



PRODUCED BY DARTMOUTH PSYCHIATRIC RESEARCH CENTER

# EMPLOYMENT WORKS!

## IPS: A Resource for Employers

Winter 2015

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# The Value to Employers

by Aaron Mayes, Account Executive, Pro Services, Lowe's Home Improvement

I met Michael Castilla (an employment specialist) a few years ago when I was an assistant store manager. We spoke about the duties of various positions in the store, as well as our need for people who have good customer service skills. What is most important to us is to find people who want to work with the public and enjoy being at work.

What was attractive to us about this employment program was that Michael provided support to the worker, and also helped train the person if that was needed. Once we hire someone from the IPS program, the employment

specialist stays involved. In some cases, they never seem to back off, and in other situations they check in weekly or monthly until the worker doesn't need their support any longer. This supervision and training is really helpful to our managers who have multiple responsibilities.

*Michael (the employment specialist) understands what is most important for our business.*

Working with Michael and other employment specialists also helps us to diversify our work environment. Our stores are in neighborhoods where there are people who have many different backgrounds and different skills. We want to hire people from the local area because customers feel more comfortable shopping here if the store is connected to their community. Based on an employee's needs, we try to adjust work schedules to accommodate religious beliefs, school schedules, etc. We want our employees to be happy at Lowe's so that they can make a career here.

I've asked Michael several times if he has other job candidates who would like to work at Lowe's. We appreciate the people that he brings—they are very engaged in their jobs. Some people feel like it is just a job. But the people he introduces to my managers are happy to come to work every day and help our customers with a smile.

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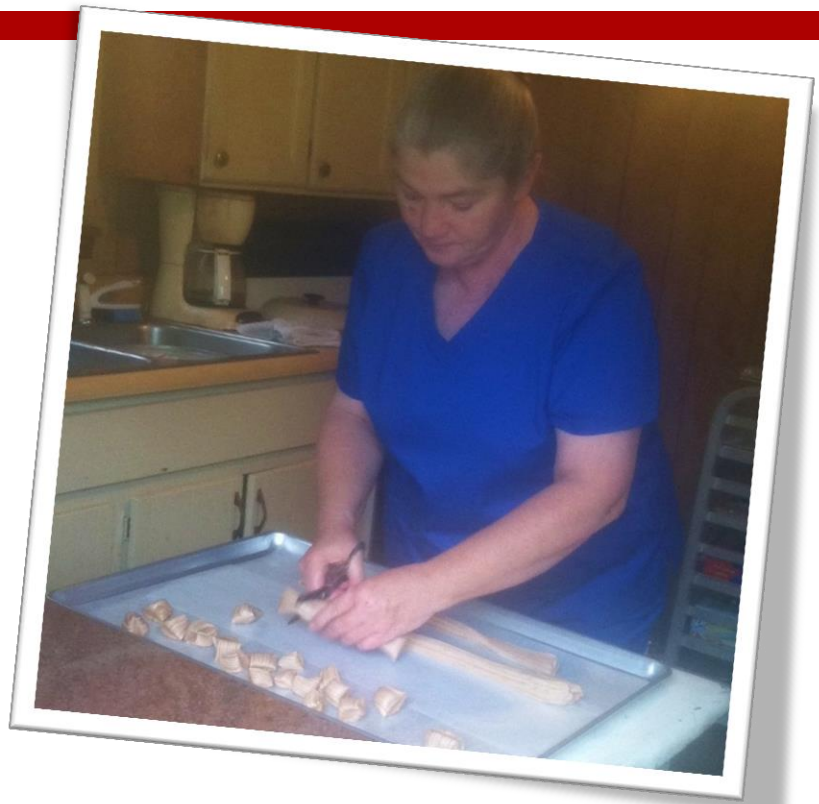
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# Carla's Marble Top Candy Shop: Being My Own Employer

by Carla



I began working with an IPS program and a Vocational Rehabilitation (VR) counselor two years ago. We talked about my past jobs, and one day my employment specialist asked about my dream job. I told her that I always dreamed of opening a candy shop because I had been making cream candy all of my life. My employment specialist and VR counselor encouraged me to work on that dream.

