

IPS WORKS

A NEWSLETTER FROM THE IPS EMPLOYMENT CENTER



A Bright Future: Turner's Story

After graduating from high school, Turner's mother encouraged him to explore the AIM Center, a Clubhouse in Tennessee. He signed up to become a member and chose to be involved in the IPS program there. Turner decided to work and enter college at the same time. While pursuing a degree in digital media production at the local community college, Turner works as a courtesy clerk for a grocery store. "I enjoy my work at the grocery store, collecting the buggies, even if I am the only courtesy clerk. I like it during the cooler months. I also get to help out around the store, like when the floral department decorated the front of the store. I like to work and save money."

In addition to work and school, Turner enjoys painting and is involved in the city's arts program. That gives him an opportunity to create and sell his artwork. "I'm an artist at heart."

Turner also has long-term career goals, "I hope to work in a newsroom, movies, or in the arts. LeA, my IPS specialist, helps me to have balance. I go to work and school in a timely fashion. I receive and use accommodations while in school. These can be taking a test in a different room or receiving extra time to submit assignments."

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



Announcements

2026 IPS Learning Community Annual Meeting will be held in Covington, KY on April 28-29, 2026.

Only Day Guest registration available - Few spots left!

[Read More on our website.](#)

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"> • March 10, 2026 at 9:00 AM EST • March 24, 2026 at 3:30 PM EST • April 14, 2026 at 9:00 AM EST
<p>Online IPS Practitioner Course</p>	<p>Starts on May 18, 2026 Registration for this course will open on April 13th</p>
<p>Online Supervisor Course - English</p>	<p>Starts on June 8th Registration for this course opens on May 4th</p>
<p>Mental Illness and Recovery Course</p>	<p>Starts on June 22, 2026 Registration opens on May 18th</p>
<p>Zero Exclusion Webinar</p>	<p>The Zero Exclusion Learning Community invites you to the quarterly interactive sessions. Join us on April 22, 2026 at 11 AM EST. Read more on our website.</p>
<p>Quarterly Data is due (for Learning Community programs)</p>	<p>We appreciate everyone's efforts in helping us continue to learn about IPS by sharing your data. The system is now open for Q4 2025 (Oct 1 - Dec 31) outcomes. Deadline for data entry is March 13. After that, we will close out the system until the beginning of April, when it will open again for Q1 2026 (Jan 1 - Mar 31) outcomes.</p>

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.



Looking for IPS resources?

Visit the IPS [Document Library!](#)



Did you know?

You can use the IPS Reporting System "Reports" feature to generate visual data that may be useful in supervising teams, setting quarterly goals, or raising awareness among leadership and funders about the accomplishments of your program at no cost. For assistance with any report generation or support, please reach out to [Jennie Keleher](#).

A Bright Future: Turner's Story (Continued from Page 1)

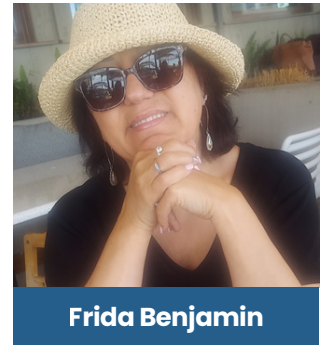
"My advice to people is to always take a job, always make sure to go to school, in order to have better potential for the future. And have a good support group." Turner receives a great deal of support from his parents who encourage him to pursue his goals. He lives with them and they are proud of Turner. "They have told some other members of the family how they are very proud of me and my accomplishments. I'm proud of myself too. I didn't even think that I'd get this far. One thing is to get myself a job in a career I want and then see if I can get a bachelor's degree in that same field. I may not have many friends but at least I have folks like my parents and people that work with me to help me out. They are my support group on their own."

LeA and the rest of the IPS team are impressed by Turner's progress. LeA believes "there is no limit to what people can do, so provide support to them so they can achieve their goals." Turner was recognized as the recipient of 2025 IPS participant of the year in Tennessee's Wellness Through Employment annual conference.

The IPS program at AIM Center consists of five (5) IPS specialists, one (1) certified peer support specialist, and a dedicated team leader. AIM Center maintains good IPS fidelity and employment outcomes.

IPS for Non-English Speaking IPS Participants in the U.S.

Frida Benjamin has been an IPS Specialist for seven years at Catholic Charities in San Jose, California. Many of Frida's referrals come from a mental health team that primarily works with refugees and immigrants who are non-English speaking. Although Frida speaks Farsi, Assyrian and some Dari, she states that the referring agency works with people who speak so many different languages and dialects that it's been important for her to stay in touch with client's mental health (MH) therapists. Frida meets frequently with the MH therapist who often acts as an intermediary when individuals are referred to her. The therapist offers translation and helps with collecting information about clients' backgrounds and experiences, particularly focusing on their cultural contexts to better understand their career aspirations.



