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## Implementing the Principles of Supported Employment

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## 8 Principles of Supported Employment

1. Participating in SE is based on each person's own choice
2. SE is integrated with other mental health services
3. Helping people obtain competitive employment is the goal

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## 8 Principles of Supported Employment

4. Each person has access to good work incentive planning information
5. SE helps people find real jobs soon after they start the program, not requiring lengthy assessments or job trials

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## 8 Principles of Supported Employment

6. SE services provide access to a network of employers through systematic job development services
7. SE helps people to be successful at work through follow along supports
8. Each person's goals and preferences re: work are honored

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## Participating in SE: A Person's Own Choice

- SE services are provided to all people who identify themselves as having competitive employment as a recovery goal

## Participation in Supported Employment is based on the person's own choice

What Helps:

- Recovery Orientation
- Dual recovery orientation
- Person Centered Recovery Planning
- Clarity of employment services "referral" process

Participation in Supported Employment is based on the person's own choice

What Helps:

- Employment services Orientation/Information Sheets
- Counting employment rate of clients across teams or sites or settings
- Taking an Employment census

SE is Integrated with Mental Health Services

- mental health services. Their employment specialist works in a collaborative and coordinated way with the other members of the person's mental health treatment team (for example, residential staff, peer specialist, case manager, therapist, psychiatrist, nurse, etc....).

SE is Integrated with Mental Health Services

What Helps:

- Integrated Services benefit all clients being served by the agency
- Successful Integration starts at the Top and finishes with the client
- Agency Leadership and Supervisors are responsible for developing integration

SE is Integrated with Mental Health Services

What Helps:

- Employment Specialists are not left to do the work of Integration alone
- Employment Specialists provide information about clients to all team members
- Employment Specialists consult with other members about employment strategies

SE is Integrated with Mental Health Services

What Helps:

- Employment rate is constantly monitored across all services and all teams
- "Recovery is everyone's business"
- "Employment is everyone's business"

SE is Integrated with Mental Health Services

What Helps:

- Everyone that provides services is recognized when a client gets a job
- Everyone understands they play a role in all phases of the employment process: engagement, goal development, job search, hiring, follow along supports

## Integration with State Vocational Rehabilitation Services

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## Working with Vocational Rehabilitation

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- agencies have strong working partnerships with Supported Employment programs in numerous states across the country
- Developing a working collaboration between Employment services and Vocational Rehabilitation services benefits everyone including clients and employers

## Working with Vocational Rehabilitation

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- Understanding the eligibility requirements and the application process for Vocational Rehabilitation is a good beginning
- Understanding how outcomes are reported and monitored for VR counselors is critical
- Participating in a local VR office orientation meeting for new customers/clients is very useful

## Working with Vocational Rehabilitation

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- Remember that Vocational Rehabilitation agencies serve hundreds of people with scores of different disabilities, not just mental health
- Develop a working understanding of which clients are good referrals for Vocational Rehabilitation services
- Develop a consistent communication process with VR counselors

## Working with Vocational Rehabilitation

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- Develop a clear understanding of what information is required for a VR referral and establish a method to get this information to the VR counselor in an efficient and timely manner
- Develop an understanding of the critical employment resources that VR agencies have to help people obtain and retain employment

## Vocational Rehabilitation Counselor in Georgia

“Before joining this integrated team, I used to worry about lots of things regarding work for people with a mental illness. Now I understand how many different mental health and employment services are provided to help people with those concerns. I feel much more confident working with people with a mental illness who are getting Supported Employment services.”

### Competitive Employment Is the Goal <sup>19</sup>

Each person is helped to find their own competitive job, one that they own, where they receive the paycheck directly from the employer

Employment opportunities are identified and sometimes developed to fit the goals, preferences, strengths, and talents of each individual person

### Competitive Employment Is the Goal <sup>20</sup>

People are not steered into accepting jobs in pre-arranged job slots

People are not re-directed into sheltered workshops, lengthy vocational assessments or working in job enclaves

### Competitive Employment Is the Goal <sup>21</sup>

Individuals are not groomed nor developed to fit into pre-arranged work slots

Jobs are developed to fit each person's individual preferences

### Competitive Employment Is the Goal

What Helps:

- Leadership Dedicates Resources for Competitive Jobs
- Leadership Embraces Recovery Orientation
- Agency Clearly Defines Competitive Employment
- Agency Collects & Regularly Uses Competitive Employment Data across all Programs

### People Have Access to Individualized Work Incentive Counseling <sup>23</sup>

- Each person in Employment services has access to good, accurate work incentive counseling that is based on their individual situation
- Work incentive counseling helps people to determine what role benefits will play in their own financial planning

### People Have Access to Individualized Work Incentive Counseling <sup>24</sup>

- People are empowered to make their own choices about benefits and are not directed to "earn less than SGA"
- What works best for the person is their "perfect choice"

### People Have Access to Individualized Work Incentive Counseling

#### What Helps:

- Agency leadership understands that SSDI & SSI are poverty income levels
- People have access to Certified Work Incentive Counselors for Individual Financial Planning
- Staying Under SGA is not the ultimate goal
- Good partnerships with Vocational Rehabilitation

