

Individual Placement & Support (IPS)

Rapid Engagement & Job Development

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What is IPS?

Individual Placement and Support – Supported Employment

- “IPS supported employment helps people with severe mental illness work at regular jobs of their choosing. Although variations of supported employment exist, IPS (Individual Placement and Support) refers to the evidence-based practice of supported employment.” from <http://sites.dartmouth.edu/ips/about-ips/ips-practice-principles/>
- Evidence-based practice (EBP) = the integration of the best research evidence with clinical expertise and patient values

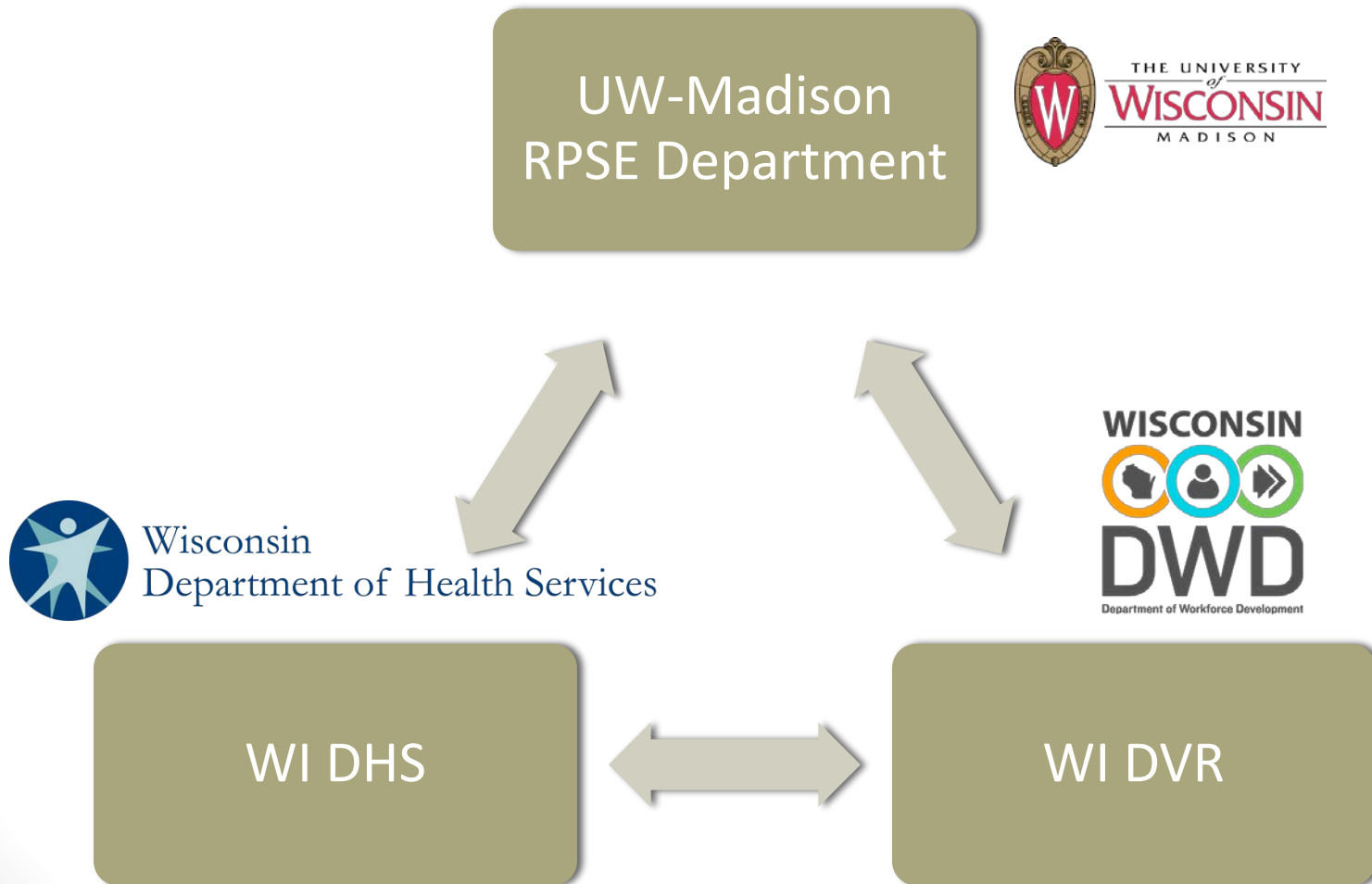


Practice Principles

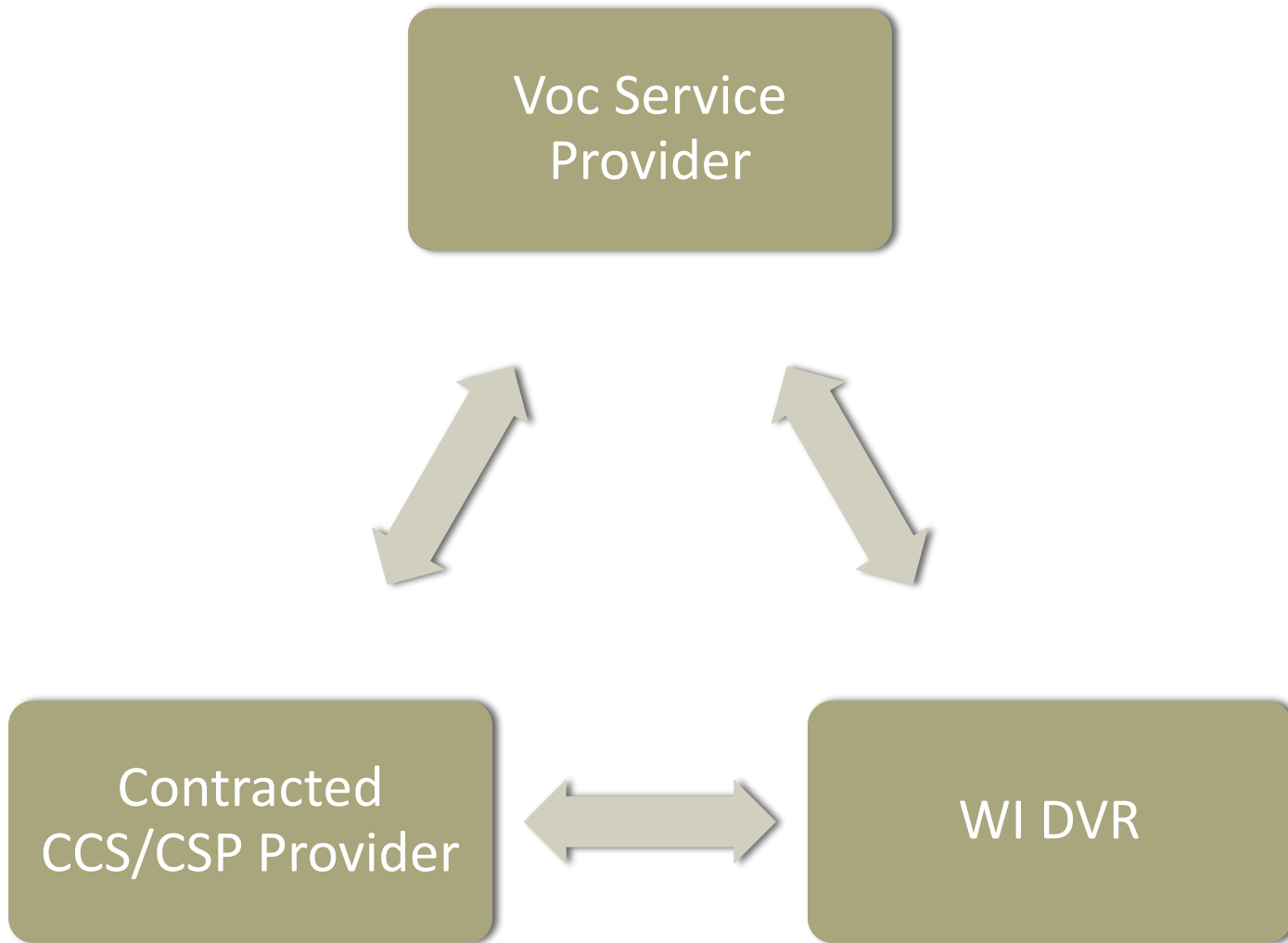
(the “spirit” of IPS)

- Focus on Competitive Employment (integrated, community, paying commensurate wages)
- Eligibility Based on Client Choice/Zero Exclusion: *Clients are not excluded on the basis of readiness, diagnoses, symptoms, substance use history, psychiatric hospitalizations, level of disability, or legal system involvement.*
- Integration of Vocational, VR and Mental Health Services
- Attention to Client Preferences (not what is available)
- Personalized Benefits Counseling
- **Rapid Job Search (Search, not Find!)**
- **Systematic Job Development (this is the focus of today)**
- Time-Unlimited and Individualized Support

WI IPS Partnership



WI IPS Local Partnerships



Wisconsin IPS Learning Collaborative

Sites participating in the learning collaborative receive:

- Annual meeting for IPS teams, quarterly supervisor meetings and information sharing amongst teams.
- Access to Dartmouth/Johnson & Johnson materials, on-line training course, and research.
- Technical support, fidelity reviews and quality improvement assistance provided by the state team.
- Participate in the J&J/Dartmouth national data collection and eligibility for annual awards.



