

Employment for Individuals with a Mental Health Diagnosis:

Introduction to *Individual Placement and Support* An Evidence Based Practice Resulting in Competitive Employment

Guiding our thinking in how to shift from a medical model of treatment to a recovery
model that includes employment as an integral part of wellness

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Housekeeping Notes

- ▶ Everyone's microphone is muted
- ▶ Ask questions through the chat box (accessed through the navigation bar)
- ▶ To access closed captioning, click 'CC' on the navigation bar
- ▶ Files will be transferred through the chat box
- ▶ Recorded webinar and files will be posted on the Level Up Indiana: ESI website

Background Information

- ▶ **WHAT?** The Indiana Division of Mental Health and Addiction and the Bureau of Rehabilitation Services, Vocational Rehabilitation are working on increasing competitive employment outcomes for people with mental health disabilities
 - ▶ Both agencies report an approximate 25% success rate
- ▶ **WHY?** Because we know that employment leads to better health, while unemployment leads to poor health and social disconnection
 - ▶ Nationally, at least 85% of people with mental health disabilities in our public systems are unemployed. Research shows that people with mental illness in these systems lose 10 to 25 years of life from modifiable health conditions.

Employment is a Health Intervention

- ▶ We know that the fastest and most efficient way to help people with serious mental illness get and keep jobs is by using the Evidence Based Practice of Individual Placement and Support
- ▶ To implement this practice, we are working collaboratively across agencies and departments to create policies and braid funding to support it

General update on VOICE project

▶ This is a USDOL, ODEP, VOICE project

- ▶ We applied last fall for 300 SME hours using the areas of need that the Task Force identified for Indiana
- ▶ Indiana is about six months into the project and have accessed four Subject Matter Experts to assist in researching how other states have established successful programs and the elements that must be in place to support individuals with lived experience to have successful employment outcomes
- ▶ The SMEs are guiding our thinking in how to shift from a medical model of treatment to a recovery model that includes **employment as an integral part of wellness**
- ▶ There is an opportunity for the various agencies that provide or fund services for individuals with lived experience with a mental health diagnosis to be involved, which is critical for success

Individual Placement and Support (IPS)

- ▶ **IPS** is a model of **supported employment** for people with **serious mental illness** (e.g., schizophrenia spectrum disorder, bipolar, depression).
- ▶ IPS supported employment helps people living with behavioral health conditions work at **regular jobs** of their choosing.
- ▶ Although variations of supported employment exist, IPS refers to the evidence-based practice of supported employment.



Teresa Brandenburg is one of the four subject matter experts through the VOICE program. She will be our featured presenter for the IPS Training Today.

Indiana Data

Division of Mental Health and Addiction

7/1/2018 - 6/30/2019 (Data compiled from CMHC reports)

Total Number of Adults Served	Employed - Competitively Employed Full or Part Time (includes Supported Employment)	Not employed	Not Available
80,578	20,688	58,747	1,143
	26%	73%	1%

