications and workplace barriers.

- a. Come prepared to discuss an individual you are working with to utilize the determining accommodations worksheet.
- b. Apply and provide resources and suggestions to address challenges.
- c. Demonstrate using the JAN with individual examples from the group.



# Challenges

# Challenges

- Identify a challenge related to identifying a person's employment implications due to their mental health condition.
  - Person, job goal, skills/strengths

# Applying the Skills

Identify a person you have worked with or are currently working with that you would like to further discuss with the group.

## Let's apply what we learned

- What is the person's mental health condition?
- What are his symptoms?
- What are the functional implications/limitations that the person is experiencing?
- **What are possible accommodations?**

# Some questions to consider...

- How is the worker's daily functioning impacted by the presence of a mental health condition?
- Does the medication/treatment for the condition have side effects?
- What barrier(s) does it cause?
- How do these limitations affect the worker's ability to perform in the employment environment?
- What work tasks are being impacted?



# Summary

Defined accommodations

Applied supports and accommodations based on the functional implications related to the mental health condition.

Described resources available to help with identifying and requesting accommodations.

# Question and Answer



# Resources and References

- ADA National Network  
<https://adata.org/>
- Americans with Disabilities Act  
(800)-514-0301 or [www.usdoj.gov/crt/ada](http://www.usdoj.gov/crt/ada)
- BU Center for Psychiatric Rehabilitation (n.d.). How might my psychiatric or mental health condition affect my work performance? Retrieved from <https://cpr.bu.edu/resources-and-information/reasonable-accommodations/how-might-my-psychiatric-or-mental-health-condition-affect-my-work-performance/>
- Disability Rights NY  
<https://www.drny.org/index.php>
- Job Accommodation Network  
(800) 526-7234 or <http://askjan.org>
- JAN's Searchable Online Accommodation Resource (SOAR)  
<http://askjan.org/soar/>
- National Center for Learning Disabilities  
<http://www.ncld.org/adults-learning-disabilities/laws-accommodations/on-job-accommodations>

# Mental Health Resources

- Bazelon Center for Mental Health Law

[www.bazelon.org](http://www.bazelon.org)

- National Alliance on Mental Illness (NAMI)

[www.nami.org](http://www.nami.org)

- National Institute of Mental Health

[www.nimh.nih.gov](http://www.nimh.nih.gov)

- National Mental Health Association

- [www.nmha.org](http://www.nmha.org)

- US Dept. of Health and Human Services Substance Abuse and Mental Health Services Administration

- [www.samhsa.gov](http://www.samhsa.gov)

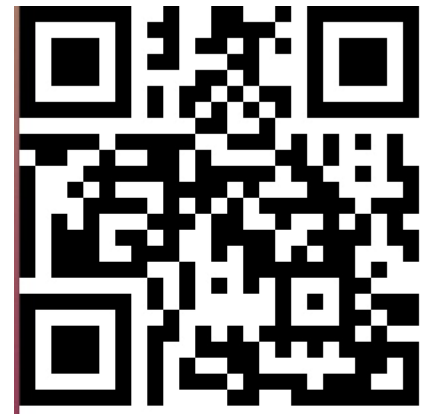
- U. S. Psychiatric Rehabilitation Association

- [www.uspra.org](http://www.uspra.org)

# Evaluation Information

The MHTTC Network is funded through SAMHSA to provide this training. As part of receiving this funding we are required to submit data related to the quality of this event.

At the end of today's training please take a moment to complete a **brief** survey about today's training.



<https://bit.ly/3bZOZKV>

# Connect With Us!

**Phone:** (908) 889-2552

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

**Website:**

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

***Like and follow us on social media!***

**Facebook: Northeast & Caribbean MHTTC**

**Twitter: @necmhttc**

**LinkedIn: @Northeast and Caribbean MHTTC**



Northeast and Caribbean (HHS Region 2)

**MHTTC**

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

***SAMHSA***  
Substance Abuse and Mental Health  
Services Administration

# Contact Information

**Joni Dolce, MS, CRC**

Assistant Professor

Department of Psychiatric Rehabilitation and Counseling  
Professions

Integrated Employment Institute

School of Health Professions

Rutgers, The State University of New Jersey

200 College Dr., Jefferson Hall, Room 210, Blackwood, NJ  
08012

Email: [dolcejn@shp.rutgers.edu](mailto:dolcejn@shp.rutgers.edu)

**Department of Psychiatric Rehabilitation and Counseling Professions**