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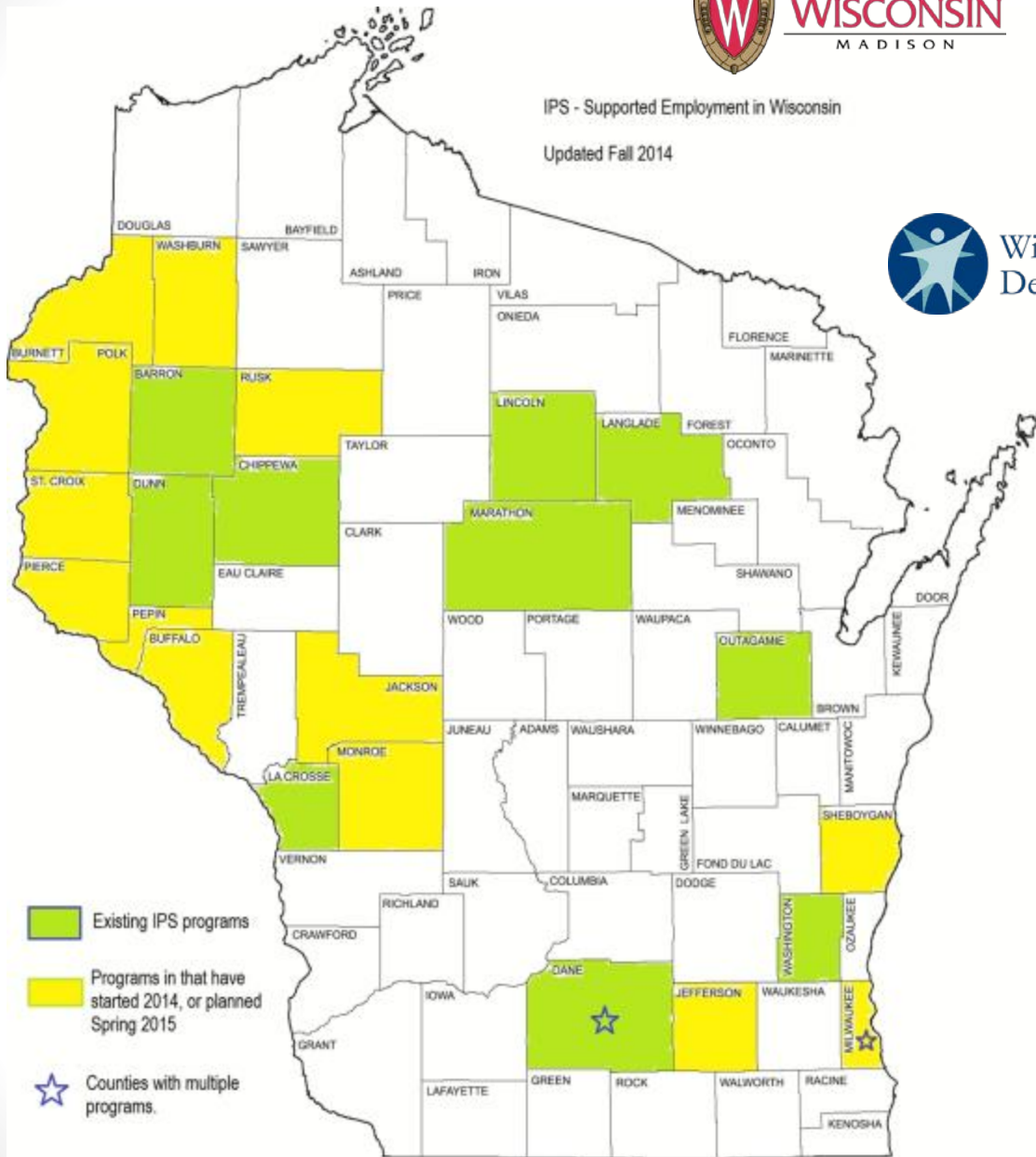


