

EmploymentWorks!

Twice-yearly IPS Supported Employment Newsletter

Winter 2018



THIS ISSUE

Changing Clinician Attitudes

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Listening to a Person's Goals

*Amin Ali, IPS Specialist
Bergen, Norway*

I help a person named "Ole" who is working in the building trades. Ole has co-occurring mental health and substance abuse disorders. Some of the strategies I have used to ensure success on the job for Ole was treating him with respect and believing in him. I felt sure that he could get a job and also keep a job for a long time. I focused on Ole's strengths. We started looking for a job immediately after he expressed interest in wanting a job. When Ole started working, I found out that Ole enjoyed being tired after the work day was done. He was too tired to consume as much alcohol or as many drugs as he was used to, and this made him think about cutting back on his substance use because he simply enjoyed being at work and coming back home tired after work. The most important thing in this case is that Ole realized that work contributed to his goal of a drug-free life.



Employment Center

www.ipsworks.org



The
Rockville Institute

IPS Employment Center Notes

Clinicians' expectations of the people they serve matter. Many people are unable to access employment support because clinicians are not always convinced that the people they serve can work. Clinicians sometimes make incorrect assumptions about a person's work potential and fail to make employment services referrals or provide encouragement to work. Success stories are helpful in changing clinicians' attitudes. In this issue, we highlight stories of people who have gained employment as part of their recovery. In particular, we hear from an IPS specialist, a psychiatrist, a mental health agency leader, a state Vocational Rehabilitation counselor, and an employed person. Their perspectives help illustrate the stories of changing attitudes.

Congratulations and welcome to Oklahoma and New Zealand, our newest members in the International IPS Learning Community!



Why We Implement IPS

*Teruo Hayashi, Seiwakai Nishikawa Hospital
Shimane, Japan*

Our IPS story began when I met a 13-year-old boy. He grew up in an orphanage from the time he was three. He was diagnosed as having ADHD and oppositional defiant disorder. He was admitted to our hospital for a few months due to psychomotor agitation. I served as the physician in charge. He had a quick temper and often said, "I don't believe what adults say!" To develop a better relationship with him, we invited him to play sports. We found that he was an outstanding athlete and became a totally different person, a smiling cheerful boy, when playing baseball and Judo.

After graduating from middle school, he joined a sheltered workshop where he folded laundry. A few months later, he was expelled due to his violence and illegal alcohol drinking. We were totally at a loss about what to do. He just repeated, "I want to work to earn money."

Thus, we decided to find his job in our community. Soon, we found an advertisement in the local newspaper saying "All ages. Experience not required!" The job was to sort fish at the large fishing harbor. He decided to request a job interview and asked us to come with him. The interview was successful. We explained to the interviewer why we were there and how we were supporting him. The interviewer became interested in hiring him, and took us to see the chief manager.

The elderly, formidable man glanced at him and said "Young man, you look strong. Why don't you become a fisherman instead of doing the boring fish-sorting job?" We immediately jumped at his proposal. Fortunately, on the same day we met the CEO of a pelagic fishery company and the boy was hired!

The job was so tough, working on the boat for a couple of weeks with a break of only one and a half days. The job continued even during winter. He never gave up or took leave. He rather enjoyed the job. At the work place, he began to learn how it is important to follow rules and cooperate with others. One day I asked him, "Why do you continue this hard job?" He said without hesitation, "I want to be a father who can support his children."

Why can this rude boy work? My answers are as follows: 1) his desire to work was placed in the center of our support, 2) we focused on his strengths instead of his troubling behaviors, 3) we left our facility and got into the community to find a job, and 4) we gave the employer our commitment to continue his support. I was so excited when I happened to find that all those factors already exist in IPS principles. For me, it was easy to believe that IPS is the most effective practice for recovery, no matter where it is performed. The wonderful encounter with the young boy brought IPS to our small, rural town in Japan.

