



Increasing Employment Outcomes

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Learning Objectives

- ▶ Name four techniques, strategies and skills to help someone achieve employment.
- ▶ Identify two potential networking relationships with community-based organizations and employers in providing wrap-around services to people served.
- ▶ Learn how to capture and use data to create conversations to job seekers identify their goals.



“All our dreams can come true—if we have the courage to pursue them.” –Walt Disney

Work and Recovery

- ▶ Work is an important part of most people's lives. Yet most people with mental health conditions do not work, even though the great majority of them report that work is a very important goal. The truth is that many people with mental health conditions are able to work successfully if they receive the supports they need and want.

3 Ways of Talking about Recovery

- ▶ Recovery: A process
- ▶ Recovery: An outcome
- ▶ Recovery: A vision

(Forbes & Gagne, Boston University,
Center for Psychiatric Rehabilitation)

4 Dimensions of Recovery

- 1) Health: Overcoming one's disease or symptoms.
- 2) Home: A stable and safe place to live.
- 3) Purpose: Meaningful daily activities.
- 4) Community: Relationships and social networks providing support, friendship and love.

Recovery—What Do We Know Now?

10 Guiding Principles of Recovery

- ▶ Hope
- ▶ Person-Driven
- ▶ Many Pathways
- ▶ Holistic
- ▶ Peer Support
- ▶ Relational
- ▶ Culture
- ▶ Addresses Trauma
- ▶ Strengths / Responsibilities
- ▶ Respect

Provide HOPE, EMPOWERMENT, and MEANINGFUL ROLES to individuals with disabilities so that they may achieve their dreams of becoming employed and self-sufficient.



Employment is not a linear process.

“People need to have the Dignity of Risk and Right to Fail” – Pat Deegan

Who Can Work?

Reframing Readiness to Work Assumptions:

“Employability is a given, not a line to cross.”

- Dale DiLeo, Raymond's Room

- ▶ People are ready to work when they say they are ready to work

When we strive
to become
better than
we are,
Everything
around
us becomes
better too.

— *Paulo Coelho, The Alchemist*



It May Take Time...

- ▶ Some people may need time to think about going to work
- ▶ Some people report they stop thinking about work because nobody else saw them as a worker

“I’m glad my therapist kept talking about work, but not pushing me before I was ready. It kept me thinking about it. Planting the seed in someone’s mind is important. Making people feel confident and comfortable with the idea that they can succeed”

5 Myths vs. Facts about Work

For people with Serious Psychiatric Disabilities and Substance Use Disorders

Myths

Facts

Adapted from: Myths and Facts about Mental Illness
and Substance Use.

U.S. Dept. of Health and Human Services, 2017 15

Who We Serve

- ▶ Physical, Learning and Mental Health Issues
- ▶ Visual Impaired
- ▶ Deaf and Hard of Hearing
- ▶ Often have worked with other providers previously
- ▶ Significant barriers or challenges

What Makes Us Different

- ▶ Provide Employment Services to ALL disabilities
- ▶ Provide Employment Services to three different program types
 - Competitive
 - Supported Employment within the Community
 - Supported Employment within Residential Treatment Centers

How Do We Do It?

- ▶ It starts with a Conversation
- ▶ Cultivate Relationship
- ▶ Attain Commitment
- ▶ Develop Goal with shared Objectives
- ▶ Teach and Model
- ▶ Encourage, Support and Believe

“It has been inspiring, and eye opening to receive such encouragement. I now believe I can do anything when I put my mind to it. Thank you!”

- Paul

Relationships are KEY!



Built on Trust

Built on Accountability

Individualized Approach

- ▶ We are a team!
- ▶ Goals Planning and Service Delivery
 - Based upon INDIVIDUAL wants, needs, strengths, abilities, resources, interests and informed choice
 - Meeting individuals where they are
 - Service delivery is not a one sized fits all
 - Not a Cookie Cutter approach