IPS - Supported Employment in Wisconsin

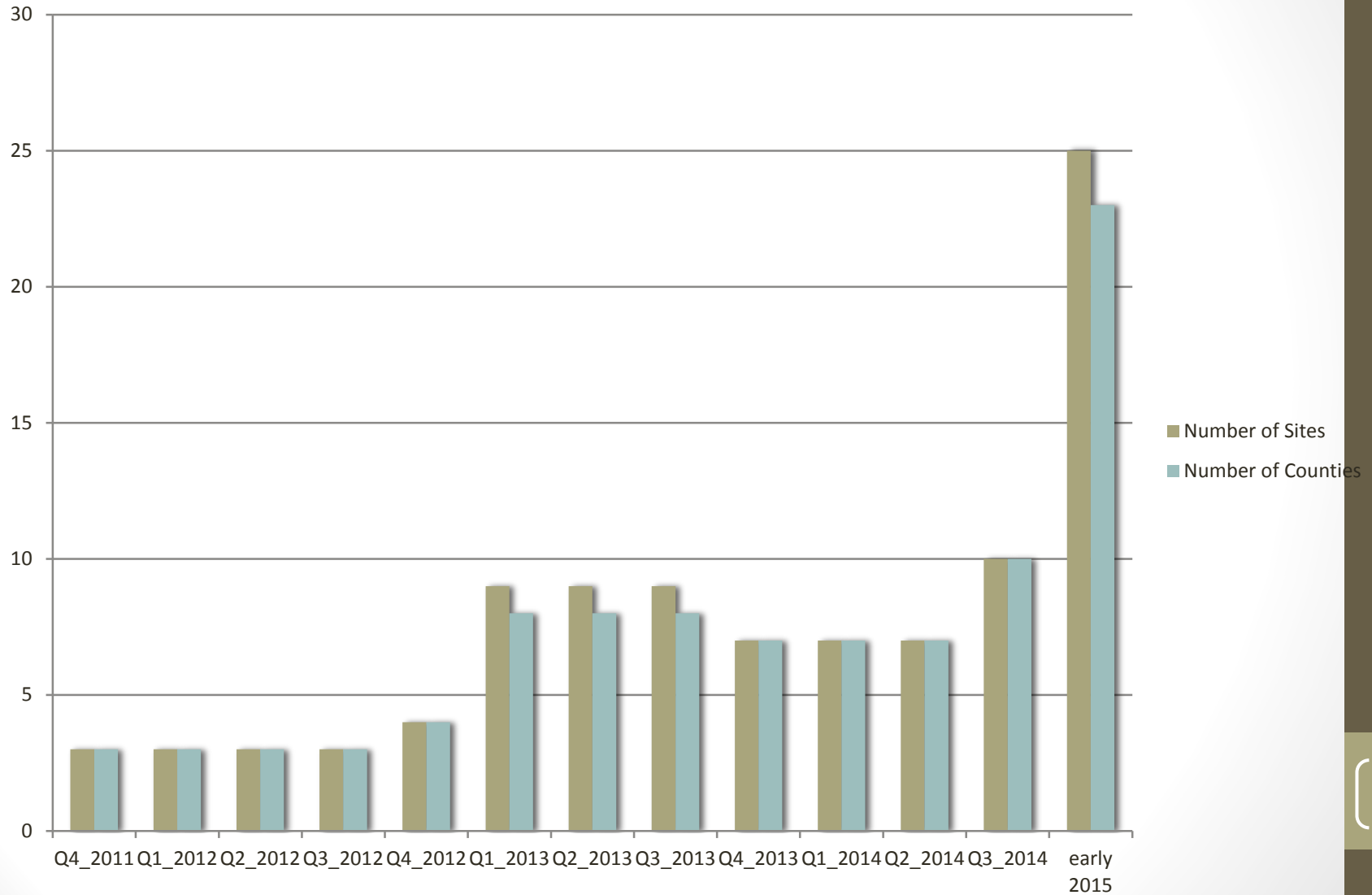
Updated Fall 2014



