

STRATEGIES FOR SUCCESSFUL JOB DEVELOPMENT

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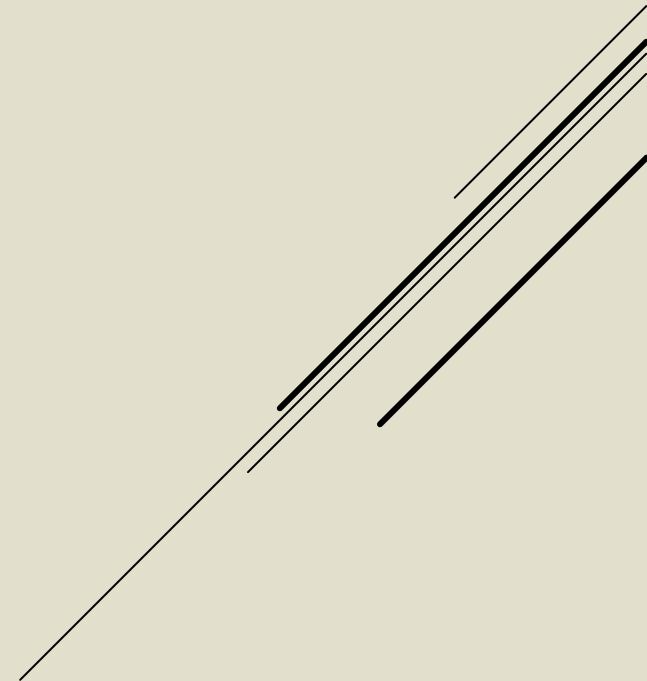
November 8, 2022

Recovery and Rehabilitation Academy



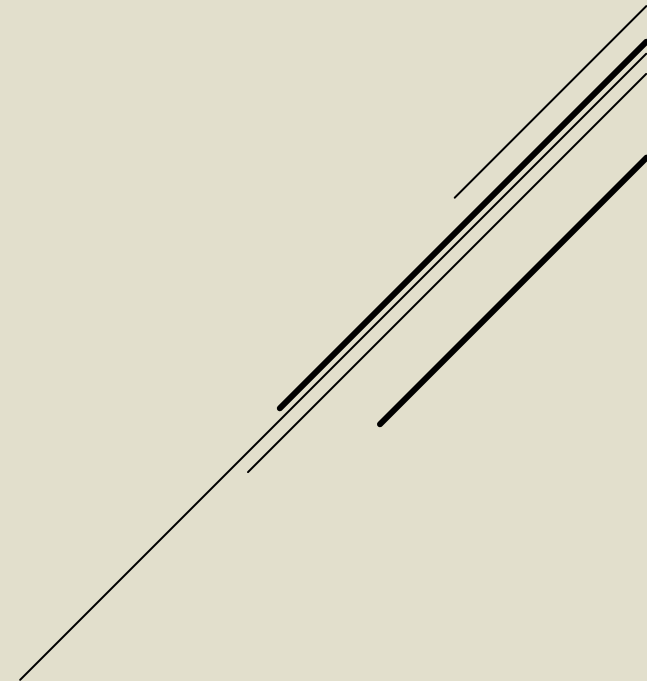
OMH VISION FOR EMPLOYMENT SERVICES

- ▶ Employment Is recovery!
- ▶ Lack of employment is a key social determinant of health, as is poverty. Both lead to poor health outcomes. Low employment rates are pervasive for individuals with serious mental illness, and the effects are more significant than that of their non-disabled unemployed peers.
- ▶ What will improve outcomes is the weaving of employment principles and practices into day-to-day service delivery



