

IPS SUPPORTED EMPLOYMENT SERVICES IN CONNECTICUT

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Ellen has over 35 years experience in social services where her focus has been employment services, working in both private and non-profit sectors. She currently works as the Employment Systems Manager for CT's Department of Mental Health & Addiction and the Bureau of Rehabilitation Services. Ellen is a licensed Clinical Social Worker, with a master's degree in Social Work and a master's degree in Human Services Administration, with a special concentration in Vocational Rehabilitation. She has developed numerous employment programs for adolescents and adults with multiple disabilities and abilities.

Commissioner's Client Employment to Recovery Policy

Employment is inextricably linked to recovery
Employment and education cannot be separated from the DMHAS treatment system in planning, systems design, funding, monitoring and staffing

DMHAS currently funds approximately 35 teams statewide focusing on employment services with 5 programs assisting individuals with Substance Use and/or Co-occurring Disorders and 5 Mobile Employment Services for individuals with substance use disorders

DMHAS Supported Employment Providers follow an Evidenced Based Practice called “IPS” Individual Placement and Support Model

CT was one of the first states to follow this model and to be an active participant in the International Learning Collaborative, first led by the IPS Center

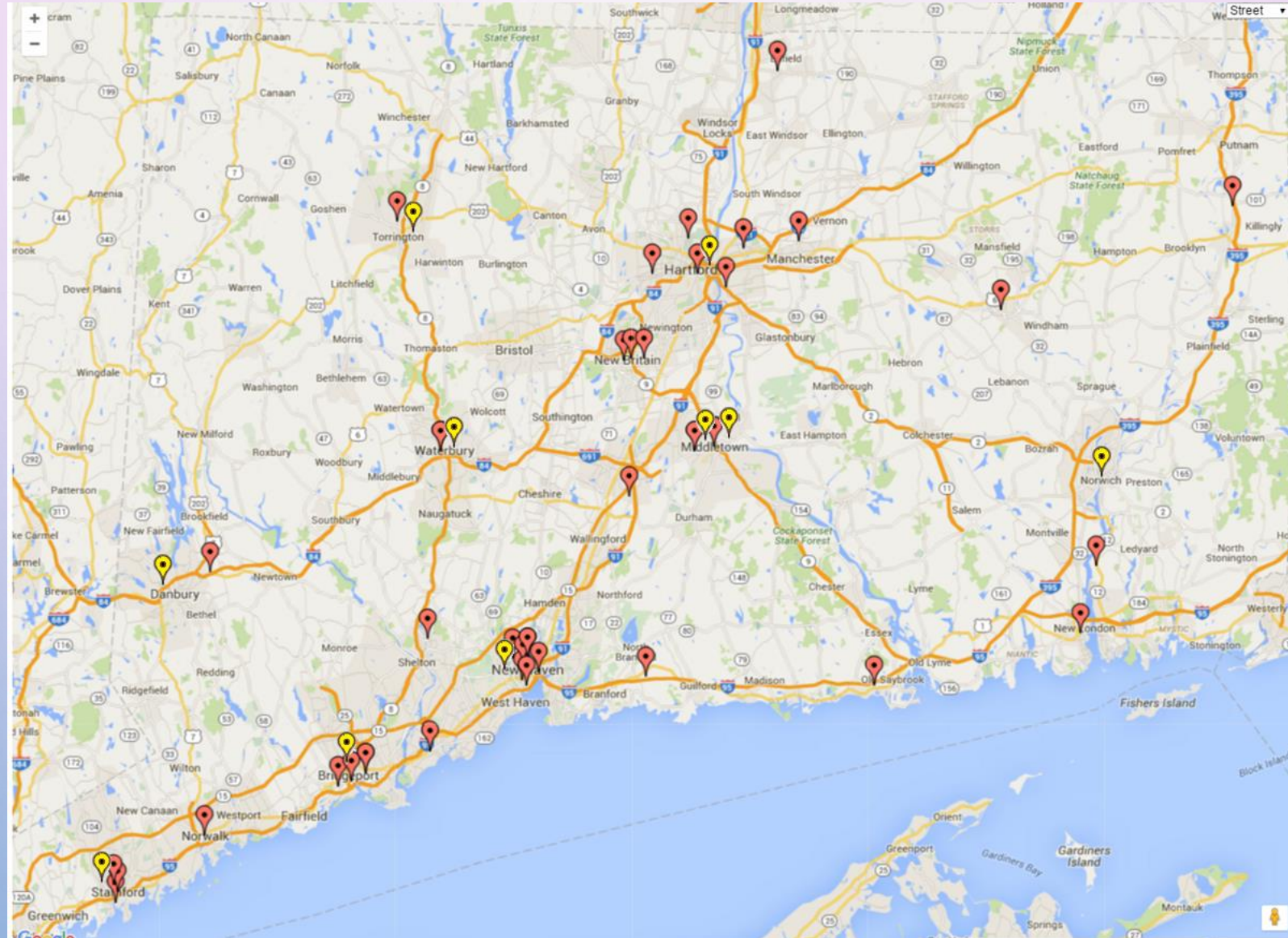
The Learning Collaborative consists of by 30 states and regions, as well as 6 countries focusing on the IPS model and adding states and countries on a regular basis