Indiana Data

Vocational Rehabilitation

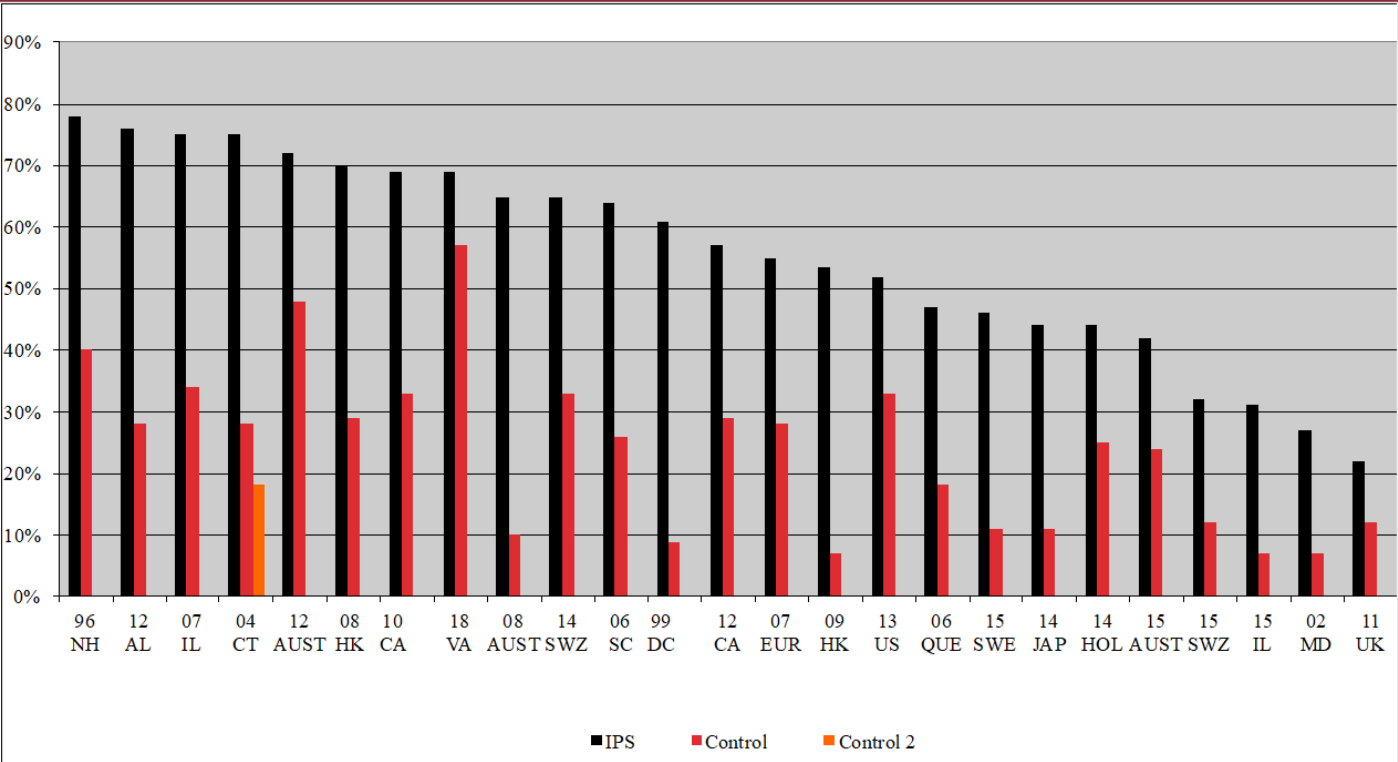
- ▶ The percentage of individuals with mental illness, over a five-year period of time (2020 is partial year), who were closed out of VR services
 - ▶ rehabilitated/obtained employment = **24.14%**
 - ▶ other than rehabilitated = **75.86%**
- ▶ Of those individuals who were rehabilitated/obtained employment, breakout of weekly hours worked:

Full Time 35+ Hours	Part Time 21-34 Hours	Part Time 16-20 Hours	Part Time 11-15 Hours	Part Time 6-10 Hours	Part Time 1-5 Hours
19%	28%	30%	14%	5%	4%

Some Conclusions Based Upon a Review of the Indiana DMHA and VR data

- ▶ Most people with mental health diagnosis in Indiana are not employed, nor are they accessing employment services
- ▶ Those who are successfully accessing employment services can and do work more than 21 hours a week
- ▶ While there are likely a variety of factors contributing to employment status at VR exit, there may be in implication that typical services provided to people with mental health disabilities in the VR system are often not successful, indicating a need for more effective employment services
- ▶ While a person is receiving services from a community mental health center there is a need of more effective integration of mental health treatment and employment services

Competitive Employment Rates in 28 Randomized Controlled Trials of IPS



IPS Supported Employment Funding in the U.S.

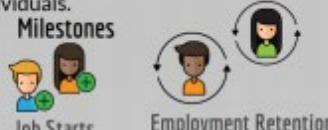
- ▶ The U.S. lacks a single payer for evidence-based supported employment, also known as Individual Placement and Support (IPS)
- ▶ Most programs use braided/sequential funding from multiple sources

Main Sources of Funding

State Vocational Rehabilitation

Most IPS programs apply to become vendors (sometimes referred to as community rehabilitation providers) for State Vocational Rehabilitation (VR). Vendors are authorized to provide services on a case-by-case basis and receive payments for employment outcomes or milestones achieved by individuals.

Milestones



Job Starts Employment Retention

In some states, administrators at Vocational Rehabilitation contract annually with provider agencies to provide employment services instead of paying for milestones.

Medicaid


In some states, IPS practitioners bill Medicaid for medically necessary services that occur within the context of employment. Medical necessity has a specific meaning defined in each state's Medicaid plan.