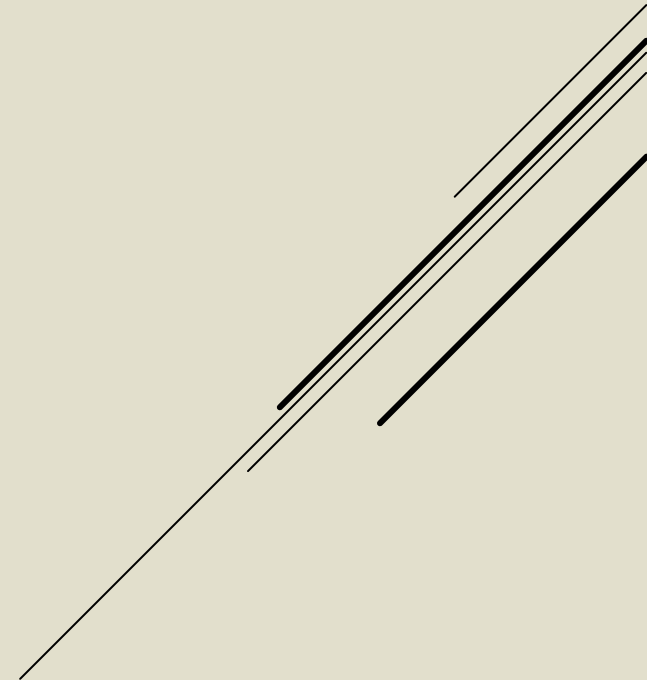
OMH VISION FOR EMPLOYMENT SERVICES

- ▶ We are in the process of developing a strategic plan to enhance the foundational focus on employment for all program types
- ▶ Each program model will have a higher expectations and enhanced resources to focus on employment
- ▶ Incorporating evidence-based models and interventions, like Individual Placement and Supports (IPS)
- ▶ De-mystifying employment supports and continuing to move away from systemic and cultural biases that contribute to poor employment outcomes



IMPROVING EMPLOYMENT OUTCOMES

- ▶ Our goal is to improve employment and quality of life outcomes for OMH recipients through a multi-faceted approach aimed at normalizing the employment conversation, equipping everyone from leadership to program staff with the language, tools, and practices needed to make employment for our participants a standard and primary focus
- ▶ Affect real culture change so that employment become a standard primary focus, as opposed to a subsidiary outcome



