

IPS WORKS

A NEWSLETTER FROM THE IPS EMPLOYMENT CENTER



THIS ISSUE

- 1 Lived Experience Works
- 2 Upcoming Courses & Events
- 3 Research Update & Community-based Services
- 4 Providing IPS with Lived Experience
- 5 Important Reminders & Announcements
- 6 Learning Community

IPS Stands for Individual Placement and Support and is an evidence-based practice.

Lived Experience Works

Hiring IPS specialists with lived experience of mental illnesses makes sense for many reasons. This example illustrates how IPS specialists can share their experiences to inspire hope in employers, as well as individuals served. Below, an IPS specialist describes meeting with an employer to learn about his business. She was hoping that it could be a good match for a job seeker she was helping.

"The employer was a little hesitant about scheduling a meeting with me at first. Stigma regarding mental health is a problem in our small community. I used my own personal experiences as someone with depression and anxiety to explain that those with mental health diagnoses are just normal people. We all struggle from time to time, and we all deserve the same chance as someone without a diagnosis. The employer agreed that they may have been a bit biased and agreed to keep an open mind when we meet." - Dessera

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Upcoming Courses & Events

Remember to visit [the IPS Employment Center's Website](#) for training updates and announcements.

Event	Dates
<p>IPS Practice Principles Webinar (no cost)</p> <p>For new IPS specialists and mental health practitioners. These 90-minute, virtual trainings cover the 8 principles of IPS Supported Employment. Each training covers the same material.</p>	<ul style="list-style-type: none"> • December 16 at 3:30 New York Time • January 14, 2025 at 9:00 am EST • January 28, 2025 at 3:30 pm EST
<p>Equity, Diversity & Inclusion (EDI) Webinar (no cost)</p>	<p>January 28, 2025 11:00 am - 12:30 pm EST</p>
<p>EDI Affinity Group</p>	<p>February 18, 2025 3:30 PM - 4:30 PM EST</p>
<p>Leadership Training</p>	<p>January 28, 29, 30 & February 4, 5, 2025 from 11:00 AM – 2:00 PM EST.</p>
<p>Online Practitioner Course (English & French)</p>	<p>Starts on January 13, 2025 Registration for this course is now open through January 3rd. Click here to register for the English Course. Click here to register for the French Course.</p>
<p>Online Supervisor Course (English & French)</p>	<p>Starts on February 10, 2025 Registration for this course opens on Jan. 6, 2025 Visit ipsworks.org in January for registration details.</p>
<p>Quarterly Data is due (for Learning Community programs)</p>	<p>The portal is open now for supervisors to submit quarterly outcomes for July-Sep 2024. The deadline to submit outcomes is December 18. Thanks!</p>
<p>International IPS Learning Community Annual Meeting</p>	<p>The 2025 International IPS Learning Community Annual Meeting will be held May 14-15, 2025, in Nashville, TN!</p>



NEW COURSE ALERT!

MENTAL ILLNESS AND RECOVERY

The IPS Employment Center will be offering a new online course about mental illnesses. This course is for IPS specialists, case managers, VR counselors, family members or anyone else who wants to learn more about mental illnesses. Included in each unit are specific diagnoses, symptoms, treatment, and stories of how individuals live productive and meaningful lives. Visit [the Training page on the website](#) for more information.

Research Update: Honoring Client Preferences

Gary Bond, Ph.D.

Honoring client preferences is a core IPS principle. IPS specialists follow this principle when they make good job matches. Usually we think of job matching in terms of occupational matching – that is, finding a specific type of job that a client prefers. In fact, studies do show that clients stay employed longer (that is, have longer job tenure) when they have a good occupational match.

But a good job match is more than an occupational match. Clients have other criteria they consider important. A Japanese study took a more nuanced view of client preferences by including four other criteria: income (wage level), work hours, commute time, and illness disclosure (Igarashi et al., 2023). The researchers added a simple form to the career profile asking about these four criteria in addition to occupational preferences. Matching preferences on each of these criteria independently increased job tenure. On average, clients in jobs matching preferences on a total of four criteria were employed twice as long as clients in jobs matching preferences on just one criterion. The take-home message is that IPS specialists should consider client preferences on a range of criteria, when looking for a good job match.

