Want to Work? We Want to Help! NYS's Resources and Supports That Can Make a Difference

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**NYS Office of Mental Health

***NYAPRS

NYAPRS Annual Conference

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Agenda

- Introduction and interactive discussion
  - Why is work an important element of many consumers' recovery plans?
- OMH's priority placed on employment
- Economic empowerment is important and possible
- NYESS and Ticket to Work – important resources available
- What is IPS? Principles and practices
- Questions and Answers, Open Discussion with Participants

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Learning Objectives

At the end of this workshop, people will be able to:

- Understand why employment is a high priority for the NYS Office of Mental Health

- See the connection between economic empowerment and personal recovery

- Identify helpful resources related to employment designed for consumers that are available through NYESS, Ticket to Work, NYAPRS and CPI

- Name three principles of the Individual Placement and Support approach to supported employment

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NO ONE GROWS UP WANTING TO BE POOR AND IN THE MENTAL HEALTH SYSTEM

LABOR PARTICIPATION

July 2019 Disability Employment Statistics

- **Labor Force Participation**
- People with disabilities: 22.4%
- People without disabilities: 67.2%

- **Unemployment Rate**
- People with disabilities: 8.7%
- People without disabilities: 3.7%

Close to 70% of people with disabilities are not working or in the Labor Force

From the Office of Disability Employment (ODEP)

YOU CAN'T WIN THE GAME IF YOU'RE NOT PLAYING IN IT.

WHAT WE NEED TO DO

- Have different conversations

- Use IPS

- Take advantage of Work Incentives

THANK YOU!

Len Statham, MS, CPRP, CBP

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Question

What percentage of people diagnosed with a serious mental illness say they want to work?

Answer

60 – 70%

Drake (1999), Mueser (2001)

Question

What percentage of people diagnosed with a serious mental illness are currently working?

Answer

<15%

Bond & Becker (2001)

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Question

Does working create so much stress that it typically leads to an increase in symptoms and other problems?

Answer

No

Becker & Drake (2003)

Question

Should people who have been diagnosed with a serious mental illness and who are actively using/abusing substances wait until they are no longer using before considering work?

Answer

No

Becker & Drake (2003)

Question

Are vocational services best provided by agencies that do not offer other services, so that they can fully concentrate on helping people find work?

Answer

No

Becker & Drake (2003)

Question

Should people who are receiving benefits consider work?

Answer

Yes

Becker & Drake (2003)

Do you believe that working in regular community jobs with people who don't have a severe mental illness enhances people's lives, promotes wellness, and reduces stigma?

YES

Why do people work?

Are these motivations any different for people diagnosed with serious mental illness?

OMH's Priority Placed on Employment

NYESS + Ticket to Work

Andy Sink
Director of NYESS Employment Policy

NYESS Partnership

What is the New York Employment Services System (NYESS)?

- A resource for all things related to employment

- Collaborative case management system

- TTW Administrative Employment Network

New York State | New York Employment Services System

Why is Assigning my Ticket a good idea?

- Can make an individual temporarily exempt from a continuing disability review while the ticket is active

- Individuals will receive important reminders/notifications on EITC, 1619b, Medicaid Buy In, Wage Reporting, Section 301, and other work incentives

- Assigning the Ticket does no harm to public benefits, including SSI, SSDI, or Medicaid
  - *But always remember to report wages!*

- When individuals reach milestones they are generating revenue for the employment services that they and their peers receive

Ticket to Work Brochure

NYESS Participating State Agencies

- New York State Office of Mental Health
- New York State Department of Labor
- New York State Office of Alcoholism and Substance Abuse Services
- New York State Office for People with Developmental Disabilities
- New York State Commission for the Blind
- New York State Office for the Aging
- Adult Career and Continuing Education Services-Vocational Rehabilitation

NYESS assists your providers with tools to help enable you to work. New Yorkers of all abilities will be aided by NYESS.

For more Information regarding your Ticket to Work call : 1-866-YOURTICKET (1-866-968-7842) or for TTY/TDD call : 1-866-833-2967

New York Employment Services System

My Ticket to Work Ticket Assignment Statement

I understand that by signing below, I will be using my Ticket with the NYESS System. I will continue to receive services from the service provider shown below according to the Individual Work Plan of record or an addendum. I understand that I have the right to unassign my ticket from NYESS for any reason. I acknowledge that the information given to the NYESS Provider relating to me as a ticket holder is correct, and that I do willingly agree to assign my ticket to the NYESS System.