IPS Employment Center International Learning Collaborative

The community includes 30 U.S. States, the District of Columbia, Alameda County (California), Broward County (Florida), and six countries/regions outside the U.S.: Italy, Netherlands, Spain, New Zealand, England, Australia and Montreal, Canada



CONNECTICUT IPS EMPLOYMENT MAP



IPS EVIDENCE-BASED SUPPORTED EMPLOYMENT

- ❑ The IPS model with the most demonstrated effectiveness in supporting the employment goals of adults with severe mental illness and or substance use disorders
- ❑ The IPS model provides a road map for employment providers delivering services
- ❑ Research concludes that individuals using IPS have better employment outcomes



The IPS Fidelity Review and Fidelity Scale

The scale is divided into three sections, including staffing, organization, and services.

- Each item is rated on a 5-point response format, ranging from 1 = no implementation to 5 = full implementation, with intermediate numbers representing progressively greater degrees of implementation.
- Agencies that fully implement supported employment according to the scale criteria have shown to have higher competitive employment rates than those that have not.

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CT has approximately 30 IPS teams for individuals with mental health and/or substance use conditions throughout the state and 5 supported education teams who are embedded on and integrated on outpatient clinical teams, community support teams, homeless outreach teams, substance use programs, community partners, residential care facilities, behavioral health homes, etc.

Teams receive referrals from all the above including individuals and/or their families. Most recently DMHAS expanded IPS services from **focusing on individuals with substance use and co-occurring disorders to 5 teams across the state.**



IPS Principles

- **Zero Exclusion:** employment services to any person who wants to work
- Focuses on **Competitive Employment**
- **Rapid** Job Search
- **Individual preferences** guide decisions
- Targeted **Job Development**
- Individualized **long-term supports**
- Services are **Integrated** with mental health treatment teams
- **Benefits counseling** from a Certified Benefits Counselor