In many states, it is not possible to bill for taking someone to a job interview (not medically necessary), but it may be possible to bill for helping someone manage symptoms while interviewing for a job (can be explained as medically necessary).

Some state Medicaid plans specifically include IPS supported employment, which simplifies the documentation process for practitioners.


State departments of mental health

Many state departments of mental health set aside funds to support IPS services.



These may be longstanding contractual arrangements or they may be specific initiatives.

For example, one state that shut down long-term hospitals diverted some of the savings to IPS programs.



Teresa Brandenburg - IPS subject matter expert

- ▶ Teresa Brandenburg
 - ▶ Master's degree in Rehabilitation Counseling; Certification as Rehabilitation Counselor
 - ▶ Worked as an outpatient counselor for a Substance Use Treatment facility
 - ▶ In 2010, the Kentucky Office of Vocational Rehabilitation, along with the Kentucky Department of Behavioral Health (KYDBH), partnered to bring in the IPS model of Supported Employment to Kentucky
 - ▶ Assisted with the implementation, training and fidelity of IPS providers, wrote and developed SE/CRP Policy and assisted with developing Service Fee Memos for SE and CRP programs
 - ▶ Wrote Program Improvement Plans (PIP) for SE Programs that needed assistance in providing quality services
 - ▶ 2017, she retired from the KYOVR and began her new career as an IPS State Trainer with the Human Development Institute (HDI) of the University of Kentucky
 - ▶ Theresa has worked with existing programs to increase and enhance services and improve fidelity scores while assisting with the implementation of new programs. She has also provided and supported local, regional and statewide training on all aspects of IPS.

**Goal is to pilot IPS with a few CMHCs -
*timeline is TBD***

- ▶ As you digest the information on IPS today, consider your agency interest in being involved and working closely with us on a pilot as a first key step toward developing and sustaining IPS supported employment in Indiana
- ▶ One focus of the pilot will be building the necessary braided/sequential funding

Teresa Brandenburg Video Presentation



Individual Placement and Support (IPS)

Teresa Brandenburg

INDIANA VOICE

2020

Today's Objectives

- Overview of IPS
- Expectations of IPS Programs
- What so special about IPS
- People with Mental illness want to work
- What is next steps (pilot/early adopters)

Supported Employment Philosophy

- The BELIEF that regardless of disability EVERY ONE can work!
- Primary goal is not to change people but to find a natural “fit” between person’s strengths and experiences and jobs in the community!

People and jobs

Peanuts



Type of career, people, location, disclosure

Why the need for IPS

- **66% of Adults with mental illness want to work**
- **Only 20% are working**
- **Only 2% have access to Employment Services**

Kentucky Data

January-March, 2020 Quarterly Data

- # Served - 786
- # Working – 254
- # in School – 18
- # New Enrollees – 196
- # Job Starts - 95
- # New in School – 9
- % Working – 32%

Kentucky Data

1. April-June, 2020 Quarterly Data

- # Served - 691
- # Working – 217
- # in School – 18
- # New Enrollees – 104
- # Job Starts - 87
- # New in School – 5
- % Working – 31%

What is IPS?



Individual Placement and Support (IPS) is a model of supported employment for people with serious mental illness (e.g., schizophrenia spectrum disorder, bipolar, depression). IPS supported employment helps people living with behavioral health conditions work at **regular jobs** of their choosing. Although variations of supported employment exist, IPS refers to the evidence-based practice of supported employment. **Mainstream education** and technical training are included as ways to advance career paths

History of IPS

- 27 randomized control trials show a significant advantage for IPS
- Began at Dartmouth University and transitioned over to Westat.
- International Learning Collaborative began with 3 sites in 2001
- 2020 the International Learning Collaborative consists of 24 US States/Regions and 6 Countries

IPS Studies Show

- ✓ Employment (3X) & faster
- ✓ Jobs held longer
- ✓ More hours worked (4X)
- ✓ IPS is more effective than alternative vocational approaches

Characteristics of IPS

- * It is an evidence-based practice**
- * Practitioners focus on each person's strengths**
- * Work promotes recovery and wellness**

Characteristics Continued

***IPS uses a multidisciplinary team approach**

***Services are individualized and last as long as the person needs and wants them**

***The IPS approach changes the way mental health services are delivered**

IPS Key Concepts

- ✓ **Rapid Pace**
- ✓ **Client interest**
- ✓ **Client Centered**
- ✓ **Competitive Employment**
- ✓ **Time Unlimited Job Supports**

Quotes

**What people want most is a job,
car and a date on Friday night.**

Pat Deegan

**If you think work is stressful, you
should try unemployment.**

Joe Marone

What is Recovery?