They helped me sign up for business courses at the Maysville Entrepreneurial Center so that I could receive help writing a business plan and also learn about marketing. My employment specialist went with me, and we filled out a huge number of forms to get my business started. About a year ago, I got the supplies I needed to start, including equipment and a computer. I have been using the commercial kitchen at my church to cook the candy, but now I am ready to

begin renting a commercial kitchen so that the health department can inspect it and I

can get the proper type of candy labels to be able to sell my candy in stores.

*I always dreamed of opening a candy shop... My employment specialist and VR counselor encouraged me to work on that dream.*

Making cream candy is an art. The candy is poured out on a marble counter and then I pull it. I love making candy, and owning my own candy business has been a life-long dream.

## Developing Employer Relationships from a Vocational Rehabilitation Perspective

Susan Krejci and Brianna Bailey both work directly with employers to help job seekers of Ohio Vocational Rehabilitation (Opportunities for Ohioans with Disabilities, OOD) obtain employment. Their advice for building relationships with employers is to be persistent, be friendly, and follow up with employers over time.

Susan reports that she once tried to contact an employer six times before she was finally able to speak to that person.

"At one point, I felt like she would never agree to talk to me, but I was conscious about being very friendly when I left messages and I kept trying. Eventually, she met me and apologized. It sounded like she had just been really busy, so I was glad that I had kept trying."

Brianna emphasizes the importance of keeping employer relationships warm over time. "I always send a thank you note when employers spend time with me. I

drop by businesses to say hello, send holiday cards... I want to be on the employer's mind when she prepares to hire again."

**The new Dartmouth IPS website has a fresh look and updated tools and forms.**

**Visit [www.DartmouthIPS.org](http://www.DartmouthIPS.org)**

# Hiring IPS Workers is a Win-Win

by Todd Pollard, General Manager,  
Wingfield Inn and Suites

I've been working with the employment specialists from the IPS supported employment program at Communicare in Elizabethtown, Kentucky for over a year. When I have a position available I call the employment specialists to let them know, and one of them will stop by to find out what skills and experience are necessary for the job. They understand how important it is for me to have employees who are dependable and good with customers.

It's been beneficial for me to work with the employment specialists because they prescreen applicants and can help workers improve their job performance, when that is needed. Sue Hines (employment specialist) stops by frequently to check in with the worker and with me. Sometimes she will watch the employee as they work and then ask me questions about whether or not there's anything the person could be doing better or differently.

An employment specialist recommended a person who is one of my best employees. She takes pride in her work; it's more than just a job to her. Even though she's a mother with a small child, if I need her to come in on short notice, she will do everything within her power to get here. She has great customer service skills and completes tasks without being asked.

## UPCOMING ONLINE COURSES

PRACTITIONER – May 2015

SUPERVISOR – August 2015

Visit [www.DartmouthIPS.org](http://www.DartmouthIPS.org) for more information.



## A Career in Development

by Jen

My name is Jen and I am a dishwasher at Denny's in Menomonie, WI. In addition to washing the dishes, I mop floors, bus tables, make coffee... I call it organized chaos! I was hired two years ago and I love my job. The people I work with are a big family. Going to work is much better than sitting home and feeling depressed. It's been great for my self-esteem.

Before this job, I worked at a sheltered workshop for several years and it paid very little. The staff there treated me like I wasn't capable of much and I felt that I would never have a regular job. So when I had the opportunity to work with the IPS

program that gave me hope. My employment specialist, Kyle, recognized my strengths so he didn't fill out job applications for me or even offer tax incentives to employers. I also went to the job interview alone. But he encouraged me and helped me find job leads. He was there to help when I needed it and he coordinated my services with my Vocational Rehabilitation counselor.

I might go back to IPS in the future because I have heard that they help people with school. I want a degree in restaurant and hospitality management, so I'll give Kyle a call when I am ready to start looking at school programs.

## Building Employer Relationships in Groningen, Netherlands

by Ina Meijers-Kramer, IPS Supervisor/Trainer

The IPS job coaches use different strategies to help people find jobs consistent with their wishes. We start with the question, "What is your dream job?" From there we discuss his wishes, possibilities, and qualities. We also involve

the client's network. For example, family members with useful connections can help us find key contacts. This creates trust and the opportunity to make an appointment with a company. We also survey companies the client uses for her daily

needs. For example, if the client feels good in a certain shop, we ask if the shop is interested in a job candidate who likes to buy her groceries at the store. In this way we compliment the shop.