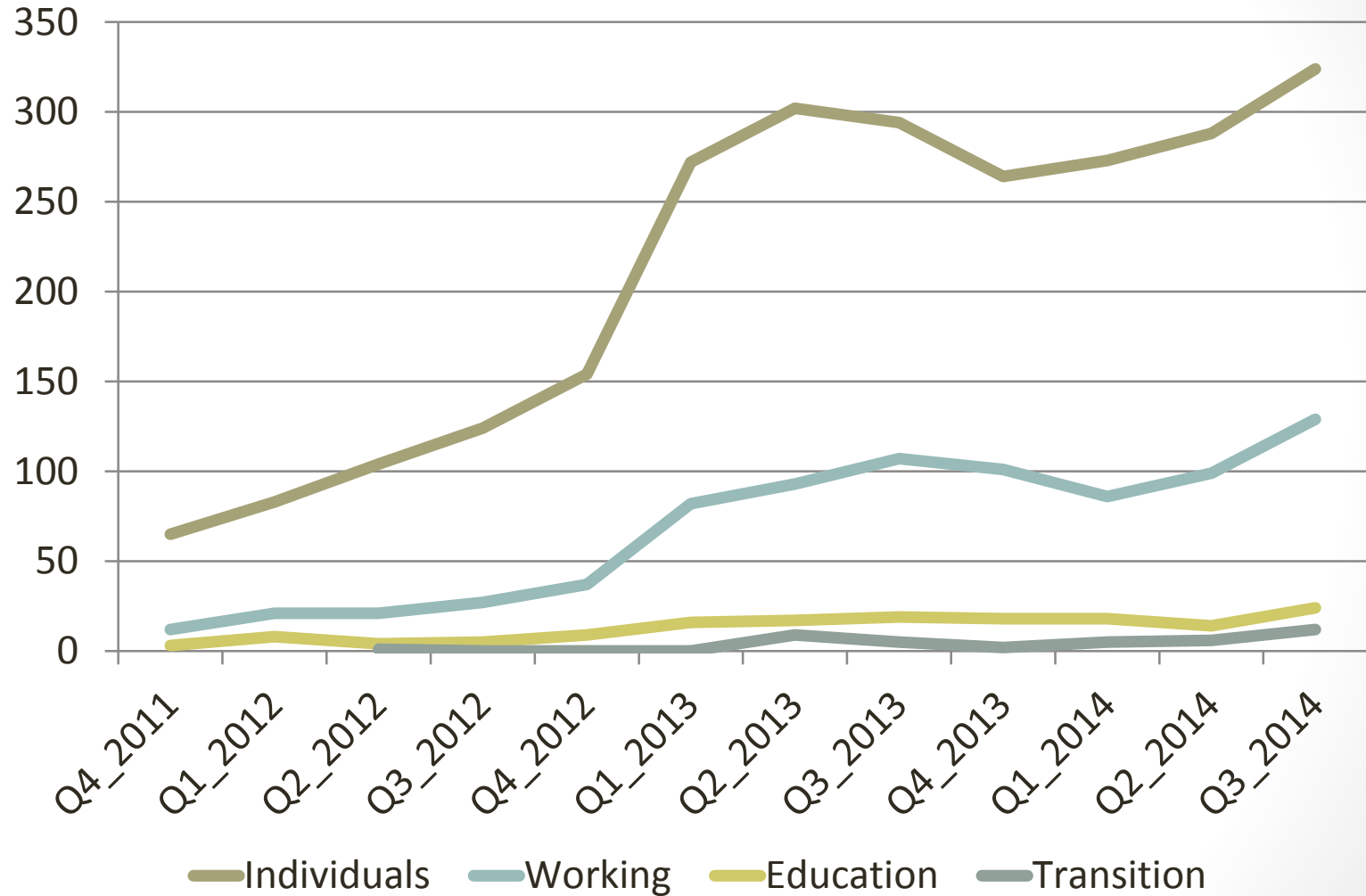
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Department of Health Services