Reference: Igarashi, M., Yamaguchi, S., Sato, S., Shiozawa, T., Matsunaga, A., Ojio, Y., & Fujii, C. (2023). Influence of multi-aspect job preference matching on job tenure for people with mental disorders in supported employment programs in Japan. *Psychiatric Rehabilitation Journal*, 46, 101-108. <https://doi.org/10.1037/prj0000541>

Note: The latest version of the Job Search Plan includes dropdown menus for different types of preferences. To download, go to <https://ipsworks.org/index.php/library>

Community-Based Services

Brandon Hopper, IPS Program Supervisor
Solvista Health in Cañon City, Colorado

It's important to go out to meet with participants instead of insisting they come into the clinic. We make meetings as convenient as possible for the participants and this helps us build relationships and keep people engaged. We spend a lot of time in our cars with clients and have found that when sitting side by side with someone instead of across a desk expecting a lot of eye contact, they open up and conversation flows. It feels less intimidating. And once you get to the coffee shop and you're sitting across from a person, the tension has been broken. ***When we are in the community with participants, we gain a sense of how the person interacts with others and what they enjoy.*** It allows us to paint a unique picture of that person and share that information with mental health treatment team members.

We also spend time visiting businesses to learn about the working environment and assess how employees interact with each other. Are supervisors courteous or do they snap at their employees? We value being offered a tour of a business. We had an opportunity to go on a tour of a recycling plant and watched employees operate the conveyor belt. We asked the manager a question about the position which prompted him to reply that he likes to hire conveyor belt operators who enjoy gaming. He explained that operating the conveyor belt has a tendency to give people motion sickness but that turns out to be not true for people who enjoyed gaming. You would never learn that from a virtual meeting. ***It is through community-based services that we are best able to help people with their employment goals.*** Once IPS specialists start to experience those successes, they understand the value of working outside of their offices.

Providing IPS with Lived Experience

Kristina Gonyon, IPS Supervisor
 CORE Health IPS Team
 Longview, WA

At the IPS program at CORE Health in Longview, Washington, the team is primarily comprised of individuals with lived experience. IPS Supervisor Kristina Gonyon’s explained, when you’ve been there yourself, “the connection you create with the person is undeniable.”

Kristina knows what she is talking about, having gone through a period of substance use that ended when she moved into shelter at Community House On Broadway and began receiving behavioral health services with CORE in 2017. Not much later, an IPS specialist helped her find employment. “It wasn’t until getting a job that I had some real purpose. I began to push myself to put my kids in daycare and to figure out how to work a budget.” She eventually earned her Peer Certification, which included learning how to share her story, a skill she considers critical. When an IPS specialist position at CORE became available, she had the confidence to apply and a little over a year ago, she was promoted to the IPS supervisor position.

Now Kristina gives careful thought to who she hires as IPS specialists. She asks candidates if they are interested in sharing their experiences to help others navigate their own barriers to employment. She looks for candidates who exhibit passion for the work, and empathy for people seeking services. “The people who come to us are sometimes sleeping in doorways, or have no access to food or showers. They are raw. **When you hire someone with a substance use disorder, mental illness, or legal history, and they’ve worked really hard to overcome those things, those specialists will work hard for people who are vulnerable.**” Kristina also prioritizes hiring new specialists who are excited when someone gets a job. “When someone here gets a job, we ring a bell! The whole office knows what that means, and everyone stops and cheers!”



New Poster Available on the IPS Store

Click on the picture to view!