We also make use of our own networks and the networks of the mental health team. They often provide information about good employers they know from their private experience. When employers are familiar with someone from our agency, they often are more willing to cooperate.

We always choose to contact a certain company for a specific reason. We tell the employer why we think there could be a good match between the job seeker and the company. By doing this, we demonstrate our seriousness about helping the employer. It is important to

*By cooperating with the job seeker, we build a bridge to the employer. The client is involved in every stage of the process and makes his own decisions. By working this way, he realizes his own strengths in finding a suitable job.*

show respect and understanding of the employer's needs. We are very clear about the job seeker's strengths and skills. Sometimes it is possible to create a job in cooperation with the employer when we see, for instance, that the receptionist is

not always available or is very busy.

When the employer sees no possibilities to hire, we ask her to help us think of other employers to contact. She knows other employers and is usually willing to help. Then we are able to end the meeting in a positive way. But we don't forget about the employer because there might be different opportunities in the future!

In summary, we start with the client's wishes and make use of his network. By cooperating with the job seeker, we build a bridge to the employer. The client is involved in every stage of the process and makes his own decisions. By working this way, he realizes his own strengths in finding a suitable job.

## The IPS Learning Community Map



# IPS Supervision for Employer Relationships

by Marisol Marti, IPS Supervisor, Barcelona, Spain

Since last September I've been a new IPS supervisor in a Barcelona agency. Before that moment I was an employment specialist for three years. As exciting as it sounds it's definitely a serious professional challenge.

My first goal in my new position is to improve job development with the team—it is our most pressing issue. I truly believe the team approach is the key to let practitioners know that we're in the same boat: empowering the client to find a suitable and quality job. I set up a weekly team meeting to discuss job

leads, suitable jobs for our clients, and ways to approach new employers. Sometimes it's an amazing brainstorming moment and all of us share knowledge.

As a new supervisor I feel I must be there for them and, in these first months I have gone with them for the face-to-face contacts with employers and, most times, in the second interview with employers. At first they were a little nervous to have me working side-by-side with them, but now they ask me to go with them to talk to employers. I truly believe if you encourage your team and try to be a role model the team will be more confident going forward.

## Dartmouth IPS Supported Employment Center

## What's New

### FAST FACTS – EMPLOYMENT WORKS!

# 56%

The average competitive employment rate across 22 international studies of IPS Supported Employment services.

# 23%

The average competitive employment rate across 22 international studies of standard employment services.

### HAVE A QUESTION?

Visit [www.DartmouthIPS.org](http://www.DartmouthIPS.org) and select FAQs

### New Dartmouth IPS Supported Employment Website Launched!

The new Dartmouth IPS Supported Employment website was launched in the Fall of 2014. Featuring more interactive information, resources, ordering services, and access to online courses, the new website puts IPS at the tip of your fingertips. Visit the new site at [www.DartmouthIPS.org](http://www.DartmouthIPS.org)

### IPS Practitioner Skills Courses offered in 2015

Three sessions of the IPS Practitioner Skills Course will be offered in 2015. The Winter course begins February 16 (registration closes on February 6). The Summer course begins May 1, and the Fall course begins October 5. For more information on the Practitioner course, visit [www.DartmouthIPS.org](http://www.DartmouthIPS.org) and select Training & Consultation.

### IPS Supervisor Skills Courses offered in 2015

Two sessions of the IPS Supervisor Skills Course will be offered in 2015. The Winter course began January 5 (registration is closed for this course). The Fall course begins August 3. For more information on the Supervisor course, visit [www.DartmouthIPS.org](http://www.DartmouthIPS.org) and select Training & Consultation.

### Leadership Training to be held in March

The Dartmouth Psychiatric Research Center will host a 2.5-day leadership training for groups of up to 20 people from March 17-19, 2015. This highly interactive training allows participants to discuss issues related to implementation and sustainability of IPS in their areas. Topics include: successful strategies for IPS implementation, effective IPS training methods, IPS fidelity reviews, and outcomes-based IPS supervision. Registration is limited but a second training will be held September 1-3, 2015. For more information visit [www.DartmouthIPS.org](http://www.DartmouthIPS.org) and select Training & Consultation.

### Program Implementation Guide updated, available to order

The IPS Supported Employment Program Implementation Guide has been revised and will be available starting Winter 2015. Visit [www.DartmouthIPS.org](http://www.DartmouthIPS.org) and select Order to get your copy.