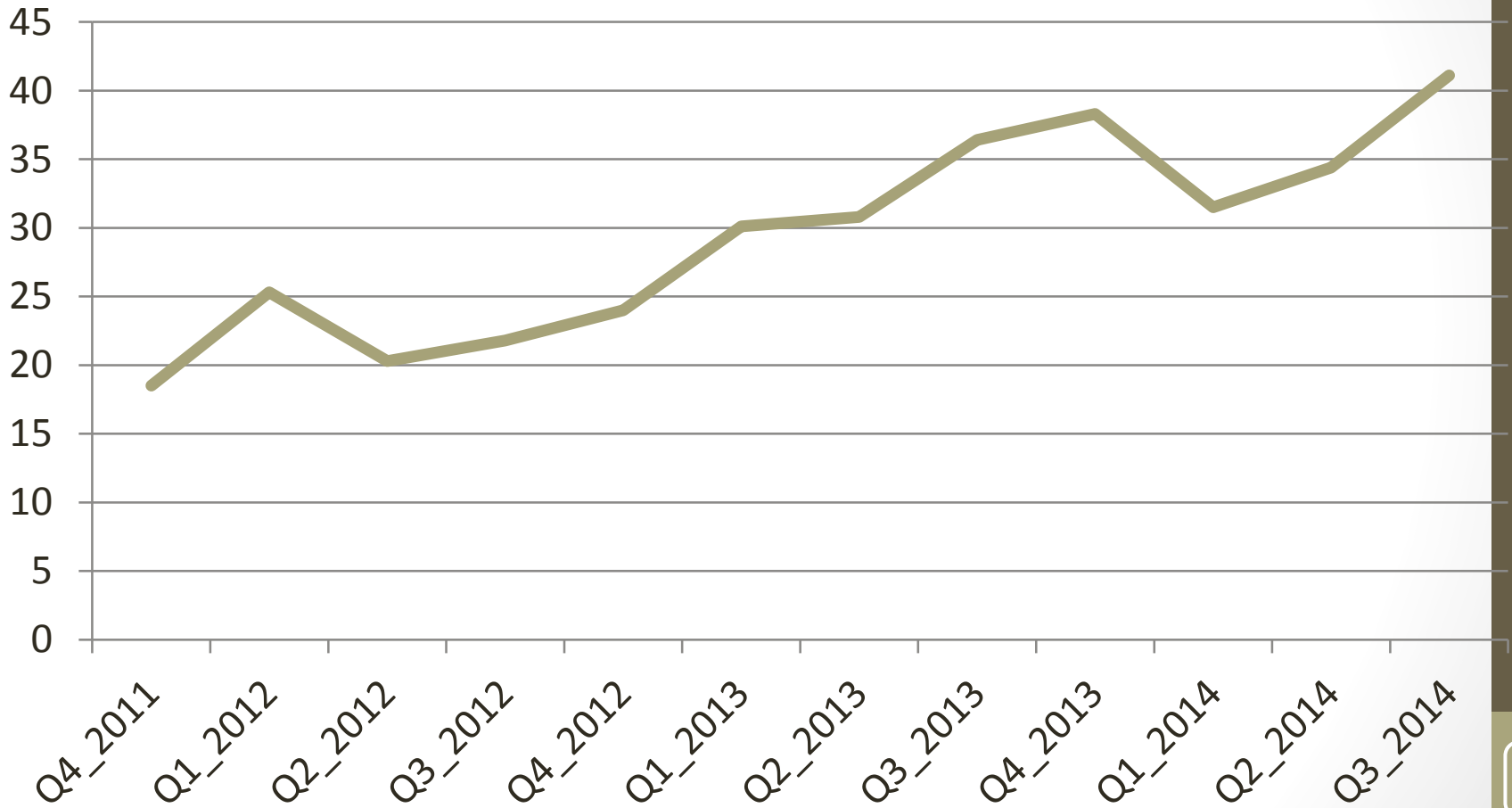
Growth in IPS



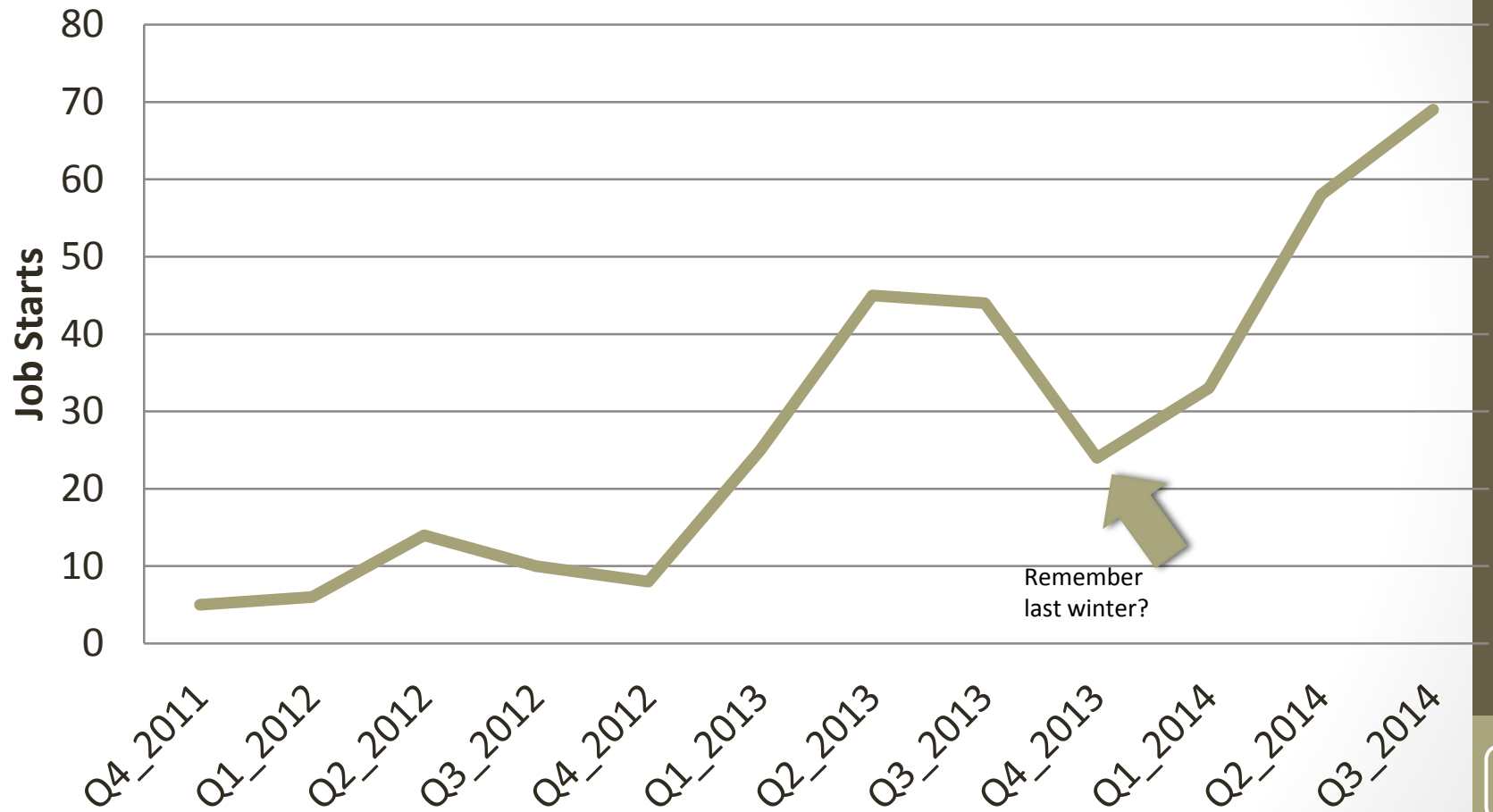
Number of individuals



% employment



Number of job starts per quarter



What is different between IPS and supported employment?

- Supported employment is a term that is used to describe a wide variety of supports and services for individuals with disabilities around employment. IPS is an evidence-based form of supported employment.
- Evidence-based practice with 19 RCT's showing average employment with IPS at 58%, with control 24%.
- WI has about 20 sites working in 18 counties.
- 40% employment within IPS programs statewide. The general employment figure for individuals with mental health concerns in WI is about 22.8%.
- Large expansion right now around the state, tied to an expansion of Comprehensive Community Services (CCS).



Rapid Engagement

What is it?

- Engaging an individual directly in the job search as quickly as possible
- Rapid career-planning or discovery process

*Included as Fidelity Measure in IPS-Most referenced-Studies
continue



Rapid Engagement in IPS

- Employment specialists help clients seek jobs directly, rather than providing extensive pre-employment assessment and training, or intermediate work experiences.
- Beginning the job search process early (i.e., within 30 days) demonstrates to clients that their desire to work is taken seriously, and conveys optimism that there are multiple opportunities available in the community for clients to achieve their vocational goals.



Studies-Why it is important?

- 2010 ICI Autism study-Youth who received job-specific training, supports, and preparation were more likely to achieve an employment outcome.