On Changing Perspectives

The Benefits of Embracing Diverse Hiring Practices

Susanne Logsdon, The IPS Employment Center

The SPIRE Institute, located in Ohio, embraces diverse and inclusive hiring practices. With a history rooted in philanthropy and a mission to “unlock the full potential of the human spirit through athletics, academics and service to others,” the SPIRE Institute is a recreational sports complex that also serves as a U.S. Olympic and Paralympic training site.

What really sets this employer apart from other employers is a strong corporate commitment to hire a diverse workforce. Jeff Orloff, the Chief Operating Officer at SPIRE Institute, says, “We don’t see differences, we see value. The word ‘disabled’ is not a word we use. Everybody has challenges and so we are all on even ground.” This positive top-down attitude of celebrating diversity has resulted in SPIRE actively seeking a diverse workforce, which they see as hugely responsible for their reputable community presence, growth, and overall success. In fact, the SPIRE Institute has embraced inclusive and diverse hiring practices to such an extent that the Ohio Bureau of Vocational Rehabilitation boasts their name to many social service providers in the area. When asked about the decision to embrace hiring a diverse workforce, Jeff Orloff stated, “In general, we realize too much time gets spent on looking at the differences between people to evaluate who will ‘fit in’, but if we celebrate those differences between people instead, we are able to ‘stretch the box’ and this allows

unique ideas to be introduced that enhance the work being done.”

An IPS employment specialist at the Community Counseling Centers of Ashtabula County in Ohio initiated contact with the Department Manager of Field Operations at the SPIRE Institute because of their reputation for being a supportive employer. The employment specialist met a couple more times in person with the manager at the

SPIRE Institute so that she could learn more about the business and introduce a job seeker on her caseload who was seeking a warm and welcoming work environment. Over a year later, the client continues to enjoy working as a Facility Manager at the SPIRE Institute. And, because of this employment opportunity at the SPIRE Institute, he is living in his own apartment for the first time.

A View from Vocational Rehabilitation

Alice Dodds, Vocational Rehabilitation Counselor



When I first met this individual at the community mental health agency, I found out that she had multiple mental health issues including alcohol dependency. She was a very angry person and isolated

even from her children. She had a terrible time dealing with rejection and when employers didn’t hire her she would call them up and cuss them out. She was eventually offered a job at Costco in a customer service position. I was very concerned about whether she would be successful, and I didn’t want to see her have to deal with another failure in her life. I never thought that she could overcome the interpersonal barriers challenging her ability to work in customer service. She has now been working at her job since 2015. I go in to shop regularly and watch her as she works. She does a fantastic job of interacting with the public. Before, she never smiled and clenched her jaw, now she smiles. She has reconnected with her children and saved enough money to buy a car. Though I typically err on the side of optimism, I had some doubts in this case. But this experience has taught me to always believe in people’s abilities.

An Executive Leadership Perspective

Samantha Handley, Vice President
Trilogy Behavioral Healthcare

When I began working in mental health, the popular belief amongst my colleagues was that people with severe mental illness could not work – that either they didn't have the capabilities or that working would cause too much stress and lead to hospitalization. I started to take on these beliefs too. Then my team and I began working with a woman diagnosed with schizophrenia and polysubstance addiction. She struggled with hoarding and often behaved in a belligerent manner towards staff at the residential building. She had no family involvement and no natural support

system, so she was isolative and avoided social interactions with peers. One day she expressed an interest in working. Not a single staff member thought she was capable of working. The case manager who referred her to employment services did so with an attitude of "Let her do what she wants to do. She's not really engaging in groups anyway. We will just watch her fail." But, she didn't fail. She succeeded. After being connected with an employment worker she obtained a job at Target, and she utilized that success to make other positive changes in her

life. Suddenly, her mental health symptoms were manageable, she was able to stop using illegal substances, improve her personal hygiene, maintain a clean apartment, develop friendships and even reconnect with her estranged family. Since I witnessed that transformation, I have been an ardent believer and supporter of the IPS model of supported employment. And, I continue to share this belief with new staff during orientation.

