



LEAD CENTER
WIOA POLICY DEVELOPMENT

Using Individual Placement and Support (IPS) to Assist Job Seekers and Workers with Mental Health Conditions

The LEAD WIOA Policy Development Center is led by Social Policy Research Associates and National Disability Institute and is fully funded by the Office of Disability Employment Policy, U.S. Department of Labor, Contract No. 1605DC-19-F-00341.

HOUSEKEEPING I: CAPTIONING

If you wish to personalize the captioning:

- ▶ Click the “Live Transcript” button on the Zoom panel to find the Hide Captions option, or adjust caption size under the “subtitle settings...” option.
- ▶ Alternatively, you may open a captioning web page in a new browser. Click the link posted in the Chat box.
(<https://www.streamtext.net/player?event=CFI-SPRA>)
- ▶ Adjust the background color, text color and font using the drop-down menus at the top of the browser. Position the window to sit on top of the embedded captioning.



HOUSEKEEPING II: QUESTIONS

Content questions?

Click on the Q&A button and type in your question.

Tech support questions?

Type your question in the Chat box.



WELCOME

Jennifer Sheehy

Deputy Assistant Secretary,
Office of Disability Employment
Policy (ODEP),
U.S. Department of Labor
(DOL)



ASPIRE

Advancing State Policy
Integration for Recovery
and Employment

- ▶ ASPIRE's goal is to increase competitive employment for people with mental health disabilities by aligning employment policy across state agencies and service providers.
- ▶ Six states will receive 100-300 hours of customized consultation.
- ▶ Apply here: <https://www.stateaspire.org/>
 - ▶ Applications due February 24, 2021



PRESENTERS - I



Maddy Ruvolo
Associate
Social Policy Research Associates
Maddy_Ruvolo@spra.com



Robert Drake, M.D., Ph.D.
Vice President
Westat
RobertDrake@Westat.com



PRESENTERS – II



Chad Hinkle

Director of Employment Services
Missouri Department of Mental
Health (DMH) / Division of
Behavioral Health

chad.hinkle@dmh.mo.gov



Darius McKinney

Division of Mental Health
Statewide IPS Program
Manager
Illinois Department of Human
Services

Darius.Mckinney@Illinois.gov



Rebecca Maynard

Director, Mental Health Services
Missouri Vocational
Rehabilitation (VR)

Rebecca.Maynard@vr.dese.mo.gov



Tania Morawiec

Deputy Director of Planning
& Regional Office Operations
California State Council on
Developmental Disabilities

Tania.Morawiec@icloud.com

OBJECTIVES

Participants will learn:

- ▶ How IPS benefits individuals, employers, and programs
- ▶ The role of the workforce system in implementing IPS
- ▶ How workforce partners can successfully collaborate with mental health partners to assist job seekers with mental health conditions



IPS: An Introduction

Bob Drake

The IPS Employment Center



What is IPS?

- An evidence-based model of **supported employment** for people with **serious mental health conditions**
- Helps people work at **regular jobs** of their choosing

IPS Principles

- Anyone who wants to work
- Competitive employment
- Rapid job search
- Targeted job development
- Client preferences
- Individualized long-term supports
- Integrated with treatment
- Benefits counseling

Research from 28 Randomized Controlled Trials

- All employment outcomes improve
 - Job, tenure, hours, wages, satisfaction
 - 2 or 3 times greater
- Other outcomes related to employment:
 - Income, mental health service use, self-esteem, quality of life, community integration

Predictors of Employment

- All groups do better in IPS
- Age, gender, race, diagnosis, symptoms, co-occurring substance disorder, homelessness, disability status, rurality, country

New Target Conditions

- Post-Traumatic Stress Disorder
- Spinal cord injury
- Common mental disorders
- Substance use disorders
- Temporary Assistance for Needy Families (TANF)
- Justice system involvement
- Recent immigrants
- Transition-age youth
- Health Space
- Autism spectrum disorder
- Intellectual disability
- Disability denials
- Pain syndromes