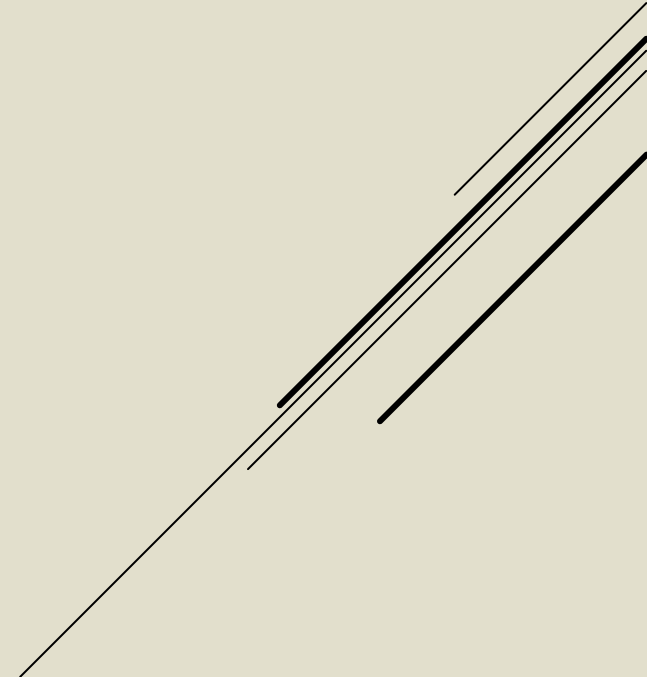
PROS EMPLOYMENT INITIATIVE

Enhanced Funding to Support Employment Outcomes in
PROS



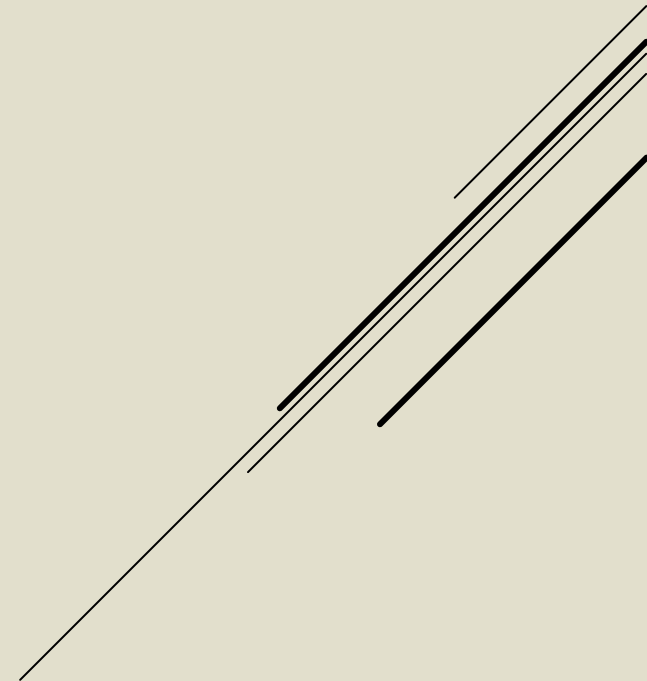
PROS & EMPLOYMENT

- ▶ With 80 programs in 32 counties/boroughs, which represents approximately 90% of the NYS population, PROS is the largest integrated rehabilitation program in the state
- ▶ As a one-stop shop, PROS participants receive their employment, rehabilitation, and treatment services under one roof
- ▶ PROS uses a braided funding mechanism (Medicaid + State Aid) to support the use of Individual Placement and Support (IPS), an evidence-based model of supported employment



PROS AND EMPLOYMENT

- ▶ PROS programs will be receiving a 61% increase in vocational state aid funding to support:
 - ▶ Dedicated, full-time vocational staff (Employment Specialist)
 - ▶ Staff time and agency resources needed for participation in IPS training and the Center for Practice Innovation's IPS Learning Collaborative
 - ▶ Mileage and transportation costs related to off-site employment activities by the Employment Specialist
 - ▶ Employment services under the IPS model that are not covered by Medicaid, including job development and job coaching



Recovery is Working!
**The Individual Placement and Support
Model (IPS)**
and
Job Development Strategies
PROS Academy
November 8, 2022

Agenda

- Review of IPS
- Illustrate Job Development training strategies
- Important Takeaways
- Tools and Resources

IPS?

Question:

- Have you heard about the Individual Placement and Support model of supported employment?
- Would anyone like to share what they know about IPS?

Big Picture

- Traditional approaches to providing educational and vocational services have yielded poor outcomes
- Only recently have we begun to see significant improvement in education and employment outcomes
- Programs that have implemented the Individual Placement and Support (IPS) model are leading the way

Individualized Placement and Support (IPS)

- Developed at the Dartmouth Psychiatric Research Center designed to meet vocational challenges of individuals with severe and persistent mental illness
- Focus on achieving competitive employment
- Principles of the model are different from traditional models
- Recognizes that the core principles can be applied to supported education

Individual Placement and Support (IPS)

IPS has been shown to work for the following:

- Adults in recovery from mental illness
- Young people with psychosis
- People with opioid problems
- People with a history of legal trouble
- ACT/IPS pilot project

CPI and IPS

The Center for Practice Innovations currently brings IPS training and collaborative learning to the following:

- PROS programs
- State Clinics
- ACT teams
- OnTrackNY (First Episode of Psychosis)
- OnTrackUSA

Principles of IPS

- The principles of the IPS model guide vocational and educational services
- Teams work to keep the principles of this model central to all services
- Teams that have high fidelity to these principles tend to achieve the best employment and education outcomes