Recovery refers to the process in which people are able to live, work, learn and participate in their communities.

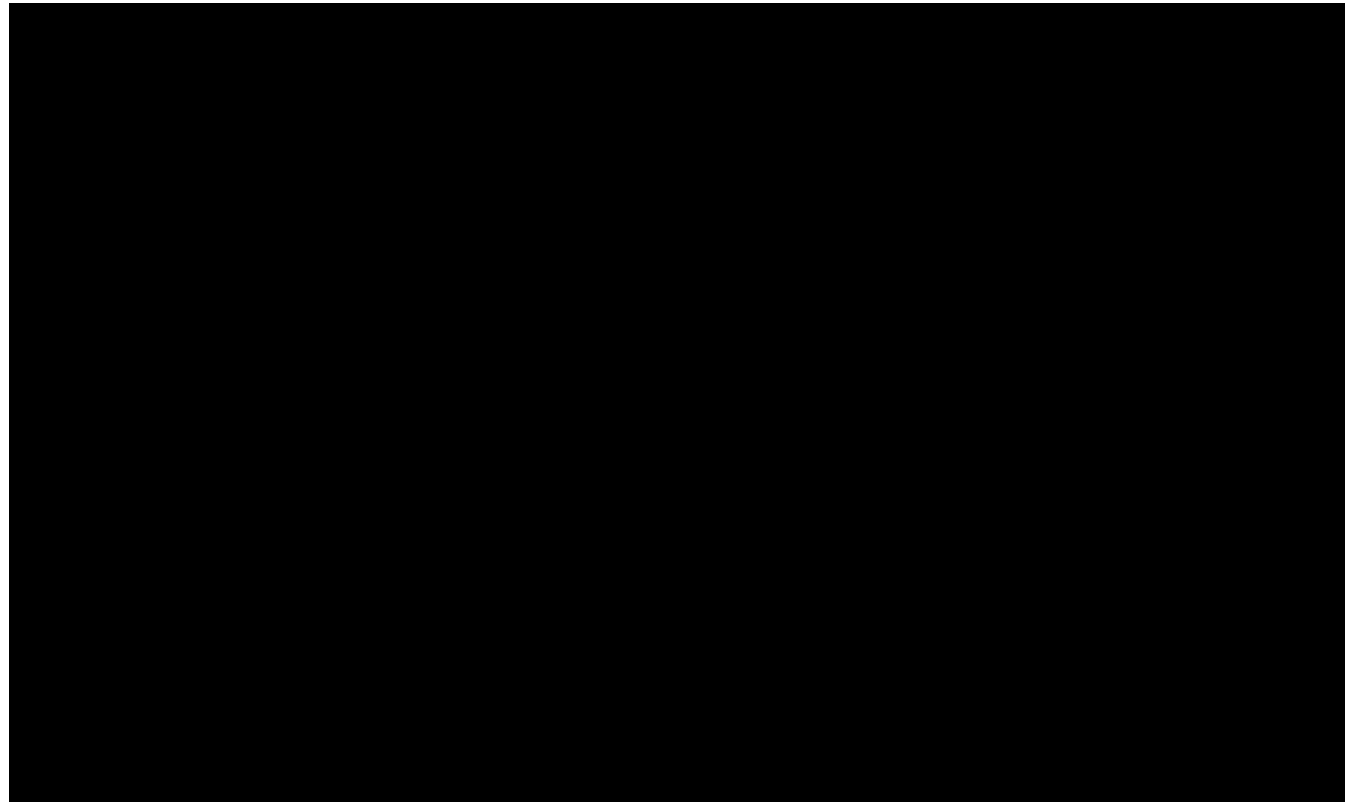
Recovery and Employment

- **Sense of normalcy**
- **Financial**
- **Social Interaction**
- **Being a part of the community**

Recovery and Employment

- **Structure**
- **Productive**
- **Contribute in all aspects of life**
- **Independence**

Recovery and Employment



Benefits of Working

- ❖ Increase self esteem
- ❖ Increase self confidence
- ❖ Decreased substance usage
- ❖ Increase independence
- ❖ Decrease in symptoms

Employees Quotes

Here are some of the notes and quotes from success story interviews:

“Just because someone has a label on them does not mean they can’t be successful.”