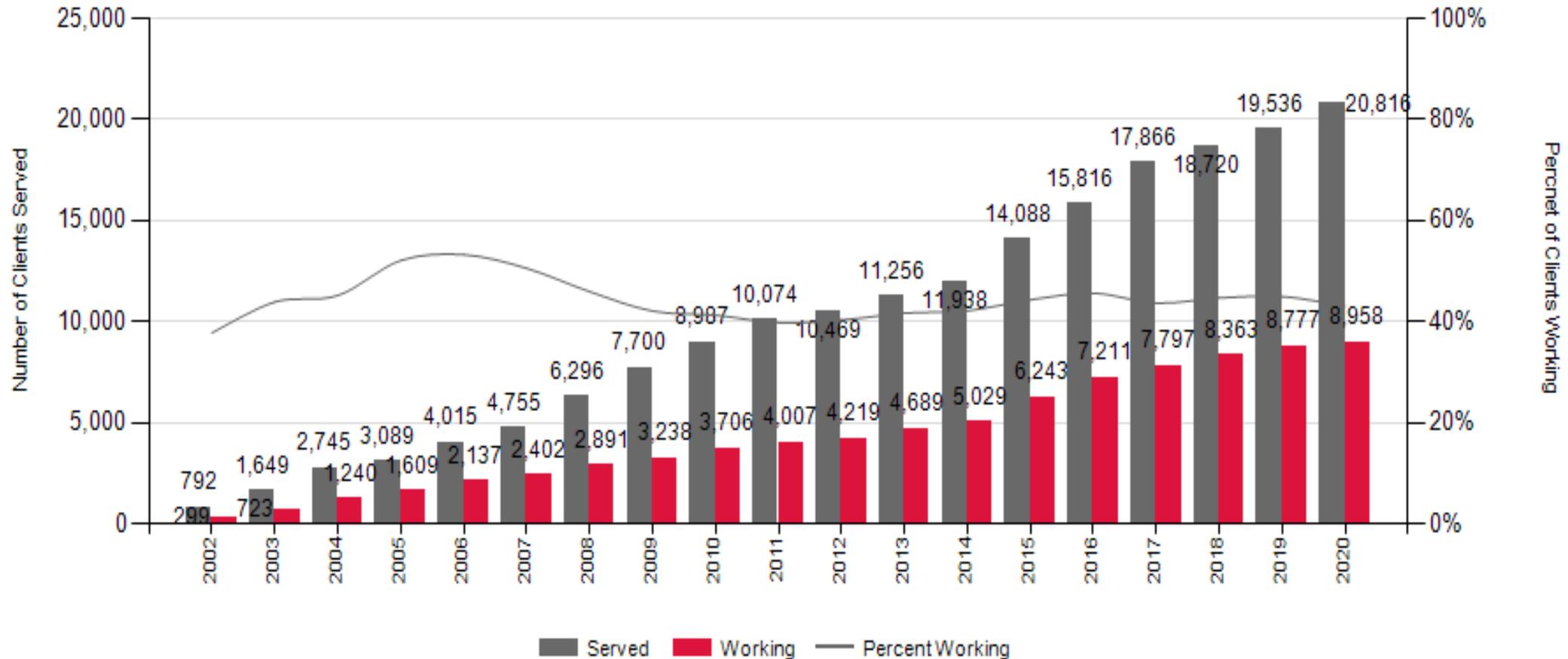
Why is IPS effective?

- Consumer preference design
- Research undergirding
- Foundation and government support
- International learning community

IPS Learning Community: 2000-2020

- Mission: Increase access to IPS supported employment for people with serious mental illness
- 3 pilot sites in 2000
- 24 states and 6 other countries in 2019
- Over 400 programs in US and 100 elsewhere
- 40,000 clients served in 2019
- Other collaborators: Virginia, New York, many other states, 12 additional countries

Clients Served and Working in the IPS Supported Employment Learning Community in the US



Data points represent annual averages for four quarterly reporting periods. Current year data represent an average of reporting periods that have occurred to date.