- Portland Study Youth with MI-Recommends Developing speed and rapid engagement including experiential services not verbal discussions about planning.



Studies - JSAT

- JSAT (Justice System Assessment and Training)- EBP Paper 2014-Rapid Engagement recommendations:
 - Use of MI to Clarify Roles
 - Effective interviewing (set-up, gather, closeout)
 - Assessment (purpose, collateral information, feedback)
 - Change planning.



Studies-RRTC

- Research and Training Center on Disabilities in Rural Communities-Premature Exit from VR
- 50% of individuals exit prematurely from VR
 - 17.4%-Lost contact
 - 17.3%-Refused Services
 - 15%-Failed to Cooperate



How Would You Feel?

- Almost half felt that the pacing of service delivery was too slow. (43%)
- Individuals are more likely to stay as the probability of job fit, benefits and wages increase.
- Individuals are more likely to leave as educational requirements, time, and frustrations with counseling and transportation increase.

How does IPS approach rapid engagement and job development differently?

- Temporary work trials, assessments, on the job training, enclaves and sheltered employment are not allowed.
- Rapid engagement is systematically tracked and measured via fidelity review process and is part of supervision data collection.
- Job development is done a bit differently.
 - Focus on learning about business needs and matching individual strengths to jobs.
 - Building skills in

Job Development and IPS

There are a number of aspects of fidelity to the IPS model that revolve around job development.