Definition of Supported Employment

- Mainstream job in the community

- Wages are at least minimum wage or higher

- Work settings include people who do not have disabilities

- IPS service agencies provides ongoing support

- IPS is intended for people with barriers and challenges to obtain employment

IPS Principles

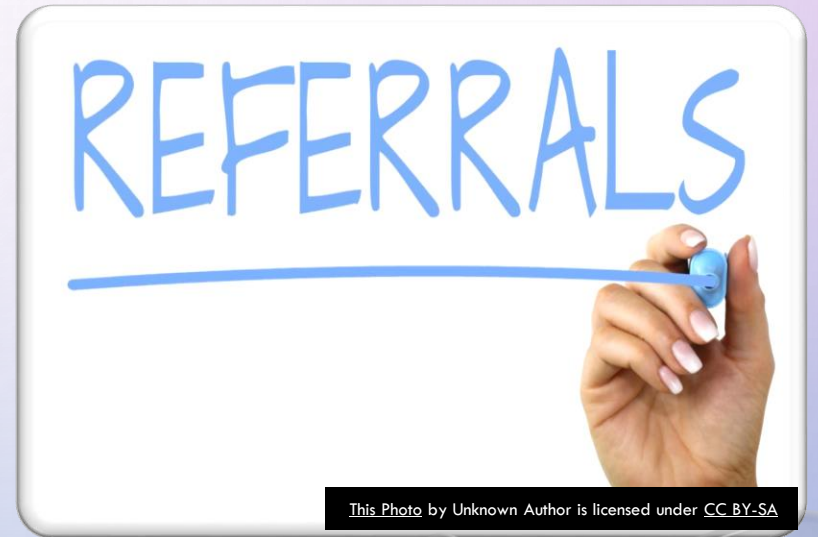
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graph TD; A[IPS Principles] --> B[• Eligibility is based on consumer choice]; B --> C[• Zero exclusion – Anyone is excluded who wants to participate in employment]; C --> D[• Competitive employment is the goal – Individuals are not steered into day treatment or set aside jobs.];
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- Eligibility is based on consumer choice

- Zero exclusion – Anyone is excluded who wants to participate in employment

- Competitive employment is the goal – Individuals are not steered into day treatment or set aside jobs.

Important to remember that referrals can be made by anyone including the person seeking services. We do need to validate the person is eligible for DMHAS services.



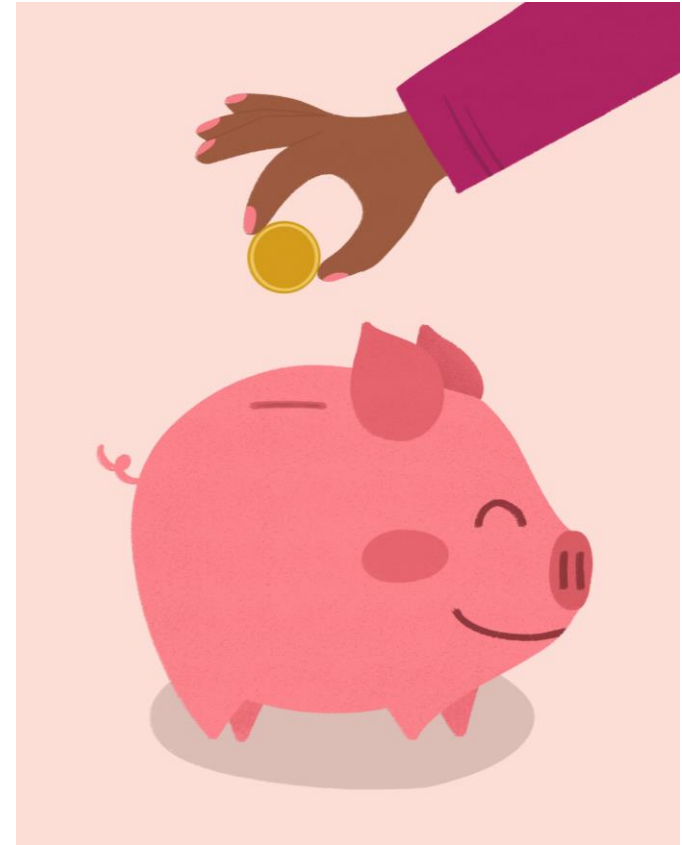
- **Integration of vocational and mental health and treatment services** - Employment specialists, clinical and treatment team members maintain open lines of communication coordinating plans which may involve case managers, therapists, psychiatrists, family members and other community providers, e.g., Vocational Rehabilitation (BRS), parole officers. Treatment centers, sober home, etc.