Quarterly employment rate for October-December 2019: 45.2%
(exceeds 41% benchmark for good outcome)

Resources

- www.IPSworks.org
- Manuals, fidelity scales, research updates
- Online courses for practitioners, supervisors, and VR counselors
- In-person courses on leadership, training, technical assistance, implementation, IPS Fidelity
- Research opportunities
- SusanMorris@westat.com

BUILDING A SUCCESSFUL DMH & MOVR PARTNERSHIP

COLLABORATION, COMMUNICATION & RESPECT

AT A GLANCE: THE IPS EMPLOYMENT TEAM

“NOTHING ABOUT
US WITHOUT US”

-DISABILITY RIGHTS SLOGAN



- * Consists of VR and DMH staff
- * VR Missouri State IPS Trainer
- * Regional DMH staff
- * Lead reviewers
- * Data

COLLABORATION

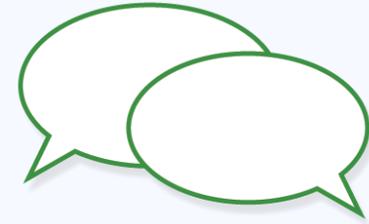


The IPS Employment Team holds quarterly IPS Collaborative meetings between VR, DMH, and IPS supervisors

The IPS Employment Team participates in quarterly meetings for the team only

Collaboration with American Job Centers (AJCs)

COMMUNICATION



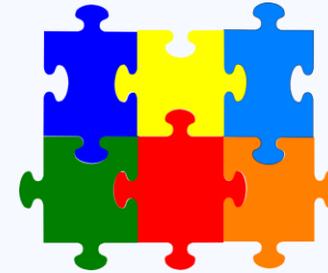
Missouri IPS State Trainer communicates and schedules IPS fidelity reviews

The State Trainer also keeps close contact with providers to address training needs due to staff turnover, model drift, etc.

DMH staff are able to provide training to these IPS providers

Decisions are made jointly by Leadership of DMH and VR

RESPECT



We respect each other's experience and expertise

Differences of opinion are respected and approached in a thoughtful manner while recognizing the opportunity to learn from each other

Respect of employment provider sites

EMPLOYMENT IS RECOVERY

*Administration believes that Employment is Recovery and Recovery is Employment

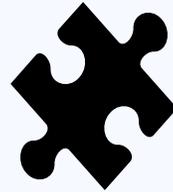
*Supported Employment is viewed as equally as other clinical services provided by a treatment team



FEEDBACK LOOP



Listen to IPS providers' feedback, challenges & questions



DMH & VR discuss how to address provider challenges before they affect fidelity



Quickly address challenges based on employment principles



Strengthen Partnership

CONTACT US



Rebecca Maynard, Director-Mental Health Services
Missouri VR rebecca.maynard@vr.dese.mo.gov

Chad Hinkle, Director of Employment Services
Missouri DMH/Division of Behavioral Health
chad.hinkle@dmh.mo.gov