IPS Principles

1. Goal: Competitive employment and mainstream education/ training
2. Eligibility: based on the interest and choice of the person
-- **Zero Exclusion**
3. Person-centered: Participant's preferences are central
4. Team-Approach: Integration of vocational/educational and mental health treatment services
5. Benefits Counseling: Personalized
6. Community Relationships: VS develop relationships with educators and employers based on personal choice
7. Speed: Rapid job / education and training search
8. Supports: Follow-along supports

Job Development

The “Three Cups of Tea” approach outlined next is taken from Swanson, SJ and Becker, DR (2011). Supported Employment: Applying the Individual Placement and Support (IPS) Model to Help Clients Compete in the Workforce. Hazelden.



“First Cup” Visit

Goals:

- Connect with hiring manager
- Ask if you can return and learn about the business

Emphasize:

- You are not necessarily looking for immediate job openings
- You want to learn about the business and possibly become a resource for hiring needs

Length:

- 5-10 minutes or less

“Second Cup” Visit

Goal:

- Learn about the employer, the business, hiring practices, and preferences

Communicate:

- Your potential to become a resource if and when the employer needs to hire
- Agree to terms for ongoing contact- frequency and method, i.e. every two weeks by phone

Length:

- 15 minutes or more

“Third Cup” Visit

Goal:

- Discuss availability of specific individual(s) if the business has job openings or expects to have job openings in the near future

Tools and Resources

The IPS model incorporates the use of several tools:

- Career Profile
- Disclosure tools
- Job/Education Plan
- Following Along Support Plan

Tools and Resources

Trainees have access to the following resources:

- CPI's Learning Management System
 - IPS module
 - Job development module
- Employment Resource Book
- Ongoing training and workshops through regional and statewide learning collaboratives
- Individual technical assistance
- Live job development modeling

“Readiness”

- Concept utilized by traditional programs
- Determined by a range of methods ranging from formal testing to subjective observation
- Current research shows us that the concept of readiness is counter productive and at worst, damaging to the consumer’s efforts to engage in work or school
- “Readiness” is not recognized in the IPS model. All willing recipients receive assistance

Question

What are some ways people can be seen as “not ready” to start working towards competitive employment or returning to educational settings?

Typical Identified Barriers to “Readiness”

- Current drug / alcohol use
- Hygiene issues
- Symptoms
- Coming late to program
- Behavioral issues
- Reliance on benefits
- Person not sure of which job to pursue

Important Takeaways

Important Takeaways

- Unemployment is bad for you
- SSI recipients can make as much as they want
- Job/school “readiness” is not measurable and not recognized in IPS
- Employment is a central component to recovery, not the result of having gotten “well” first

IPS Resources

- IPS curriculum found in CPI's learning management system
- CPI's Employment Resource Book
- Swanson, S.J., & Becker, D.R., (2011) Supported Employment: Applying the Individual Placement and Support (IPS) model to help clients compete in the workforce. Center City, MN: Hazelden
 - The DVD that comes with this book includes a *Sample Education Support Plan* and *Education Experience Report*.
 - This book can be ordered at: www.ipsworks.org

The Employment Resource Book



Employment Resource Book

You can get your free copy of this helpful tool at:

www.practiceinnovations.org

Contact Information

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Thank You!



Vocational & Employment Services

Stephanie Turco, LCSW
President & CEO
Gateway Hudson Valley

Variety of Vocational & Employment Services

Vocational & Employment

OMH
(Office of Mental Health)

OPWDD
(Office of People with Developmental Disabilities)

ACCES-VR
(Adult Career and Continuing Education Services-Vocational Rehabilitation)

OASAS
(Office of Addiction Services and Supports)

Activities in Vocational & Employment Services

- **Assessment of needs & interests** - questionnaire to learn personal and work values, needs, interests and any other necessary information to find a right job match
- **How to Complete Job Applications**
- **Resume Writing** - Assist in developing a person centered resume
- **Job Development** - Develop job sites and opportunities that are person centered
- **How to conduct an Interview** - Role playing, do's & don'ts for an interview