Frida emphasizes the importance of meeting job seekers face-to-face to reduce missed appointments. In person meetings also allow her to study body language and other non-verbal cues to better understand the person's comprehension of the discussion. Other strategies Frida uses are to always put her phone number and email address on non-English speakers' résumés and job applications so that when an employer calls, she can advocate for the job seeker. She has changed the voicemail message on her phone, and she uses technology for translation. With permission, she attends the job seeker's interview so that she can speak about their talents and past experiences in their own country. She often looks for job matches in their own communities or entry-level jobs (initially). Frida feels that it is important for therapists to link non-English speakers with needed services/communities (cultural or religious) to reduce anxiety and isolation.

Frida shared a story of a job seeker she worked with who only spoke Arabic. His goal was to become a barber. She initially helped him to get a job at a large retail store while he worked on getting his U.S. barber certification and improving his English. He was eventually able to rent a chair at a barber shop within his community and has become very successful. His English has improved substantially, and he now helps new immigrants and others with tips about how to navigate resources and supports in the community.

Supported Education

Supported education (SEd) is defined as “individualized, practical assistance for people with psychiatric disabilities to pursue educational goals.” (Becker, et. al., 2024). While we currently lack evidence regarding its effectiveness, some IPS programs have success offering SEd to help people with education goals that align with their career objectives. Here, we discuss programs in Oregon and Maryland.

Options for Southern Oregon operates two IPS programs that offer supported education and employment. Zoe Northcutt and Jenna Dale are the program supervisors, with consultation from Jeff Krolick. Originally, specialists on the teams provided both education and employment services, but Zoe says, “We found it was a lot.” Now, the specialists have separate roles.

Zoe and Jenna feel that it is critical for their SEd specialists to spend time in the community becoming familiar with educational institutions and the array of resources available to those seeking post-secondary education and certification. One SEd specialist is based at a community college campus; another has office space at two separate institutions. They help IPS participants by developing career educational profiles, meeting with advisors, teaching them how to navigate campuses, building relationships with financial aid counselors, and helping connect them with disability services offices.

Recent educational successes at Options include earning a bachelor’s degree in creative writing, an associate’s degree in social work, a welding certificate, a tattooing certification, and a medical assistant certification. One person earned a mechanic’s certificate and is now considering

a return to school to become a certified electrician.

In Maryland, Cassandra McGlorthan, Trainer at the Evidence-Based Practice Center at the University of Maryland School of Medicine, provided both supported employment and SEd services to IPS participants when she was an IPS specialist. “It was helpful for who people wanted to pursue both education and employment at once. They did not need to move back and forth between providers.” Cassandra worked with individuals seeking post-secondary education, as well as high school students.

In one situation, the interdisciplinary team worked together to support the student. The therapist completed paperwork to help her become eligible for accommodations. Cassandra helped organize her schedule, develop effective study habits and access an online platform to see what teachers had assigned to her. Because she had trouble with comprehension, Cassandra helped her practice reading a little bit and then giving a verbal summary of what she read, then repeating until she finished the assignment. Cassandra involved this person’s father, as well. He joined many of their meetings and would let her know if he had concerns. Cassandra would make him aware of due dates for big assignments so he could support his daughter.

At this point, SEd may look different from program to program. It is hoped that research will demonstrate what strategies are most effective for helping students.

Becker, Deborah R., Swanson, Sarah J., Drake, Robert E., Bond, Gary R. (2024). Supported Education for Persons Experiencing a First Episode of Psychosis (Issue Brief). SAMHSA/CMHS. [15-becker-IssueBrief-SED-6.24.pdf](#).

The 8 Principles of IPS



Competitive Employment



Systematic Job Development



Rapid Job Search



Integrated Services



Benefits Planning



Zero Exclusion



Time-Unlimited Supports



Worker Preferences

Strengthening Leadership Engagement for IPS in Norway

Mads Kristian Johansen

A Cross-System Initiative for Nav and Health Service Leaders

IPS (Individual Placement and Support) helps people with mental health challenges and/or substance use problems gain competitive employment. In Norway, IPS is delivered through collaboration between Nav and public health services. Its success relies on strong leadership in both sectors.



Why leadership engagement matters

Leaders who prioritize IPS ensure employment is integrated into recovery, improve collaboration, and strengthen outcomes. Leadership makes IPS a core part of care, not an add-on.

How the pilot works

The initiative uses pulse assessments and one-to-one conversations to prepare leaders before cross-system workshops. These workshops encourage peer learning and regional collaboration, while identifying strengths and concrete improvement actions.

Experience so far shows that fidelity reviews and action plans are effective tools for improving teams, clinical practice, and steering group governance.

By focusing on leadership, this project strengthens collaboration, reduces service fragmentation, and enhances the sustainability of IPS in Norway.



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



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

ipsworks.org