“I now own a home!”

“People with a MH diagnosis always hear negative things-never say no when they express their goals”

“I heard ‘people with schizophrenia don’t get MBA’s’ from my school and people that were close to me . They said “just be realistic”

“I wish people would just focus on what you CAN do”

Employee Quotes

“I knew I wanted to go to school and take care of myself. Employment has been very valuable. VR sent me through discovery and now I have my MBA. I work along side my former job coach”

“Work on strengths and what people do well. Keep things positive. Work has changed my life by creating a routine and connecting me with other people. Many of my clients sleep a lot and never see anyone.”

8 Principles of IPS

- **Focus on Competitive Employment**
- **Eligibility based on Client Choice**
- **Integration of Rehabilitation and Mental Health Teams**

IPS Principles Continued

- **Attention to Worker's Preferences**
- **Personalized Benefits Counseling**
- **Rapid Job Search**

Principles Continued

- **Systematic Job Development**
- **Time Unlimited and Individualized Job Supports**

Fidelity Scale

25 item Fidelity Scale

- Staffing
- Organization
- Services
- Manual

Fidelity Scale

- ❖ Summarizes the basic characteristics of Evidence Based Supported Employment (road map for services)
- ❖ Refers to the degree in which a particular program follows the key components of the Evidence Based Practice
- ❖ Used as a quality improvement tool for better outcomes/more jobs!
- ❖ Looks at what the agency is doing well!

IPS Team

- **Supervisor**
- **At least Two Employment Specialists**
- **VR Counselor**
- **Treatment Teams**
- **IPS State Trainer**

IPS Supervisor Role

- Conduct Unit Meetings
- Set Goals for Team
- Trains New Team Members
- Attends Treatment Teams once a quarter

IPS Supervisor Role continued

- Field Mentoring
- Individual Supervision
- Lead Steering Committee
- Data Collection
- Liaison

Employment Specialist Role

- Performs all phases of IPS
- 65% of time in the community
- Minimum of 6 face to face employer contacts per week
- On/Off Job supports

ES Role Continued

- **Attends Weekly Treatment team Meetings**
- **Education/Support to Employers**
- **Timely Interventions**

IPS State Trainer

- ❖ **Technical Assistance**
- ❖ **Mentoring**
- ❖ **Attend Team Meetings**
- ❖ **Conducts Statewide Supervisor mtg**
- ❖ **Fidelity Reviews**

Best Implementation Practice

- Jointly brought into a state or region by the Behavioral Health and Vocational Rehabilitation
- Implementation Team meets regularly
- Agencies believe in the value of work
- People get jobs
- Buy in from the top down

Quote from CEO of Communicare CMHC

"This program is win-win, there is no way not to win with this program. We are improving people's lives. What better way to get back on your feet than to get a job. The program sells itself."

Dan Simpson

Common Challenges

- **Funding**
- **Zero Exclusion**
- **Buy in From Top Down**
- **Staffing**
- **Becoming Self Sustaining**
- **Fidelity**

Questions to think about:

What are your funding gaps in implementing the IPS model?

What would be your first step in implementing IPS? (other than funding)

What will be the easiest part of IPS to Implement? What will be the most difficult?

Next Steps

- ▶ Create awareness that employment IS part of recovery for individuals with a mental health diagnosis
- ▶ Identify and communicate strategies to assist individuals in obtaining employment, including Individual Placement and Support
- ▶ The Task Force will continue to meet, including ongoing work to identify the topics that require focused attention, such as input in regard to braided and sequential funding
- ▶ Continued dialogue between DMHA, OMPP, and VR to improve access to employment services in general, and identify strategies to support IPS
- ▶ Development of a website with a video series and other resources specific to the employment of persons with mental health diagnoses

Thank You

...to everyone for your attention and interest during the training
...to Teresa Brandenburg for conducting the training and being a SME for Indiana

As you go on with your day please think about:

**Employment for Individuals with a Mental Health Diagnosis
and**

***How to shift from a medical model of treatment to a recovery model
that includes employment as an integral part of wellness***

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