

Encouraging Employment Success Through Individual Placement and Support (IPS)

Center for Practice Innovations (CPI) at Columbia
Psychiatry, NYS Psychiatric Institute

JBFCs, Bronx REAL PROS
Samaritan Hospital PROS
The Dale Association PROS

NYAPRS 6th Annual PROS Implementation Academy - November 19, 2015



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at Columbia Psychiatry
New York State Psychiatric Institute
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IPS Individual Placement and Support
Working with you to help you work.

Agenda

- Overview of CPI
- Individual Placement and Support (IPS) approach to Supported Employment
- CPI's efforts to help PROS programs bring IPS to consumers
- Perspectives from PROS Programs
- Panel Discussion, Q&A



CPI's Mission

- **To support the Office of Mental Health (OMH) by promoting the widespread availability of evidence-based practices to:**
 - improve mental health services,
 - ensure accountability
 - promote recovery-oriented outcomes for consumers and families
- **Serve as a key resource to OMH by spreading those practices OMH identifies as most critical**

Training and Implementation Supports

- Web-based Learning Management System that hosts
 - Interactive Electronic Learning Modules
 - Webinars
 - Resource Libraries
- Face-to-face training (Regional and on-site)
- Face to Face Consultations and Coaching
- **Regional and State-wide evidence-based learning collaboratives (face-to-face and online)**



CPI Works With:

- Practitioners
- Supervisors
- Agency Leadership
- Consumers and Family Members
- MCO staff
- Health Home Care Managers and Supervisors



CPI's Primary Initiatives



ACT Institute
for Recovery-Based Practice



FIT Focus on Integrated Treatment
Whole Treatment. Whole Recovery. Whole Lives.



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WSM Wellness Self-Management
Hope. Choice. Involvement. Recovery.

OnTrack  **NY**

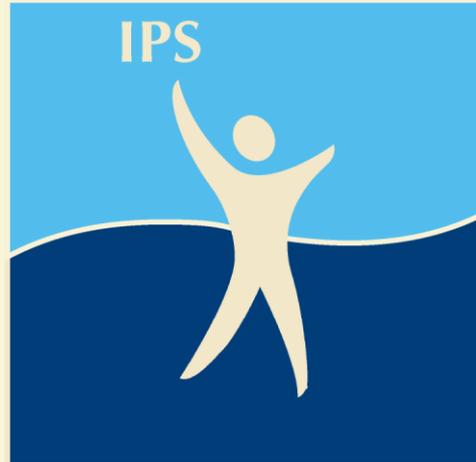
My health. My choices. My future.



NYS Office of Mental Health
Suicide Prevention Initiative
We have entered a new ERA—**E**ducate · **R**ecognize · **A**ct



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Individual Placement and Support Principles

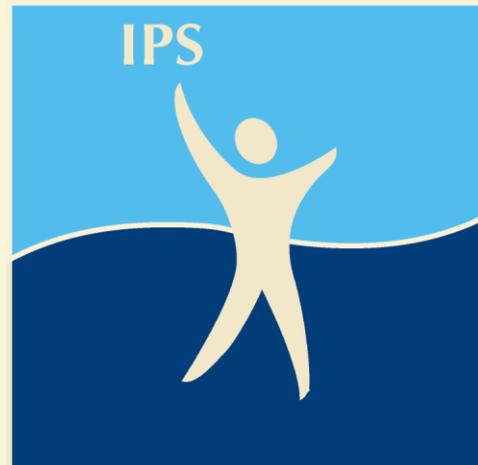
- Competitive employment is the goal
- Eligibility is based on consumer choice – zero exclusion
- Consumer preferences are important
- Supported employment is integrated with treatment
- Personalized benefits counseling is provided
- Employment specialists systematically develop relationships with employers based upon their client's work 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



CPI's efforts to help PROS programs bring IPS to consumers in NYS



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IPS PROS Initiative

2014

- 59 programs participated in 7 regional learning collaboratives
- Employment outcomes were consistent with national benchmarks (i.e., 41% or more of those receiving IPS services working competitively at least one day the previous month)
 - December 2014 data
 - 49.3% employment rate for those receiving IPS services in programs that have worked with CPI for longer than one year
 - 45.6% employment rate for those receiving IPS services in programs that have worked with CPI for one year

IPS PROS Initiative (cont.)