### People Receive Timely Help Getting Jobs They Want

- When people start Employment services, their goals to obtain competitive jobs are respected
- People are not required to participate in pre-employment assessments, job-hardening activities, or trial work periods

### Systematic Job Development

- Employment staff develop relationships with employers, based upon clients' work preferences, by meeting face-to-face over multiple visits with employers in the community
- Employment specialists learn about the work environment and the employers' work needs

### Systematic Job Development

- Employment staff understand that Employment services have two customers; one is the client, the other are employers in the community
- Employment staff focus on matching employer needs with individual client's strengths, talents, abilities and potential contributions

### Systematic Job Development

#### What Helps:

- Job development training and mentoring in the community for Employment staff
- Clear expectations and support for Employment staff developing relationships with employers in the community

### Employed People Receive Follow-Along Supports

- The agency helps employed people to be successful at work by providing follow along supports for employment provided by everyone who works with the client
- Follow along supports are based on each individual's unique situation and needs

## Employed People Receive Follow-Along Supports

What Helps:

- Agency provides community based services
- Teaching clients coping skills and relapse prevention strategies (IMR, WRAP) for Work
- Integrated teams helping people be successful with work
- Using or Developing Peer Support Services and Resources for employed people
- Building natural supports

## Each Individual's Goals and Preferences are Honored

- People are helped to find work that matches with their individual preferences, strengths, and work experiences
- People are not directed into readily available jobs to prove they really want to work

## Each Person's Goals and Preferences are Honored

What Helps:

- Person Centered Planning
- Time for clients to develop meaningful goals
- Motivational Interviewing strategies
- Frequently reviewing & changing goals based on the person's changes
- Separating goals from "medical necessity"

## Developing Recovery-Oriented Employment Goals

- think about their own goals
- Provide examples of other Recovery-Oriented Employment Goals
- Take the time to fully understand the person's employment goals
- Explore ambitious employment goals do not discourage them

## Developing Recovery-Oriented Employment Goals

- to reach their employment goals
- Help develop simple concrete steps with the person to reach their employment goals
- Remember people's employment goals change frequently

## Developing Recovery-Oriented Employment Goals

- Help people track their progress towards employment goals
- Help people celebrate their progress towards their employment goals
- Share people's employment goals with everyone working with them

## Recovery Oriented Mental Health Services

### Mental Health Services: Coping Skills Training

- Identify strategies people already use to cope with mental health symptoms
- Learn about strategies that other people use or have used to cope with symptoms
- Further develop and improve coping skills and strategies
- Practice and learn the use of new coping skills and strategies for employment

### Mental Health Services: Relapse Prevention Training

- Helping to identify early warning signs of increased symptoms
- Helping to identify warning signs of a potential relapse of persistent symptoms
- Developing a written plan that identifies warning signs and relapse prevention and the person's coping skills and strategies to manage these at work

### Mental Health Services: Illness Management & Recovery

- Evidence Based Practice
- May be provided by Peer Support Agencies or Mental Health staff
- Information at SAMHSA website or search: "Illness Management & Recovery SAMHSA toolkit"

### Mental Health Services: Illness Management & Recovery

- May be provided in individual or group format
- Used by many Assertive Community Treatment teams
- Curriculum based program with handouts and worksheets for staff and participants

### Mental Health Services: Illness Management & Recovery

- Developing Recovery Goals
- Information about Mental Illness
- Using Medications Effectively
- Coping skills training
- Relapse prevention plans
- Dealing with persistent symptoms
- Co-occurring disorders

### Mental Health Services: Wellness Recovery Action Planning (WRAP)

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- Agencies
- Group based practice
- Includes adaptation for work:
  - WRAP for Work

### Mental Health Services: Wellness Recovery Action Planning (WRAP)

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- Post-Crisis Planning

### Mental Health Services: First Episode Psychosis (FEP)

- NAVIGATE: Recovery After Initial Schizophrenia Episode (RAISE)
- Specialty Coordinated Care Program
- Focus on redirecting people towards ability rather than disability

### Mental Health Services: First Episode Psychosis (FEP)

- Designed for young adults
- Supported Employment
- Supported Education
- Individual Resiliency Training
- Psychopharmacology
- Peer Support Services
- Family Services

### Key Employment Supervision Challenges

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### Key Employment Supervision Challenges

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- "In God we trust: all others bring data"
- Defining "competitive employment"
- Eliminating staff myths and fears regarding employment
- Managing multiple "employment" or "pre-employment" programs



### Key Employment Supervision Challenges 49

- Developing integrated Employment services
- “Adding” Employment to services not referring out
- Person Centered Employment Goals
- Employment engagement strategies

### Key Employment Supervision Challenges 50

- Defining case managers & other agency services roles regarding Employment outcomes
- Getting all staff basic information about Work Incentive Counseling
- Clinical and “Non-Clinical” services

### Key Employment Supervision Challenges 51

- Developing Peer Support services for Employment
- Illness Management & Recovery (IMR)
- Integrated Treatment for Co-Occurring Disorders
- Wellness Action Recovery Plan
- Relapse Prevention Plans