IPS IS A COMMUNITY BASED SERVICE

IPS SPECIALISTS SPEND TIME AT:

- Businesses
- Family Homes
- Coffee Shops
- Workforce Centers
- Client Homes
- Libraries
- Shelters
- Parks & Malls
- Other Community Settings
- High Schools & Colleges
- Chamber of Commerce Meetings
- Vocational Rehabilitation Offices
- Buses or Trains (to learn how to get to work/school)
- Walking through communities to consider different jobs

IPS Employment Center

Welcome Solano County, CA to the Learning Community!

Solano County becomes the fourth US Region to join our International IPS Learning Community!



Thank you for the work you do in the IPS Learning Community. Jobs change lives, improve health, and promote recovery from mental illness. Together, we can provide hope and opportunities to those who want to live a better life through competitive, integrated employment.

Reminders & Announcements

New Resources Posted in the IPS Document Library

- A new [Community-based Services Guide for IPS Supervisors](#) has been published in the Library.
- A new [Community-based Services Guide for Agency Leaders](#) is also available for download.

Quarterly Outcomes Data Entry

Please be sure to enter your 3rd quarter outcomes (July 1 – Sep 30) into the IPS Reporting System no later than [Dec 18](#). After that, the system will close to aggregate all data.

We are striving for an increase in the number of sites reporting – please do your part!

The system will re-open in early January to begin entry of 4th quarter outcomes.

How do you access the IPS Reporting System?

- Go to <https://reporting.ipsworks.org>

Having trouble logging in:

- Please contact [Jennie](#) to request new account establishment and/or a password re-set.

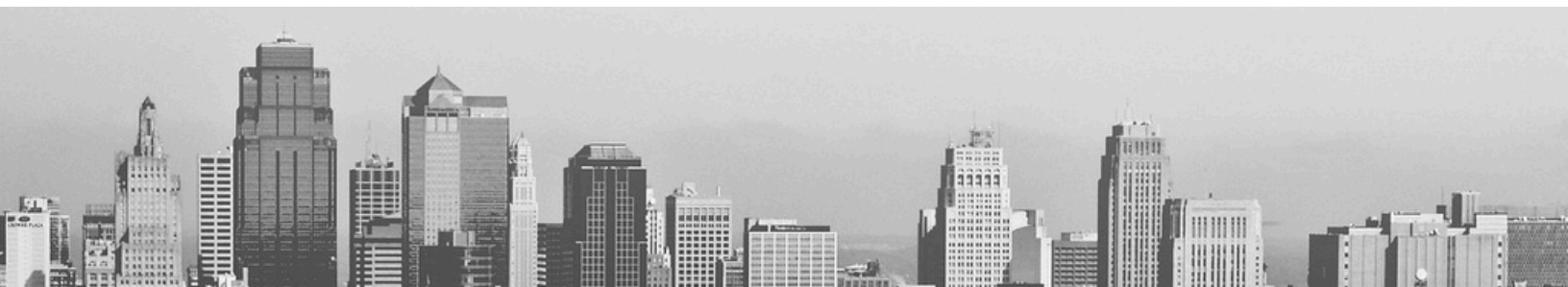
Not sure how to enter your data?

- Email [Jennie](#) to request a cheat sheet with step-by-step instructions and/or 1:1 virtual support.

Did you know? Outcome reporting forms now include optional questions about the demographics of people served by the IPS team. We hope that teams will collect this information so that they can compare who is served by the IPS team to who is served by the agency. That may help the team consider whether the IPS specialists reflect the people served. Does the team need to hire a more diverse staff? Do brochures and posters about the IPS team show people from different racial/ethnic groups? Are materials available in more than one language? Should IPS specialists offer to meet with individuals from groups that are underrepresented in IPS? If your team begins collecting demographic information for the outcomes report, please remind IPS specialists to tell individuals that it is up to them whether they want to share personal information or not.