X _____
(Beneficiary Signature)

X _____
(NYESS Representative Signature)

_____
(Name of Participating Service Provider)

_____
Date Signed

For More Information visit the NYESS Website at:
www.nyess.ny.gov

Assigning Your Ticket to Work with the NYESS System

Choosing An Employment Network (EN)

New York Employment Services System

For more information visit
www.nyess.ny.gov

New York Employment
Services System

Work Incentives Navigator

- NYESS customers will be alerted via e-mail if we have data indicating they have earned wages
- Using various data sources we can target the letters to include specific programs they may be eligible for
  - 1619(b)
  - MBI-WPD
  - EITC
  - Section 301
- The e-mails will contain general information and links to important resources

www.nyess.ny.gov/customer-information.html

New York Employment Services System | About NYESS | Customer Resources | Provider Information | Public Reports | Employment First

Customer Resources

Are you a person with a disability considering work? If so, check out these great resources to make sure you are equipped! *You can work! We can help!*

- *What is included?*
  - Ticket-to-Work
  - Disability Employment Initiative
  - SSA Red Book
  - Just-in-Time Toolkits
  - JobZone/CareerZone
  - MBI-WPD
  - We Can Work/We Can Save
  - FAQs about working with a disability

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Very Brief Introduction to IPS

Individual Placement and Support Principles

- Competitive employment is the goal
- Eligibility is based on consumer choice – zero exclusion
- Consumer preferences are important
- Supported employment is integrated with treatment
- Personalized benefits counseling is provided
- Employment staff develop relationships with employers based upon consumers' job preferences
- Rapid job search -- starts soon after a consumer expresses interest in working
- Follow-along supports

Individual Placement and Support Practitioner Skills

- Engagement
- Assessment: Career / Vocational profile
- Employment planning
- Benefits counseling
- Job development
- Working with ACCES-VR
- Follow-along supports

Employment-related resources available from CPI

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Infomercial

Designed for consumers and family members:

https://practiceinnovations.org/CPI-Resources/School-or-Work

The Employment Resource Book

Employment
Resource Book

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What is it?: The Book's Opening Paragraph

"This resource book is designed for you if you have had mental health problems and are now considering finding a job in the general workforce. Finding a part-time or full-time job in the general workforce—a job not set aside for people with disabilities—is known as *competitive employment*. This resource book is designed to guide you through your competitive employment job search and help you think about working. It will also help you move your life in a meaningful direction."

What is it?: Goals in Developing the Resource Book

- To provide a helpful and practical resource for consumers

- Designed to help consumers reach their employment goals

- Can be used as an adjunct resource to support ongoing employment efforts

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What's in it?: Overview

- Acknowledgements & Table of Contents
- Introduction and Welcome Section
  - Orientation for participants
  - Suggestions for getting started
  - Using the book effectively and in personalized way
- Topic Areas
  - 32 topic areas
- Appendices
  - 10 appendices

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What's in it?: Major Sections

- Section 1 – Prior to job search

- Section 2 – During job search

- Section 3 – After getting a job

- Appendices

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Section 1 – Prior to Job Search

- My decision to work
- Talking with family and supports about work
- My hopes and concerns about working
- My personal strengths and job preferences
- Important things to consider about my mental health
- Things to consider if I am using substances like drugs and alcohol
- What if I have had legal problems?

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Section 1 – Prior to Job Search (cont.)

- Important things to consider if I am a parent

- What if I have physical health issues?

- Medications and side effects

- Finding work without a high school diploma

- Working and my benefits

- Work and my schedule preferences

- Figuring out what I would like to do for work

Section 2 – During Job Search

- Developing my specific work goal

- Developing a plan and finding a job

- Applying for a job

- Disclosure and deciding what to say about my background

- Preparing for the job interview—the basics

- Preparing for the job interview—answering questions and asking questions

Section 2 – During Job Search (cont.)

- How do I explain gaps in my work history?

- Or having several brief jobs? Or being an older worker?

- What to do when I'm offered a job—talking about a start date and pay

- What are reasonable accommodations, and what's the best way to request one?

Section 3 – After Getting a Job

- Dealing with my concerns when I'm starting a new job

- Transportation to and from work

- Talking with people on my first few days of the job

- Important considerations for the first month of a new job

- Contacting supports when the job becomes challenging

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Section 3 –
After Getting a Job (cont.)

- Workplace protections: What are my rights as a worker?

- Talking with employers about getting a promotion or a raise

- How do I know if I want to end my job?

- And how do I appropriately end a job?