Activities in Vocational & Employment Services - continued

- **How to follow up with employers** - Education on proper etiquette after an application submission or interview
- **Job follow along** - Assist individuals in maintaining employment, on-going
- **Internships** - Hands on experience, job coach available to assist on-site and off-site for training and exploring
- **Discovery** - Assessing and exploring different types of vocational and career opportunities
- **Job Coaching** - Available on/off site

How to Assist Individuals and Prepare for Interviews

- ▶ Role Play
- ▶ Do's /Don't's
- ▶ Dress Attire
- ▶ Soft Skills training
- ▶ Communication
- ▶ Informational Interviews
- ▶ Show videos on interviews done well and not done well

Follow Up with Employers

- ▶ How to Follow Up with Application
- ▶ How to Stand Out When Following Up with Employers
- ▶ How to Write a Follow up Email for Job Application
- ▶ Should I Follow Up by Phone or Email?
- ▶ How Long Should I Wait to Follow Up on a Job Application?
- ▶ How Often Should I Follow up on a Job Application?

Why is this important?

- ▶ Creates opportunities and a path out of poverty
- ▶ Helps your NFP be an agent of change
- ▶ Integration creates equity and inclusion
- ▶ The dignity of work
- ▶ People you serve become colleagues
- ▶ Reduces stigma
- ▶ Creates better communities



- A private non-profit membership organization.
 - Traditional ARC's, Social Enterprises and Corporate Partners.
- Sell products and services to government and private sector clients to increase employment for individuals with disabilities.
- Appointed facilitator of the legislatively mandated Preferred Source Program since 1978 (NYSED – regulator).

MISSION STATEMENT

Advancing employment and other opportunities for individuals with disabilities.



- NYSID is the contractor of record.
- Price approval through OGS.
- Workshop transformation significantly changed how NYSID's does business.
- In the last decade the business has inverted from product production to competitive integrated employment through service sector contracts.

2022

6,185 jobs created

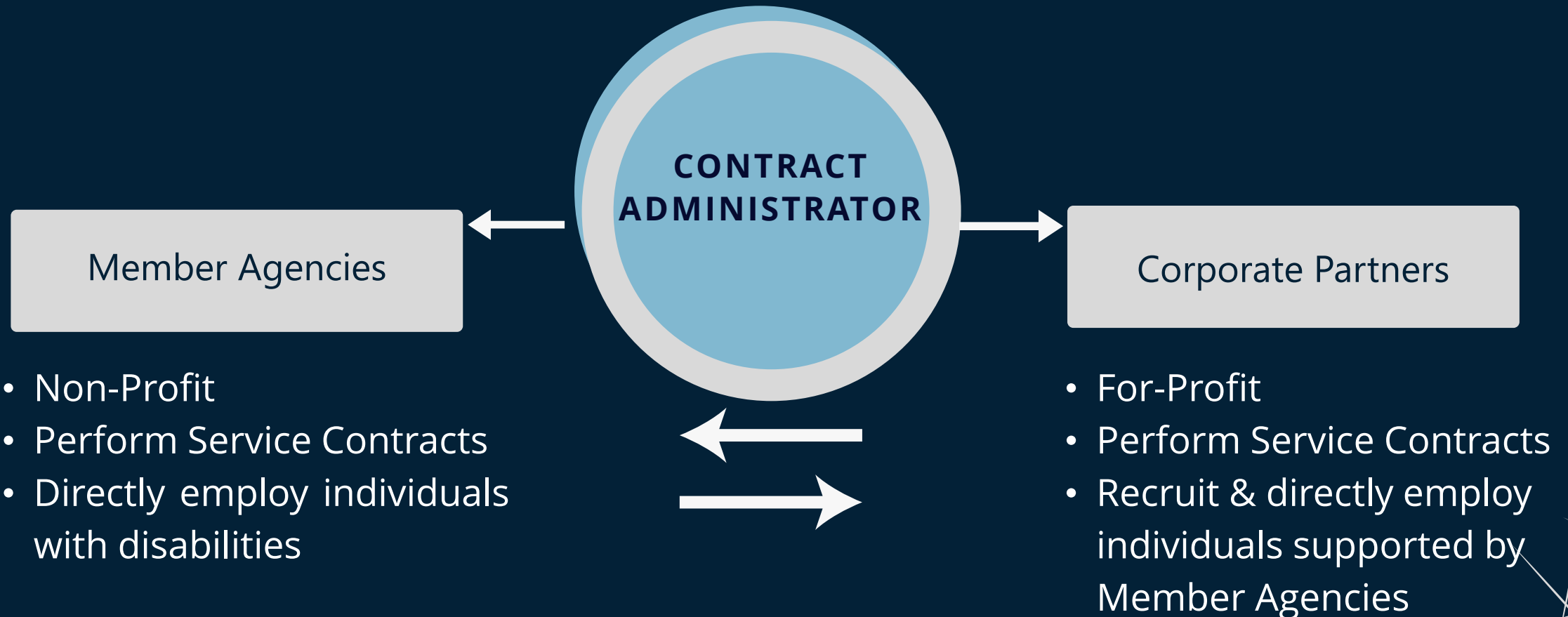
4,639 or 71% individuals with
disabilities

