

## Introduction to IPS for Family Members

(75 minutes)

Trainers: People enjoy trainings in which they can actively participate. Discussions help you tailor the training to the group because you will be able to gauge whether they understand the material or have concerns about employment. Interactive training will also allow you to develop relationships with people in the group.

Take to the training:

- Copies of the brochure titled “IPS Supported Employment: The Evidence-Based Practice”. This is the eight-page brochure with the tag line “Recovery through work” on a blue and green cover.
- Copies of the handout (graph on research studies) attached to this outline.
- DVD: 3 Faces, 3 Lives (Find out in advance if the location has an LCD projector or DVD player for you to use. If it is a large group, ask if there are speakers available to project the sound.)

Training outline:

Group introductions	5 minutes
Remind the group about the training topic and begin a discussion by asking, “Why do you think that employment is important to many people who have severe mental illness?”	5 minutes
Show the video 3 Faces 3 Lives. After the video, ask the group for their reactions.	15 minutes
Ask the group to take out the research handout (graph showing employment outcomes for people in the IPS research studies). Below are some notes to help you talk about the research: <ul style="list-style-type: none"><li>• This graph shows 20 randomized controlled trials of IPS supported employment. A randomized controlled trial means that some people who had severe mental illness and wanted to work were asked if they would like to be part of a study. They were then randomly assigned to either an IPS program or a “control group”. Examples of employment services provided by the control groups were state vocational rehabilitation services only (i.e., DRS, DORS, VESSID, BVR, DVR...), sheltered workshops, work readiness programs, etc. The studies lasted for 18 to 24 months.</li></ul>	10 minutes

<ul style="list-style-type: none"> <li>• In all of the studies, IPS was significantly more effective than the control conditions in helping people with their employment goals. 57% of people in IPS obtained jobs, versus 24% of people in the control groups.</li> <li>• The locations of the studies are shown along the bottom of the graph. These include both urban and rural communities. New Hampshire, Alabama, Illinois, Connecticut, Australia, Hong Kong, California, Australia, South Carolina, District of Columbia, Switzerland, California, six European countries, the U.S., Quebec, Japan, Holland, Illinois, Maryland, and the United Kingdom.</li> <li>• IPS supported employment is referred to as an evidence based practice because the research demonstrates that it is more effective at helping people find jobs than any other type of vocational approach that we know of. The term supported employment is widely used and may not refer to the type of program we are discussing today. IPS supported employment indicates that the program is using strategies that have been proven to be effective.</li> <li>• If the group asks about job retention, you can tell them that two studies have shown that IPS is effective in helping people stay employed. In one, Debbie Becker interviewed people who had been in IPS studies 8 years ago and 12 years ago. She found that found 71% of those people were still working. 82% of people worked during follow-up period of 8 or 12 years and of those, 71% worked more than half the follow-up period. Another study had similar results</li> </ul>	
<p>IPS Principles:</p> <ol style="list-style-type: none"> <li>1. <b>Zero exclusion.</b> Any person with serious mental illness who wants to work has access to the IPS program. This includes people who have problems with substance use, symptoms, and frequent hospitalizations. It also includes people who miss appointments with mental health practitioners or who prefer not to take medications. People are not excluded if they have lost jobs in the past, regardless of the reason(s) for job loss. Poor hygiene and grooming are not reasons to exclude people from the program. People with felonies are welcomed to participate in the program.</li> </ol>	<p>25 minutes</p>

**Ask the group why they think zero exclusion works.** Some reasons that the group might suggest include the following: Motivation to work helps many people overcome work obstacles. Further, work can provide motivation to change behaviors (example: a person who losses a job because of drug use might try to stop using drugs or decrease his drug use in order to keep the next job). Also, employment specialists try to find good job matches (example, a person whose thoughts are dissociated may work better in a quiet environment with few distractions).

2. **Benefits planning is offered.** All people who receive benefits, such as Social Security disability benefits, are offered an opportunity to meet with a trained benefits planner. In order to provide accurate information, benefits planners must have detailed and ongoing training. If the job seeker agrees, family members can attend these meetings along with the person who is considering employment.
3. **Employment services and mental health services are well integrated.** IPS programs are typically located within mental health centers so that mental health practitioners and employment specialists can communicate frequently. Employment specialists and case managers (or other mental health treatment providers) meet weekly.

