

## IPS Supported Employment: Community-based Services for Agency Leaders

Research demonstrates that IPS supported employment is more effective when IPS specialists spend the majority of their time working outside of the office. They go to six businesses each week to build relationships with managers. IPS specialists engage clients by meeting them in locations where each person likes to go—coffee shops, libraries, parks, family homes, etc. This is especially important when people obtain employment and feel too busy to meet with a specialist who can help them succeed at their jobs. And when people stop attending IPS appointments, specialists go into the community to reconnect with people and ask if they still want to work. Helping people with employment is about helping them connect with their communities.

There are ways that agency leaders can promote and support community-based services. A few ideas are listed below:

- When computers need replacing, purchase laptops with hotspots for IPS specialists. They can use those to help people with online applications from many different locations. And when a client misses an appointment, the specialist can go to a library or coffee shop to catch up with documentation rather than going all the way back to the agency.
- Create a small petty cash fund so that IPS specialists can pay for parking and buy a cup of coffee for someone on their caseload.
- Purchase cell phones for IPS specialists so they can call clients from the community. Cell phones also help specialists work safely in the community.
- Offer mileage or consider leasing cars to help IPS specialists work in the community.
- Instruct IPS supervisors to use a shared calendar with the team so that they know where IPS specialists are during the day (for safety).