3,211 Contracts

Average hourly wage \$21.43

Disabled Wages - \$75m

NYSID Works with Member Agencies & Corporate Partners





Benefits of Membership

- Free
- TIP
- Access VR Supported Employment
- Corporate Partner Program
- Fee Structure
- Diversified revenue source
- Annual Meeting recognition – employee and member of the year
- Grant and Loan Program
- Advocacy

2022

1,391 contracts for active ARC NYSID

Member Agencies

Total Sales \$81m

1,234 individuals employed



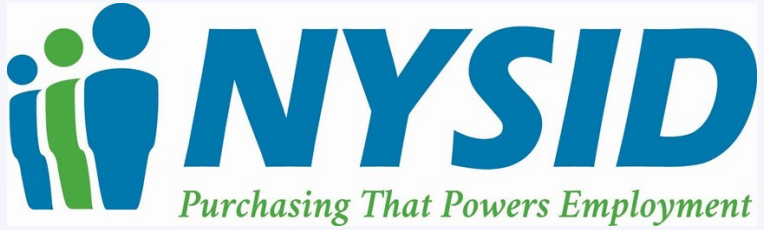
NYSID SERVICES

-
- MAIL FULFILLMENT SERVICES
 - Janitorial
 - Commercial Laundry Services
 - Furniture Refurbishment
 - Electronics Recycling
 - Data Imaging
 - Secure Document Destruction (NAID Certified-AAA)
 - Commercial Window Cleaning
 - Temporary Staffing

List of additional NYSID services:

[NYSID.ORG/SERVICES](https://www.nysid.org/services)





LEGISLATION

- (S.7578-C/A.8549-C) Enables the Office for People With Developmental Disabilities To Establish Voluntary Training and Certification Program for Employers That Hire People With Disabilities
- Legislation (A.8915-B/S.7746-B) Preferred Source Modernization Bill
 - \$100k threshold review OGS (\$50k)
 - removal of “severely disabled” language (now disabled)
 - Removal of “workshop” (now entity)
 - Removal of 75% ratio (now 50%)
- FULLY INTEGRATED COMPETITIVE EMPLOYMENT

Rockefeller Institute

427 NFP Disability Service Providers Reported.

\$14.3B in economic output

\$2.2B Federal and State Tax Revenue

200,000 Full time jobs

\$407.3m NYSID Economic Impact

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twitter.com/NYSIDSpeaks



instagram.com/nysid_powering_employment



youtube.com/user/NYSIDcreatesjobs

 www.nysid.org

 **NYSID**
Purchasing That Powers Employment

