



IPS Supported Employment Orientation Handbook

www.ncmmh.org

Employment Specialist: _____

Brookfield 660-258-7810 Chillicothe 660-646-6872 Trenton 660-359-4487

CRISIS CALL: 1-888-279-8188 or 988

CRISIS TEXT: 988

General Information

You have been referred to our IPS Supported Employment program.

- ☐ For ages 18 and older
- ☐ Participation in CPRC services is requested
- ☐ IPS stands for Individual Placement and Support
- ☐ Assists in obtaining competitive employment
- ☐ Assists in maintaining employment through retention support and follow-along activities
- ☐ Services are based on your needs and preferences
- ☐ Resources will be given such as Disability Benefits 101 (mo.db.101.org) to assist in understanding how work and benefits go together.
- ☐ Office hours are 8:00 am to 5:00 pm Monday-Friday
- ☐ After hours, holidays, and weekends a crisis line is available. Call 1-888-279-8188 or 988

Please note the IPS program does not provide medication monitoring.

We look forward to assisting you in finding a job you enjoy utilizing the 8 principles of the IPS program: Integration of Services, Competitive Employment, Zero Exclusion, Attention to Client Preferences; Personalized Benefits Counseling, Rapid Job Search, Systematic Job Development, and Time-unlimited and individualized support.

Mission Statement

North Central Missouri Mental Health Center delivers high quality trauma-informed behavioral health services in a caring and compassionate atmosphere that promotes dignity, builds on natural supports, encourages consumer choice, embraces cultural diversity, and empowers individuals through collaboration to achieve their highest quality of life.

Some Definitions:

IPS: an evidenced based type of supported employment service that has been well researched and is carefully defined in a 25-item quality assurance fidelity scale. IPS was developed to help people who have serious mental illness. The outcome of this service is competitive employment for people who wish to work

Employment Specialist (ES): incorporates organizational values that focus on individualized, person-centered services to assist clients in achieving their desired employment outcome.

Why partner with an employment specialist?

The Employment Specialist will provide employment services and carry out all phases of employment duties including:

Intake paperwork	Job Placement
Engagement Activities	Job Development
Assessment	Follow-along supports

Key Program Components:

- Integration of Employment Services with Community Psychiatric Rehabilitation Programs (CPRC) and or mental health treatment team.
- Employment Specialists actively participate in treatment team meetings regarding employment goals.
- Employment Specialists work in collaboration with local vocational rehabilitation counselors for the purpose of discussing shared individuals.
- Zero-exclusion: Clients interested in working have access to supported employment services regardless of job readiness factors, substance use, symptoms, cognition impairments, treatment nonadherence, and/or personal presentation.

Philosophy and Purpose

Supported Employment (SE) is based on the idea, which is evidence based, that working in a regular community job with people who do not have a serious mental illness enhances people's lives, promotes wellness and reduces the stigma of mental illness.

All program components of NCMHHC's Employment Services Program share a common philosophy that is expressed through the following principles and values:

- **Work incentives planning**: All CPRC clients are offered assistance in obtaining comprehensive, individualized work incentives planning before starting a new job and thereafter when making decisions about changes in work hours and pay. Work incentives planning includes assistance in: Social Security Administration Benefits (SSA benefits), medical benefits, medication subsidies, housing subsidies, food stamps, spouse and dependent children benefits, past job retirement benefits and any other source of income. Clients are provided information and assistance about reporting earnings to SSA, housing programs, VA programs, etc., depending on the client's benefits.
- **Disclosure**: Employment Specialists provide clients with accurate information and assist with evaluating their choices to make an informed decision regarding what is revealed to the employer about having a disability.
- **Vocational assessment**: A vocational profile form that includes information about preferences, experiences, skills, current adjustment, strengths, personal contacts, etc., is updated with each new job experience. This profile aims at problem solving using environmental assessments and consideration of reasonable accommodations. Sources of information include the client, treatment team, clinical records, and, with the client's permission, family members and previous employers.
- **Rapid job search for competitive job**: Initial employment assessment and first face-to-face employer contact by the client or the Employment Specialist about a competitive job occurs within 30 days (1 month) after program entry.
- **Individualized job search**: Employment Specialists make employer contacts aimed at making a good job match based on client's preferences (relating to what each client enjoys and their personal goals) and needs (including experience, ability, symptoms, health, etc.) rather than the job market (i.e., those jobs that are readily available). An individualized job search plan is developed and updated with information from the vocational assessment/profile form and new job/educational experiences.
- **Job development—frequent employer contact**: Each full time Employment Specialist is expected to make at least 6 face-to-face employer contacts per week on behalf of clients who are looking for work.
- **Job development—quality of employer contact**: Employment Specialists build relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the supported employment program offers to the employer, and describe client strengths that are a good match for the employer.

Philosophy and Purpose Continued

- **Diversity of job types**: Employment Specialists assist clients in obtaining different types of jobs.
- **Diversity of employers**: Employment Specialists assist clients in obtaining jobs with different employers.
- **Competitive jobs**: Employment Specialists provide competitive job options that have permanent status rather than temporary or time-limited status, (e.g., transitional employment positions). Competitive jobs pay at least minimum wage, are jobs that anyone can apply for, and are not set aside for people with disabilities. (Seasonal jobs and jobs from temporary agencies that other community members use are counted as competitive jobs.)
- **Individualized follow-along supports**: Clients receive different types of support for working a job that are based on the job, client preferences, work history, needs, etc. Supports are provided by a variety of people, including treatment team members (e.g., medication changes, social skills training, encouragement), family, friends, co-workers (i.e., natural supports), and the Employment Specialist. The Employment Specialist also provides employer support (e.g., educational information, job accommodations) at client's request. The Employment Specialist offers help with career development, assistance with education, a more desirable job, or more preferred job duties.
- **Time-unlimited follow-along supports**: Employment Specialists have face-to-face contact with clients within 1 week before starting a job, within 3 days after starting a job, weekly for the first month, and at least monthly for a year or more, on average, after working steadily, and as desired by clients. Clients are transitioned to step down job supports from a mental health worker following steady employment. Employment Specialists contact clients within 3 days of learning about the job loss.
- **Community-based services**: Employment services such as engagement, job finding, and follow-along supports are provided in natural community settings by all employment specialists.
- **Assertive engagement and outreach by integrated treatment team**: Service discharge is not based on missed appointments or fixed time limits. Outreach and engagement attempts are documented in the client's clinical record. This may include the documentation of phone calls, home and community visits. When possible and releases of information have been secured, outreach attempts to the client's family members or natural supports will be made in effort to engage the client. Outreach efforts will be discontinued when it is clear that the individual no longer wants to continue with the employment services team.

Where do we go from here?

Discuss IPS with your CSS or contact the front desk secretary and request contact from the IPS Supervisor.
660-359-4487