- Paper summarizing our work with PROS programs was published in January 2015 issue of journal *Psychiatric Services*

BEST PRACTICES

Use of Learning Collaboratives by the Center for Practice Innovations to Bring IPS to Scale in New York State

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This column focuses on use of learning collaboratives by the Center for Practice Innovations to help programs implement the evidence-based individual placement and support model of supported employment in New York State. These learning collaboratives use fidelity and performance indicator data to drive the development of program-specific individualized

quality improvement plans. As of 2014, 59 (69%) of 86 eligible programs have joined the initiative. Programs are achieving employment outcomes for consumers on par with national benchmarks, along with improved fidelity.

Psychiatric Services 2015; 66:4–6; doi: 10.1176/appi.ps.201400383

The Center for Practice Innovations (CPI) is funded by the New York State Office of Mental Health (OMH) to bring best practices to mental health programs across the state (1). Large systems face the challenge of helping practitioners in diverse programs adopt evidence-based practices. This challenge includes reaching all programs, regardless of whether they would be naturally inclined to participate. Because of the large number of programs and the large geographic area, New York State (NYS) cannot afford traditional approaches to dissemination, such as use of consultant trainers for individual agency training,

for more than a decade (2,4). A study that focused on 127 sites involved in the Johnson & Johnson–Dartmouth Community Mental Health Program found that the mean quarterly employment rate for individuals receiving IPS services over eight years was 41% (5,6). Employment was defined as working in a competitive job for one day or more in the quarter. IPS principles include zero exclusion, integration of employment and mental health services, competitive employment as the goal, and rapid job search. Key services include developing a meaningful employment plan that reflects the consumer's

IPS PROS Initiative: 2015

- 61 programs have joined this initiative for 2015
- Program separated into 2 Learning Collaboratives:
 - 22 self-identified as implementing – participating in learning collaboratives and receiving a full package of training and implementation support
 - 39 self-identified as sustaining -- participating in webinars, training, and consultations tailored to their expressed needs

“Implementing” Learning Collaborative

Programs agreed to:

- Attend online and face to face meetings
- Conduct periodic fidelity self-assessments
- Submit monthly performance indicator data
- Develop and use quality improvement plans
- Share experiences with one another

Resources Include

- Three online training modules
 - Introduction to IPS
 - Job Development
 - Employment Resource Book (NEW)
- Statewide webinars and regional online meetings
 - Topics included IPS fidelity, supervision, CQI and use of data, hosting an employment day, billing and documentation, motivating participants for work
- Regional face to face workshops



Resources Include (cont.)

- Program-specific, on-site technical assistance and training
- Program specific, telephone consultation
- Online IPS library
 - Implementation tools, archived webinars, and other resources
- CPI's Employment Resource Book



“Sustaining” Learning Collaborative

Programs agreed to:

- Conduct periodic fidelity self-assessments
- Submit monthly performance indicator data
- Attend optional webinars and monthly conference calls as needed
- Reach out for additional technical assistance as needed (e.g., phone calls, site visits)

**These programs also had access to the same resources just reviewed for implementing programs*



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2015 PROS Data

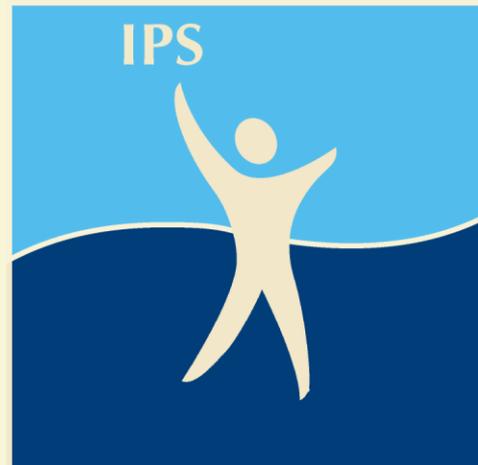
Employment outcomes are consistent with national benchmarks (i.e., 41% or more of those receiving IPS services working competitively at least one day the previous month)

September 2015 data

- Programs in “implementing” stage: 32.5% rate of competitive employment the previous month (i.e., worked at least one day that month)
- Programs in “sustaining” stage: 43.7% rate of competitive employment the previous month



Perspectives from PROS Programs



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Dale Association

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PANEL DISCUSSION & QUESTIONS



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Thank You