

Activating People to Think About Employment

15th Annual Recovery and Rehabilitation Academy

November 14, 2024

Agenda

- Engaging and inspiring people about employment
- Challenges
- Strategies

Learning Objectives

Participants will:

- Identify and learn about challenges concerning engaging and inspiring people who haven't yet decided to work
- Identify and learn about strategies for addressing these challenges

Question

Approximately what percentage of individuals served in your setting are not yet interested in employment?

- Less than 10%
- Between 10% and 24%
- Between 25% and 49%
- Between 50% and 74%
- 75% or more

Question

For those individuals who are not yet interested... why?

Some Possible Challenges

- Engaging the individual and beginning the conversation
- Addressing the individual's lack of hope
- Dealing with the individual's concerns and fears
- Helping the individual to maintain motivation throughout the process

Questions

Engaging the individual and beginning the conversation

How have you approached engagement?

What have you found leads to successful engagement around employment?

What would you like to try?

Using Poverty as a Motivator

- These conversations are difficult but can be transformational
- Designed to make people uncomfortable
- Leads to people making change
- Economic need can move people into the workforce

Questions

Addressing the individual's lack of hope

How have you helped individuals develop hope about employment?

Does the current availability of so many jobs help?

What would you like to try?

Questions

Dealing with the individual's concerns and fears

What do you do, or can you do, to address peoples' concerns and fears about employment?

Create discussions around people's past work experiences

- Opportunities for change and growth
- Believing people can handle difficult conversations
- Helping and reminding people of their own personal resiliency and how it can be transferrable in the workforce

Questions

Helping the individual to maintain motivation throughout the process

What can help people to maintain motivation?

What have you tried?

Strategies

Develop interest by:

- Supporting commitment to change:
 - Increase belief that work is possible
 - Increase belief that work would be positive
 - Develop and provide support for employment
- Increasing awareness of employment options
- Increasing awareness of personal job preferences

(based on Boston University Psychiatric Rehabilitation Readiness Assessment)

Strategies

Make employment an important part of the daily culture of your clinic or PROS program:

- Use visuals throughout your setting: promo video, motivational posters, employment literature
- Job fairs and employment celebrations
- Employment discussed during intakes, treatment plan reviews, other meetings
- All team members can/should be involved and have a clear role in IPS implementation
- Create work norms for members: Performance reviews, time off requests, application process

Strategies

Use the CPI's Employment Resource Book:

- Many of the topics in section 1 (Prior to Job Search) are designed for engagement
 - 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
 - What if I have had legal problems?
 - Working and my benefits
 - Figuring out what I would like to do for work

Strategies

Involve individuals who are currently working:

- Inspirational talks during groups and at meetings
- Engaging individuals in inspiring conversations
- Serving as hopeful role models

Strategies

Make benefits counseling available long before someone has decided to work

- Provided individually, not in groups...
- Provide accurate information about the MYTHS of how getting a job can impact benefits (e.g., people typically don't "lose" their benefits; there are multiple safety nets in case things go wrong; etc.).
- Also, talk with other team members about the myths related to benefits to ensure the entire team is giving the same encouraging messages about the power of employment!

Success Story #1

Amanda:

My employment goal was to work as a greeter at a specific Walmart. This was important to me because it was close to my home. I was used to being told I should look for other places, and that maybe I should wait until my symptoms were stable. But my Employment Specialist said we could start talking about my job goals. (Zero Exclusion, Individual Preferences & CIE)

My Employment Specialist met with my treatment team, so they were all there to support my employment decision. (Integrated Services and Support)

My Employment Specialist hosted a job fair, inviting various companies including the Walmart I wanted to work at, to discuss their hiring processes and job openings. (Systematic Job Development & rapid Job Search)

Then, my Employment Specialist helped me put together a speech about the importance of having a job and why I wanted to work there. I presented my speech and talked about why I wanted that job. (Rapid Job Search)

Success Story #1

Walmart was impressed by my presentation and encouraged me to apply. The representative informed me that the greeter positions were filled, but they agreed to create a new greeter position for me, based on my impressive advocacy during my speech.

After applying, my Employment Specialist helped me with preparing for the interview, and we discussed the pros and cons of disclosing my mental health and cognitive challenges.

With the assistance of the Employment Specialist, I successfully got the job.

Success Story #2

Charles

I was not exactly sure what I wanted to do for a job. I knew I wanted a job. My Employment Specialist spent time discussing my desired job type and work environment with me.

(Individual Preferences)

During our time together, I still had significant mental health challenges, but my Employment Specialist continued to work with me anyway. (Zero Exclusion)

My Employment Specialist also noticed I had very low self-esteem and hardly any support to reach my goal. The Employment Specialist met with my treatment team to help me develop strategies to build my confidence, address symptoms and identify support.

(Integrated Services)

Over several months, my Employment Specialist spent time with me and in the field connecting with businesses and focusing on job opportunities based on my preferences and engaging with employers to find a job to fit me. (Job Development)

Success Story #2

Eventually, the time and hard work paid off. I am working at Goodwill working with the public and earning minimum wage. (Competitive, Integrated Employment) I feel better about myself and being part of the community.

My Employment Specialist followed-up after a week and my supervisor reported that I was doing well; my symptoms have lessened, and don't need as many psychiatric interventions. (Follow-along Supports)

Certified Benefits Advisors

NYS Dept. of Labor – SCION

Disability Resource Coordinators/Program Managers

- Boroughs of NYC – Program Managers
 - Eldha Solano, NYC SCION Program Manager at esolano@mopd.nyc.gov or (929) 330-6299
 - Carlos Leon, NYC SCION Program Manager at: Cleon@mopd.nyc.gov or (929) 751-2419

- Upstate NY List of DRCs

<https://dol.ny.gov/career-services/career-services-for-persons-with-disabilities>

Work Incentive Network

- Work Incentive Network (WIN) – a directory of Certified Work Incentive Practitioners (Certified Benefits Advisors) throughout the state of New York
- Certified Benefits Advisors Locator Map available on our NYESS Website:
<https://NYESS.ny.gov>

Questions/Answers/Discussion



Thank You!

Andy Sink and Lisa Brown (OMH)

Rob Statham (Alliance for Rights and Recovery)

Karen Broadway-Wilson, Raymond Gregory, Tom
Jewell, Paul Margolies and Gary Scannevin
(CPI)