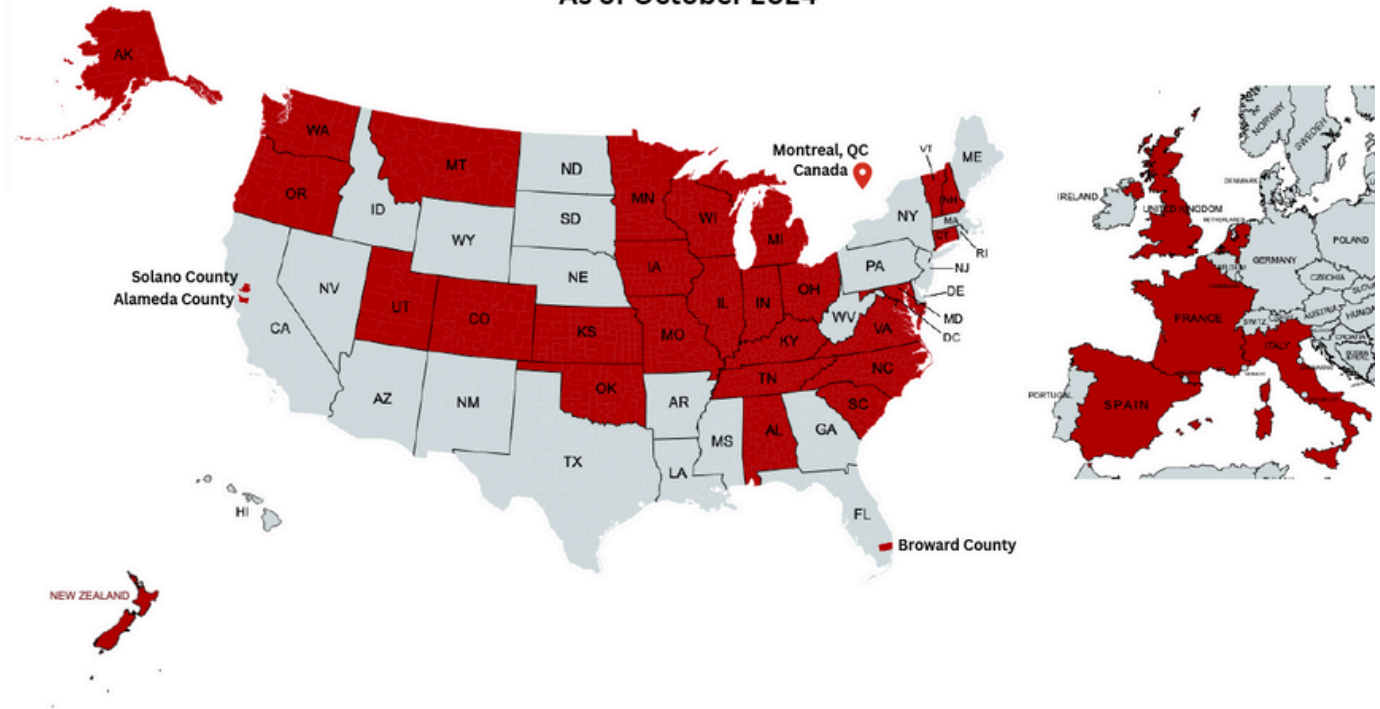
What is included in the demographics section?

- Number of individuals in each racial category (a person can identify as more than one race).
- Number of people who identify as: Male; Female; Transgender; Non-binary, genderqueer, or another term; Prefer not to answer.
- Number of people who identify with the following sexual orientations: Lesbian or Gay; Heterosexual or straight; Bisexual; Unsure; Prefer not to answer.



International IPS Learning Community

As of October 2024



Being a member of the International IPS Learning Community provides states, regions, and countries with opportunities that foster growth, guide successful implementation, and support sustainment of their IPS programs.

If your program is in a Learning Community state or country and you're interested in joining the learning community, please let us know.

For more information on becoming a member, please contact Sarah Swanson at sarah.swanson@nyspi.columbia.edu

Make a suggestion

What would you like to see in the next edition of this newsletter? If you have suggestions, please contact Jennie Keleher at jennie.keleher@nyspi.columbia.edu



Employment Center

The IPS Employment Center
at Research Foundation for Mental Hygiene, Inc.

ipsworks.org

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