Diana's Story

Diana S., Consumer at South Peninsula Behavioral Health Services in Homer, Alaska

When I first began receiving services I was depressed and using substances. I only came in for help when I was at the end of my rope. But I wanted to be there for my grandson and saw what substance use was doing to the rest of my family, so I finally managed to get clean. I made a decision about a year ago to just dive into the treatment program and listen to what they had been trying to tell me all along. I started attending my therapy appointments on a regular basis and decided to join the rehabilitation

program's Journeys job club. When I first started attending the job club, I just occupied a chair and thought to myself, *I'm never going to work; I'll just stay on welfare and hide from the world.*

But each day as I was eating lunch at Journeys, the employment specialist would ask me questions about my interest in working. Eventually he convinced me to do a mock job interview with an employer, and he went with me. After that, I started submitting applications and soon after I got a job.

Before I started working, I used to come home, get a book, and go to bed. I would spend a lot of time feeling depressed and beating myself up. Now I'm working for the Independent Living Center as a receptionist, and I'm helping people that are dealing with issues similar to what I have dealt with. I enjoy working for an organization that does really good things to help other people, and I feel like I fit in. For the first time in many years, I feel like who I should be instead of feeling like a horrible person.



Announcements

Register Now!

IPS Leadership Training

April 17 – 19, 2018

This highly interactive training allows participants to discuss issues related to implementation and sustainability of IPS in their areas.

Visit our website ipsworks.org for more details.



A reminder...

We have a new website. If your organization's website links to the IPS Employment Center, kindly check to see that it goes to ipsworks.org so that people have the best access to our resources.

2018 Online Course Schedule

Practitioner Skills Course

- ♦ April 30 through July 20
Registration March 12 through April 13
- ♦ September 4 through November 23
Registration July 16 through August 17

Spanish Practitioner Course

- ♦ February 26 to May 18
Registration January 15 through February 16

French Practitioner Course

- ♦ February 12 through May 4
Registration January 2 through January 30

VR Counselors Course

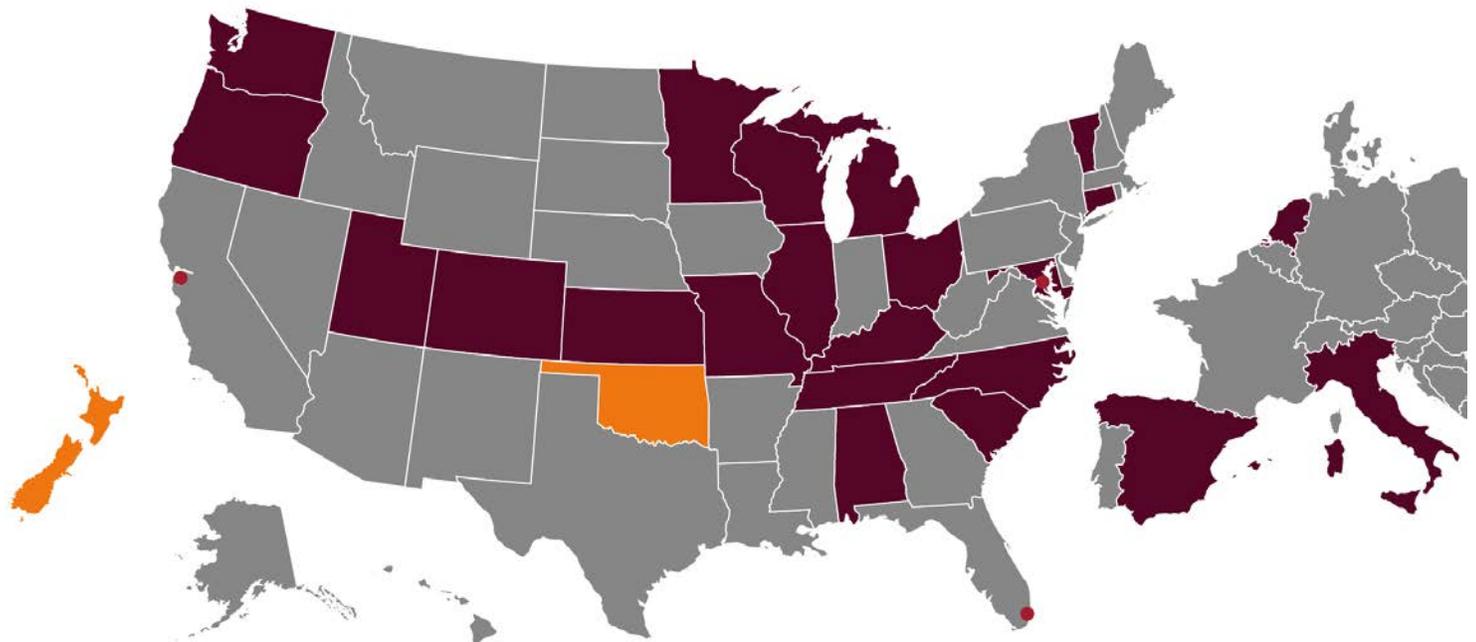
- ♦ April 2 through May 4
Registration February 19 through March 16
- ♦ August 6 through September 7
Registration June 18 through July 20
- ♦ November 12 through December 14
Registration October 1 through October 26