- Out of 25 items on the fidelity scale, the following are impacted directly or indirectly by job development:
 1. Quality of employer contact (face to face review)
 2. Quantity of employer contacts (6 per week)
 3. Diversity of employers (percentage)
 4. Diversity of job types (percentage)
 5. Time in the community (65%)
 6. Consumer choice (does job match desire)
 7. Rapid job search (face to face with employer ~30 days)

Job Development the IPS Way

- 80% of job opportunities are unadvertised* I've seen this cited in a number of venues.
- Only about 5 percent of job-seekers obtain jobs through ads.
- 60% of the jobs you help people find should come from job development
- Systematic job development.
 - Employment Specialists develop contacts with employers over multiple visits in which the MAIN focus early on is to learn about the employers; only later do we introduce consumers who FIT.
 - *Employment specialists build an employer network based on clients' interests, developing relationships with local employers by making systematic contacts.*

How do you normally find a job?

- Look in the paper?
 - Look on internet?
 - Linked In, Monster, Craigslist, WisconsinJobs, etc.
 - Talk to someone you know who is working.
 - Look for signs - “Now Hiring”
 - Job Fairs
-

- Fill out applications
- Write a resume (customize one)
- Write cover letters
- Interview

“Three cups of tea” approach to networking...

- Balti proverb (Northern Pakistan)

The first time you share tea with a Balti, you are a stranger.

The second time, you are an honored guest.

The third time, you become family.

This same morality applies to working with employers.

Take your time, get to know someone.

Don't ask for/expect help on the first visit. (Bob's interpretation.)

Keep in mind “fit” – this is our goal. (Fit ≠ what is available)

First cup of tea – introducing yourself to a stranger.

- Practice your opening.
- Goal is to get an audience with someone who has the power to hire or to convince those who screen people out (HR); i.e. the CEO/owner, etc.
- Best scenario would be if you can research some of the employers you are going to visit.
- Second best scenario is to have some good questions ready (second cup)



Elevator speech

- KEEP IT HONEST. BE SINCERE. BE GENUINE.
- Hello my name is, . I'm a _____ at _____. I help people who want to work find jobs.
- Could I set up a time to come back for about 15 minutes and learn more about your business? What day/time works best for you?

First Cup Role Play Exercise

- Groups of three
- Don't show anyone your card.
- One person does their intro
- One person plays an employer (reads the card)
- One person is observer.
- Change roles and repeat.

Introduction to new employer

- How to set up meeting?
 - Phone
 - Email
 - In person
- HR person, or owner/director/manager?
- What to bring?
 - Cards/contact info
 - Calendar/phone
- Dress? Business casual.

How to pick sites?

- What type of jobs/employers are your consumers seeking! (not necessarily who is hiring right now)
- How many?
 - Make a list of 5 - 10
- What type of employer?
 - Interest
 - Information – you already know something about it
 - Geographic/location
- When to go to set up meeting?
 - “off” time (i.e. don’t go to a restaurant during meal times).
 - It may take more than one visit to secure a follow up
- Don’t give up!

“Second cup of tea”

- You’ve successfully gotten a follow up meeting (it could happen right away so be prepared!).
- Research
 - Learn some about the company, mission, goals, time in the area, etc.
 - Never ASSUME anything (busy or slow season, high turnover, ‘entry level’ means you’re stuck there).
- What questions should you ask?
 - Think of it like meeting someone new ... or dating...



Example of job development

- Galen video
- Look for:
 - Types of questions asked
 - Level of preparedness
 - What doesn't he do?
- Non-verbal signals and cues

IPS Dartmouth Videos

- <http://www.youtube.com/watch?v=w0B8x4yEcDo>

Video discussion points

- We all do both types of job development contacts.
- What did you learn?
- What are some differences between the two scenarios?
- What type of questions got the most information from the employer?



Motivational Interviewing

OARS?

- Open ended questions
- Affirmations
- Reflections
- Summarize

Ideas for continuing and maintaining business contacts

- Stop in when you are in the area, check in.
- Have realistic follow up questions/queries.
- Ask if you could bring someone in to watch their employees work (informal job shadow)
- If someone is interested but not sure about helping, ask if they might be able to help someone with some mock interview questions.
- Share solid leads with your team. Remember job fit, not just job fill.
- Set up follow up times with interested businesses on a regular basis (monthly, quarterly at minimum).

Wrap up

- Make list of potential contacts
- Practice your pitch
- Make employer contacts!
 - In person – first cup of tea but be prepared.
- Follow up meetings
 - Be prepared!
 - Practice your questions
 - Come up with some good ones of your own!
- Document what you are doing.
- Teach your consumers what you do.

Quick Evaluation

- What are the take-aways from today's training?
- What are you going to use each week in your job?
- What can I do better to help people learn this skill?
- If you could change one thing about the training what would it be?