- **Personalized benefits planning** – Planning and guidance regarding job starts and changes provided by a Certified Work Incentives Counselor (CWIC)

Personalized benefits counseling – planning and guidance regarding job starts and changes provided by a certified work incentives counselor (CWIC)

When someone is considering employment and concerned about her/his/their benefits s/he/they may receive benefits counseling from a Certified Work Incentives Counselor (CWIC). The CWIC is able to go into the SSA portal to determine what benefits the person is on and what s/he/they can expect when going to work.

Employment consistently provides greater financial advantages compared to receiving state and/or federal benefits...



Rapid Job Search

- Job search starts within 30 days of participant expressing interest in employment
- Pre-employment assessment, training and counseling are kept to a minimum
- Job Development – Employment specialists build relationships with employers – Majority of job development is with specific individuals in mind

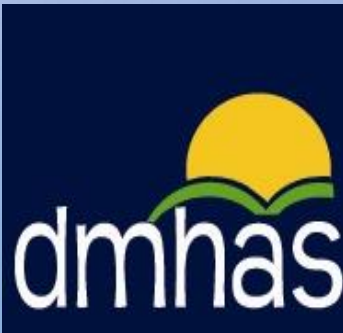
- **Individual Choice**

- Jobs are based on client preferences, strengths, and work experiences

- **Follow-along Supports** – Employment specialists stay in regular contact with the participant (when appropriate) and the employer without arbitrary time limits

IPS includes:

- Assisting individuals in establishing a work history
- Rapid job search and job development (as required in the IPS approach)
- On and off job supports (ongoing as needed) – provide examples
- Support employers; assist in identifying job accommodations & negotiating supports for employees (with permission)
- Identify and assist in learning how to utilizing transportation resources
- Assist to access other community resources, i.e.: American job centers



Employment providers offer employment services through:

- Educating participants about the current labor market trends and identifying skills necessary for various industries
- Screening candidates for businesses and negotiating with employers
- Collaborating with partner agencies who provide different resources for job placement
- Assisting with job interviews, securing employment opportunities and providing job placement services



Employment providers offer employment services through:

- Accessing vocational training and support
- Providing employment counseling
- Providing On-site job training and support
- Employer consultation services, identifying and negotiating reasonable job accommodations

We are proud to work with our CT partners:

- ☐ Aging and Disability Services (ADS) – the Public Vocational Rehabilitation Program
- ☐ Department of Labor - American Job Centers
- ☐ Department of Developmental Services
- ☐ Board of Education Services
- ☐ Community partners
- ☐ Supported Education providers, Community Colleges, post secondary institutions, training and certification programs



No Wrong Door for Employment Services

- ☐ Trainings throughout the state to strengthen the relationship between all partners
- ☐ Each agency offers different services to support obtaining employment and career advancement
- ☐ Training on Integrated Resource Teams (IRTs)
- ☐ Continued trainings on why and how to utilize services from each agency





DMHAS collaborates with ADS/BRS, the American Job Centers, Workforce Boards, Community Colleges & Employers to optimize all programs which will assist individuals in being successful in employment

Quarterly DMHAS/BRS Protocol Trainings

- ❑ DMHAS Employment Systems Manager and a BRS lead counselor provide training
- ❑ Training includes information about services each agency provides
 - A review of IPS services
 - A review of BRS services
- ❑ Comparable benefits – community resources
- ❑ Why and how to utilize services from each agency



RECOVERY

Recovery is not a step-by-step process but one based on continual growth, occasional setbacks, and learning from experience. Recovery begins with an initial stage of awareness in which a person recognizes that positive change is possible....



[HTTPS://PORTAL.CT.GOV/LIB/DMHAS/VIDEO/BRITTANY.](https://portal.ct.gov/lib/dmhas/video/brittany)
WMV

Questions?

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Thank you!



These are just a few examples of when work had a tremendous effect on a person's life.

What is important is when people feel connected to their community and say goodbye to us!

References:

<https://portal.ct.gov/dmhas>