- Planning for my next job and/or developing a career path

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Appendices

A. Basics of benefits counseling

B. Sample cover letters

C. Sample resumes

D. Sample job applications

E. Interview tips

F. Sample thank you letter

G. Sample scripts and a letter requesting an accommodation

H. Starting the new job and preparing for the first day of work

I. Using supports

J. Sample letters of resignation

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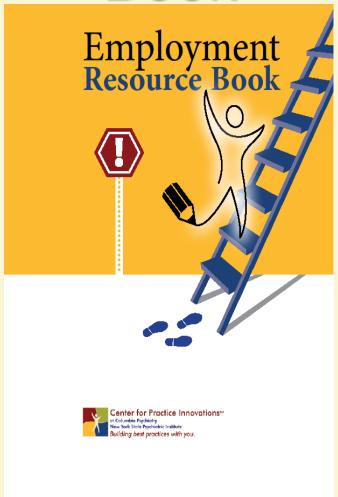*Building best practices with you.*

Structure of Topic Areas

- Important information
  - Introduces topic; facts for thought/discussion

- Personalized activity
  - Think through how information applies to consumer; variety of exercises

- Next steps
  - Many options people may choose; decide on concrete next steps

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The Employment Resource Book

How Can It Be Used?

Consumers can use it with…

- employment staff members,
- other practitioners,
- peer specialists,
- family or friends,
- and on their own.

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Person-Centered, Flexible Approach

- Do not follow the workbook in order – it is not a 32-week curriculum

- Instead, each consumer picks and chooses the topics that "fit" his/her wants, needs and work goals

- People can start wherever they want, use what they want, and go at their own pace

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How Can You Get the Employment Resource Book?

- You can obtain these workbooks through the CPI website (**http://practiceinnovations.org/**)

- Click on the "Purchase CPI Products" tab on our home page

- You will be asked to register and to select a password for your account

- Once your account has been established, you will be able to download electronic versions for free or purchase bound paper copies

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IPS Implementation Guide

Center for Practice Innovations

Supported Employment: Individual Placement and Support
Implementation Guide

The implementation of IPS is a complex task that benefits from considerable advanced planning. The questions that follow are designed to help you develop an implementation plan for your program. We hope that you find this guide to be a helpful tool.

Early Decisions

1. Which member of our agency's executive leadership team will oversee the implementation of IPS?
Our plan:

Challenges that we anticipate and how they will be addressed:

2. Who will chair and who will serve as members of our IPS steering committee/Quality Improvement Team?
Our plan:

Challenges that we anticipate and how they will be addressed:

3. How will our steering committee/Quality Improvement Team communicate with our executive leadership?
Our plan:

Challenges that we anticipate and how they will be addressed:

3.29.19

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IPS – Engaging Stakeholders

1

Engagement of Stakeholders

One role for leadership will be to inform a variety of stakeholders about the IPS initiative and engage them in the implementation process. It will be important for you to provide a consistent message and to obtain buy-in throughout your program (and agency). Stakeholders include:

- ☐ Program staff
- ☐ Consumers
- ☐ Family and friends
- ☐ Other staff in the agency
- ☐ Other agency managers and leaders
- ☐ Anyone else that you may identify (e.g., board members, other community agencies)

Engagement vehicles include:

- ☐ Specially designed "kickoff meetings", attended by agency leadership
- ☐ Regularly scheduled meetings
- ☐ Individual meetings
- ☐ Brochures, handouts, and flyers
- ☐ Guest speakers
- ☐ Emails
- ☐ Providing incentives

In truth, the possibilities are endless.

One important task will be to begin with informing/engaging activities very soon. The goal is to build awareness and consensus among the program's stakeholders. Each program will develop its own strategies that will work best for its own set of circumstances.

This exercise will help you develop a work plan for informing and engaging your stakeholders.

3.29.19

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Online Training Modules

Available in CPI's learning management system

IPS: Introduction to the Individual Placement and Support (IPS) Model of Supported Employment

This hour-long module is designed for practitioners, supervisors and program leaders who are involved in providing IPS services. It focuses on the importance of employment to persons diagnosed with a serious mental illness, the rationale for IPS, IPS fundamentals, core practitioner skills, and implementing IPS in NYS. It offers video clips of consumer and practitioners, interactive exercises, and links to resources and web sites.

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Online Training Modules

IPS: Job Development

This module discusses the importance of job development and the employment specialist role. It is intended for employment specialists, all other members of the treatment team, program supervisors, and managers. Topics covered are: meeting with employers, building networks, considering disclosure, and supporting job development across the entire treatment team.

Online Training Modules

CPI's Employment Resource Book

This module, "Using the Employment Resource Book", is intended for consumers, family members and practitioners. It provides an introduction to CPI's Employment Resource Book and explains how this important resource can best be used. Sections include "See the Contents", "Understand the Structure", "Suggestions for Consumers" and "Suggestions for Practitioners/Supports".

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Questions/Answers and Discussion

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