**Ask the group what some of the advantages to integrated services might be.** Some ideas that the group may come up with include the following: Integrated services could ensure that treatment does not interfere with a person's employment goals. For example, a psychiatrist might wait to suggest a medication change until after a person has a chance to adjust to a new job. Or, the mental health team could schedule appointments around the person's work schedule. Integrated services also mean that the treatment team can help provide job supports. For example, if a person loses a job, the team might also try to think of ways to help the person learn from the job experience, and think of ways to provide better job supports in the future. The team might also strategize ways to help the person remain hopeful about employment. **Ask the group how this is different from other employment programs they have seen.**

4. **Rapid job search.** This doesn't mean that people find work immediately. Rather, it means that within a few weeks of joining the program, the job seeker and employment specialist make face-to-face contact with an employer. In many cases the employer contact will be to talk about potential employment. However, if a person wants to take it a little slower, the employer contact could just be to

<p>learn about different job types and local employment opportunities. It's also important to note that people are NOT asked to participate in vocational testing, job tryouts, work adjustment programs, short-term work assignments, job groups to talk about employment or any other type of job preparation. IPS workers believe that people will learn more about their preferences and employment needs by working in a real job in the community. <b>Ask the group for their reactions.</b> If group members ask about job training or education, tell them that IPS can help people with education programs such as GED, adult vocational training programs and college, but that IPS uses education programs that are available to any adult in the community and does not recommend programs that are designed specifically for people with disabilities. (If the group has concerns about a rapid job search you can also let them know that during research studies people tended to get stuck in pre-vocational activities and never made it to competitive employment. Some people even dropped out. IPS tries to respect each person's desire to work in a regular job in the community by helping directly with that goal.</p> <p><b>5. Competitive employment is the goal.</b> Competitive jobs are important because people have said that working at a regular job is important to them.</p> <ul style="list-style-type: none"> <li>• Competitive jobs are ones that any person can apply for regardless of whether or not that person has a disability. This means that work crews for people with disabilities are not considered to be competitive even if the work occurs in the community and pays a competitive wage.</li> <li>• Competitive jobs pay at least minimum wage. In fact, the worker from the IPS program should get paid the same rate as others doing the same job with similar experience.</li> <li>• Competitive jobs do not have time limits imposed by the IPS program. Some people may take a seasonal job which is naturally time limited. For example, a person who does landscaping might be employed six or eight months out of the year but that job could be competitive. On the other hand, "transitional work experiences" which are typically set up by vocational programs to last a finite number of months are not considered to be competitive because the time limit is artificially set by a social service program.</li> <li>• In competitive jobs, the person is paid directly by the employer, rather than the social service agency.</li> <li>• Competitive jobs may be part-time or full-time. Even working two hours a week could be a competitive job if the conditions above are met. Some people prefer to begin with very part-time work and gradually increase their hours.</li> </ul>	
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<p>6. <b>Preferences are important.</b> This principle refers to each person’s preferences for type of work, job location, work schedule, type of job supports provided, preferences about education, and preferences about staying at jobs or leaving jobs. Employment specialists talk to job seekers about which preferences are most important and try to help people find jobs that match those preferences. Another issue related to preferences is referred to as “disclosure”. In other words, the job seeker decides whether or not to tell employers that he or she has a disability or is involved in an IPS program. If the person does not want to share this information, the employment specialist provides job leads, helps with applications, practices interviewing, gives information about local employers, helps dropping off applications, etc. If the person does want to use disclosure, the job seeker and employment specialist talk together about how much the specialist will share with employers and whether there are some things that the job seeker would like to keep private. Then the employment specialist can help with the job search by contacting employers (related to the person’s interest) to begin building relationships with hiring managers and learning about those businesses.</p> <p>7. <b>Employment specialists develop relationships with employers</b> through multiple in-person visits to learn about the workflow of the business and the hiring preferences of the managers. Many managers look for a particular personality type that they believe is a good fit for their business and may even have interviewing techniques to try to find the right person. This information can be very helpful to job seekers. After employment specialists develop relationships with employers, they can ask to introduce job seekers who may be a good match for that business.</p> <p>8. <b>Job supports are time unlimited.</b> Employment specialists provide job supports for as long as the person needs and wants this type of help. Typically, employment specialists provide supports for about a year. Some people may want less, and others may receive IPS services for several years. Eventually, the mental health team (for example, case manager) provides ongoing supports. If the person begins to have job problems, the case manager can ask for advice during the weekly meeting with the employment specialist or even refer the worker back to the IPS program. <b>Ask the group what type of job supports they think would be helpful to a person with a new job.</b></p>	
Evaluations	5 minutes

**IPS Supported Employment  
Training Evaluation**

1. Did you learn new information about IPS supported employment?
  
  
  
  
  
  
  
  
  
  
2. Was the information clear and easy to understand?
  
  
  
  
  
  
  
  
  
  
3. What else would you like to know about IPS supported employment?
  
  
  
  
  
  
  
  
  
  
4. Overall, how would you rate this training:

1                      2                      3                      4                      5

Not helpful.....Somewhat helpful.....Very helpful

Thank you for your feedback.