IPS IN ILLINOIS WORK IN PROGRESS

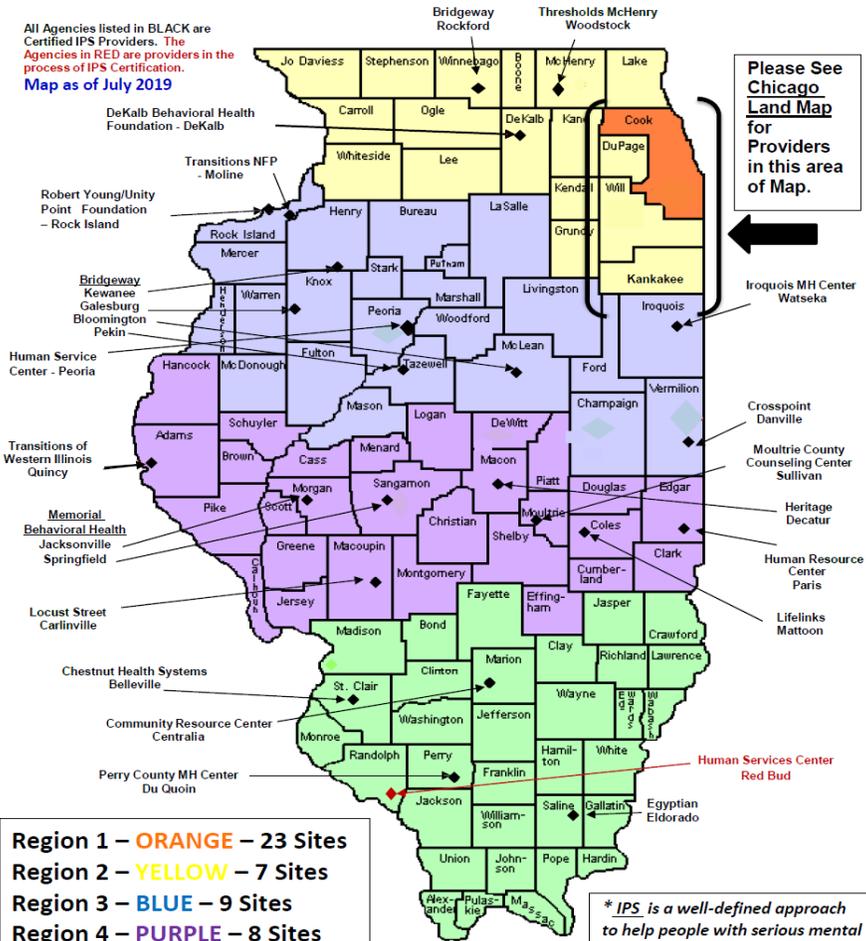
Tania Morawiec, Tania.Morawiec@icloud.com
Darius McKinney, Darius.Mckinney@Illinois.gov



IPS IN ILLINOIS

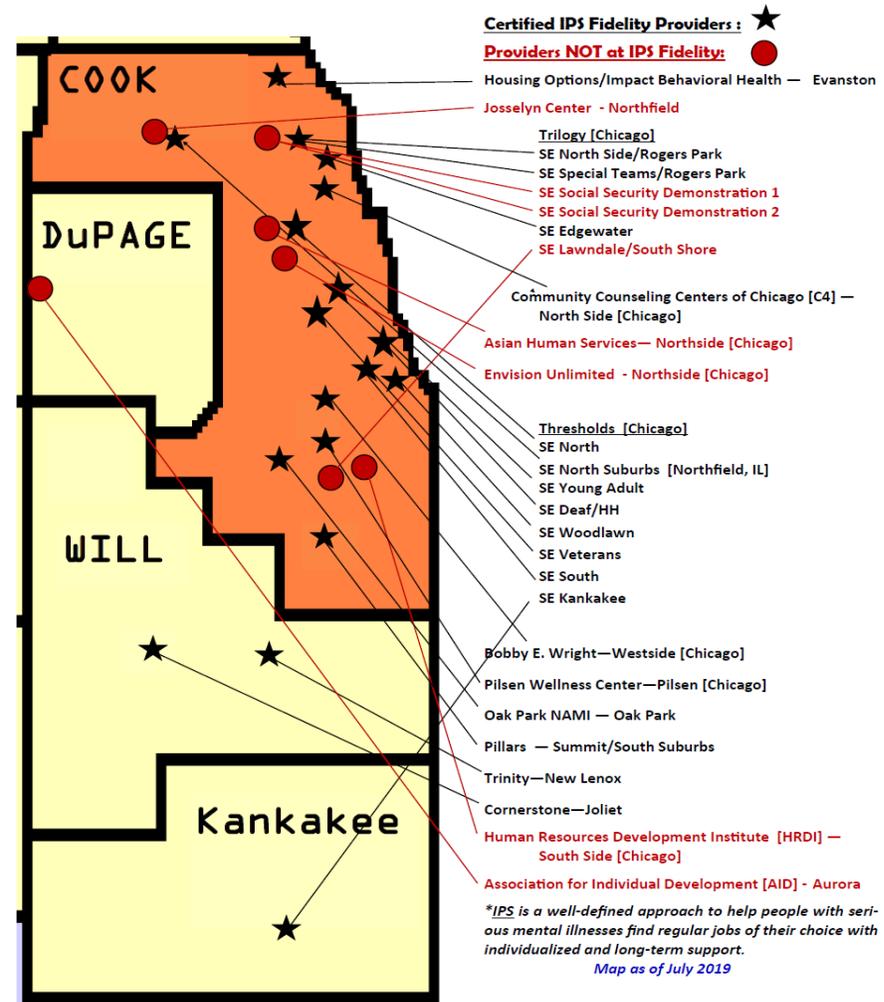
Illinois Individual Placement and Support [IPS*]

All Agencies listed in BLACK are Certified IPS Providers. The Agencies in RED are providers in the process of IPS Certification.
Map as of July 2019



Please See Chicago Land Map for Providers in this area of Map.