IPS Supervisor Course

- ♦ February 19 through April 27
Registration January 8 through February 2
- ♦ June 18 through August 24
Registration May 1 through June 1
- ♦ October 8 through December 14
Registration August 20 through September 21

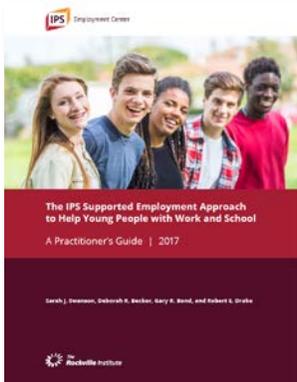
New Community Members

Since the Summer 2017 newsletter, Oklahoma and New Zealand have joined the International IPS Learning Community. We're thrilled to have them! The community now includes 23 states/regions in the U.S. and 4 countries outside the U.S.



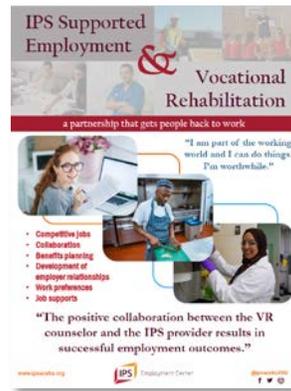
New Resources

The IPS Supported Employment Approach to Help Young People with Work and School: A Practitioner's Guide



Our new youth manual highlights what practitioners should consider when serving youth populations.

IPS & Vocational Rehabilitation Poster



This poster describes the benefits of the partnership between IPS programs and VR agencies.

IPS Youth Poster



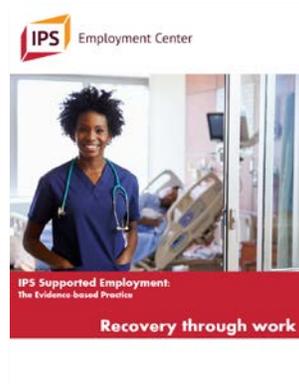
The IPS Youth Poster is designed to encourage young people to pursue their diverse goals with IPS services.

Mini-Brochure for Employers



This two-sided mini-brochure provides information about the benefits for employers in partnering with IPS programs. It features space for IPS specialists to attach their business cards.

Recovery Through Work Brochure



This updated brochure provides a great introduction to IPS Supported Employment.

Find all of these products (and many more wonderful items) in our IPS store.



Shop at www.ipsworks.org



www.ipsworks.org

@ipswork2002



The IPS Employment Center at The Rockville Institute

Rivermill Commercial Center
85 Mechanic Street, Suite C3-1
Lebanon, NH 03766

603-237-1899

Westat is under contract to The Rockville Institute for the operation of The IPS Employment Center.