Want vs Can

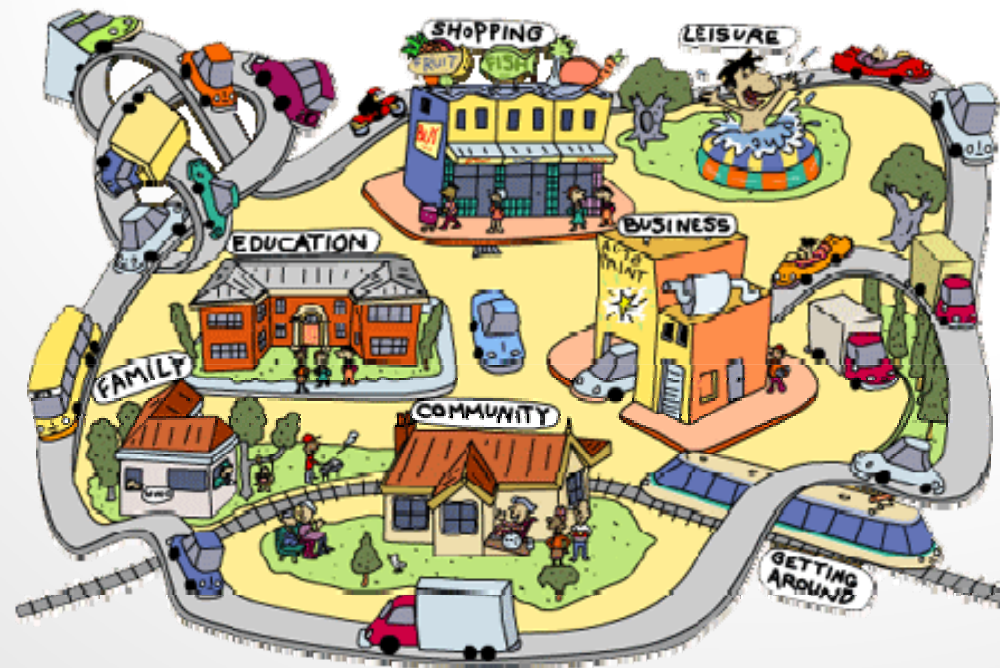
- ▶ What do you WANT
and not,
what Can you do



Preparing for Employment

- ▶ Resumes, Master Application, Cover Letter
- ▶ Interview Skills
- ▶ Thank you and Follow Up's
- ▶ Proper Hygiene and Dress
- ▶ Interpersonal Skills
- ▶ Transportation and Child Care
- ▶ Personal Health and Wellness
- ▶ Identify Team Members to Support
 - e.g. spouse/partner, family, dreamcatchers staff, minister, medical

Enhancing Individuals' Lives Through Community Partnerships



Educating the Community

- ▶ Educating the communities to help erase the stigma associated with disabilities and demonstrating that when given the proper support, individuals can lead productive lives in their local communities.
- ▶ Employers benefit through increased staffing resources and productivity

Finding the Right Placement Match

- ▶ Job Exploration
 - Meet and Greets
 - Informational Interviews
- ▶ Trial Work Experience
- ▶ Place and Train
- ▶ Continual Reassessment of Skills



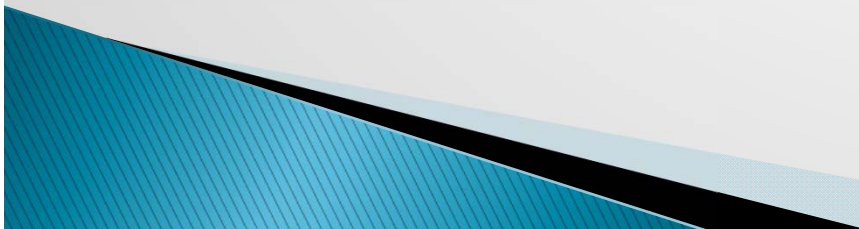
Multiple Pathways To Finding The Right Job

- ▶ In Residential Supported Employment Programs:
 - Vocational Assessments
 - Prevocational/Volunteer Program
 - Job Shadowing (spend a day in the job of...)
 - Self Discovery and Skill Based Groups
 - Conversations (meet and greets)
 - Respond to Job Posting posted on Dreamcatchers Board
 - Create jobs based on individuals preferences
 - Internet Job and company searches

Retention Supports

- ▶ To Individual **AND** to Employer
 - Check in's – How can we assist? What do you need?
 - Conflict Resolution
 - Encourage, Support, Believe
 - On and Off the Worksite
 - Continued Education
 - Celebrate Milestones/Accomplishments

Employer Relationships are IMPARITIVE



Continual Program Improvements

- ▶ Quality of Services – Satisfaction Surveys
- ▶ Evaluate Services for Effectiveness – Toolbox
- ▶ Market Analysis – Keeping eyes and ears open
- ▶ Technical Assistance – Quality Improvement



Let's Revisit

- ▶ WORK WORKS!
 - How do we know?
People are working – Recovery is possible.
- ▶ ANYONE CAN WORK!
Don't believe the myths.
- ▶ POTENTIAL TO IMPROVE QUALITY OF LIFE!



What steps will you take to enhance recovery through Employment?



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