Chicago Land Individual Placement and Support [IPS*] Providers



CONSISTENT, CROSS- SYSTEM MESSAGING

EMPLOYMENT IS A SOCIAL DETERMINANT OF HEALTH



We normalize employment – “What type of work would you like to do?”



We have moved from a medical model to a recovery model



We emphasize partnerships and continuously expand them

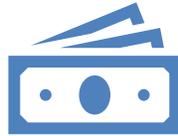


We train and hire Certified Recovery Support Specialists-Employment Focus (CRSS-E)

EVOLVING



We participate in and facilitate an IPS community of practice



We use braided funding & employ a cadre of trainers



We communicate and calibrate on the macro and micro level



DRS and DMH conduct reviews together



We continuously seek out new opportunities for TA & funding

INTERAGENCY COLLABORATION REQUIRES ON- GOING COMMUNICATION

REMAIN OUTCOMES FOCUSED

- ▶ EEOPD-Employment and Economic Opportunity for Persons with Disabilities Taskforce established in 2009 via legislation, quarterly meetings-15 designated state agencies
- ▶ Increased Illinois Department of Human Services Divisional communication via the Employment First Interagency Council, monthly meetings
- ▶ Regularly scheduled technical assistance, strategic planning and deadline-based work assignments with facilitator-ex: ODEP Employment First State Leadership Mentoring Program subject matter experts
- ▶ Administrative Directive or Memorandum of Understanding creation
- ▶ Policy change and guidance



Division of Mental Health

Illinois Supported Employment Outcomes - Competitive Employment and Education

Date Range: 7/1/2017 to 6/30/2018

Note: Detailed report information is provided on the last page.

Chicago Northwest Behavioral Health Center

Employment

Consumers	62
Consumers in DRS Plan Status:	30
Consumers Employed	37
Consumers Employed in DRS Plan Status	26

Job Starts

Job Starts	26
Job Starts in DRS Plan Status	16
Job Starts NOT in DRS Plan Status	10
Average per Employment Specialist	13.0

Job Tenure
(values are for all employed consumers)

Range (Min, Max)	6	833.00
Average	194.77	
Median	159	
Hours Worked	58,430	
Days Worked	7,990	

Education

Consumers in Education Programs	0	0%
---------------------------------	---	----

New Enrollees

New Enrollees	26
---------------	----

Discharges

Total Consumers Discharged	25
-- Successfully Employed	7

Staff

ES (FT/PT/Spvsr) w/ caseload	2
FTEs (does not include supervisor)	0.00
FTEs	2.00
Team Capacity (FTE*20)	40
Avg. Consumers per ES	18.5
Avg. Consumers per ES to benchmark (20)	93%
New IPS Enrollees per ES	13.0
Statewide Goal of Job Starts per ES	6
Agency Goal of Job Starts	12

**DATA
COLLECTION**



CROSS POLLINATION & UPSKILLING

- IPS Certification Fidelity Review
- Learn each other's language, intake process and reporting requirements
- Streamline paperwork and preplan to expedite referrals

MESSAGE: ALL PEOPLE CAN WORK WITH THE RIGHT SUPPORTS

Expanded knowledge of IPS in AJCs and led to coordinated training in job development best practice for persons with disabilities (partnership with VR team and business services reps from AJC)



QUESTIONS AND ANSWERS



LEAD CENTER WEBSITE



LEAD CENTER
WIOA POLICY DEVELOPMENT

www.leadcenter.org

Sign up to get information & notifications



THANK YOU!

