

# IPS Supported Employment: Recovery Through Work

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# Quotes from Workers

- **“When I am working, the noise in my head gets quieter.”**
- **“Working gives me a reason to get up in the morning. And that is the best medicine.”**
- **“The money is nice but I feel good telling my son that I have to go to work tomorrow.”**

# Four Main Points

- **Many people with serious mental illness want to work**
- **People with serious mental illness can work**
- **IPS Supported Employment Fidelity Scale is a program road map**
- **Work is everybody's business**

- **Work promotes recovery and wellness**
  - **Emotional**
  - **Financial**
  - **Social**
  - **Spiritual**
  - **Physical**
  - **Intellectual**
  - **Environmental**

# Competitive Employment

- **Say they want to work: 60-70%**
- **Are currently working: <15%**
- **Are receiving supported employment: <2%**

- **Open to anyone who wants to work**
- **Focus on competitive employment**
- **Rapid job search**
- **Systematic job development**
- **Client preferences guide decisions**
- **Individualized long-term supports**
- **Integrated with treatment**
- **Benefits counseling included**

# **1: Every Person Interested in Work is Eligible**

- **Zero exclusion**
- **People with justice system involvement**
- **People with co-occurring substance use disorders**
- **Encouragement about work and school**

# **Focus on Employment**

**“Have you thought about a job?”**

**“Would you like to know about work incentives (benefits planning)?”**

**“Tell me about your work experience?”**

**“How will you know when you are ready to work?”**



# **Build a Culture of Work**

- **Clients share their back to work stories with other clients and staff**
  - **Written stories in waiting rooms, newsletters...**
  - **Speakers at treatment groups, picnics, agency meetings...**
- **Posters and brochures about work**

# **Short Conversations About Work**

- **Talk about work over time**
- **Don't push; help people explore the possible benefits and costs of employment**
- **“I believe you can work. It's up to you.”**
- **Make sure people have good information about benefits, jobs available, etc.**

## **2: Competitive Jobs Are The Goal**

- **Pays at least minimum wage**
- **Integrated community setting**
- **“Owned” by the worker**
- **Not set aside for people with disabilities**
- **Part-time or full-time jobs**

# Competitive Jobs

- **Landscaper**
- **Machine Operator**
- **Photographer**
- **Receptionist**
- **Reporter**
- **Sales Clerk**
- **Security officer**
- **Welder**
- **Baker' s assistant**
- **Childcare Worker**
- **Data Entry**
- **Deli Meat Cutter**
- **Grocery  
Bagger/Carriage  
Attendant**
- **Housekeeper**
- **Dishwasher**

# **3: Employment Services And Mental Health Services Are Integrated**

- **Team approach**
- **Help team think about work/school for others**
- **Connect with Vocational Rehabilitation**
- **Connect with families**

# **Team Approach**

- **IPS worker assigned to 1-2 teams**
- **Participate in weekly team meetings**
- **Communicate outside of meetings**
- **Share office space**
- **Help team think about work/school for others**
- **Connect with Vocational Rehabilitation**
- **Connect with families**

# **Work is Everybody's Business**

- **Team members share:**
  - **Person strengths, experiences, wellness strategies**
  - **Ideas for job types**
  - **Job leads**
  - **Job support**

## 4: Preferences Are Honored

### Peanuts





# **Individual Preferences**

- **Job type**
- **Job setting**
- **Work hours**
- **Disclosure**
- **Role of employment specialist with employer contact**
- **Job support**

# **5: Benefits Planning Is Offered**

- **Offered to all clients seeking work**
- **Provided by specially trained staff**
- **Impact on Social Security, Medicaid, other government entitlements**
- **Offered when making changes in work hours and pay**

## **6: The Job Search Occurs Rapidly**

- **Avoid lengthy assessment, training, counseling**
- **Face-to-face contact with employers within 30 days**
- **Investigate job types and settings**
- **Employer contacts based on person's preferences, strengths**

# **7: Systematic Job Development**

## **Develop employer relationships**

- **Employment specialists meet with employers over time to learn about business needs and positions.**
- **Specialists make at least 6 contacts with hiring managers each week.**

# **Job Finding Techniques**

- 1. First meeting, schedule a 15-minute appointment.**
- 2. Meet with employer for 15 minutes to learn about the business and hiring preferences.**
- 3. Go back to talk about the strengths of a person who would be a good fit for that business. Ask for an interview.**

# **8: Job Supports Are Continuous**

- **Ongoing as needed and desired**
- **Individualized**

# Ongoing Job Support

- **Face-to-face before job start**
- **Day of job start**
- **Weekly contact**
- **Transition out of IPS**

# **Individualized Job Support**

- **Individualized support**
- **Employer support**
- **Career development**
- **Enhanced team support**



## Guidelines

- **8 Practice Principles**
- **25-item Fidelity Scale**

# Wellness and Recovery

Wellness moves the focus from thinking one needs treatment forever to capitalizing on the strengths and abilities of the individual and his/her family and community.

M. Swarbrick, CSPNJ

# 8 Wellness Dimensions

## Emotional

Developing skills and strategies to cope with stress.

## Financial

Satisfaction with current and future financial situations.

## Social

Developing a sense of connection and a well-developed support system.

## Spiritual

Search for meaning and purpose in the human experience.

## Occupational

Personal satisfaction and enrichment derived from one's work.

## Physical

Recognizing the need for physical activity, diet, sleep, and nutrition.

## Intellectual

Recognizing creative abilities and finding ways to expand knowledge and skills.

## Environmental

Good health by occupying pleasant, stimulating environments that support well-being.

WELLNESS

# What People Say

**“When you are working, you are part of the real world. You feel connected. Having a job gives me stability. I have something to look forward to every day.”**

**“In the past, people might have used labels to describe me such as ‘homeless,’ ‘mentally ill,’ and ‘welfare mother.’ Now my titles are ‘financial administrator,’ ‘college student,’ and ‘working mom.’”**

# Resources

✧ <http://www.dartmouthips.org>

- **ASK**

✧ **Online courses for practitioners and supervisors**

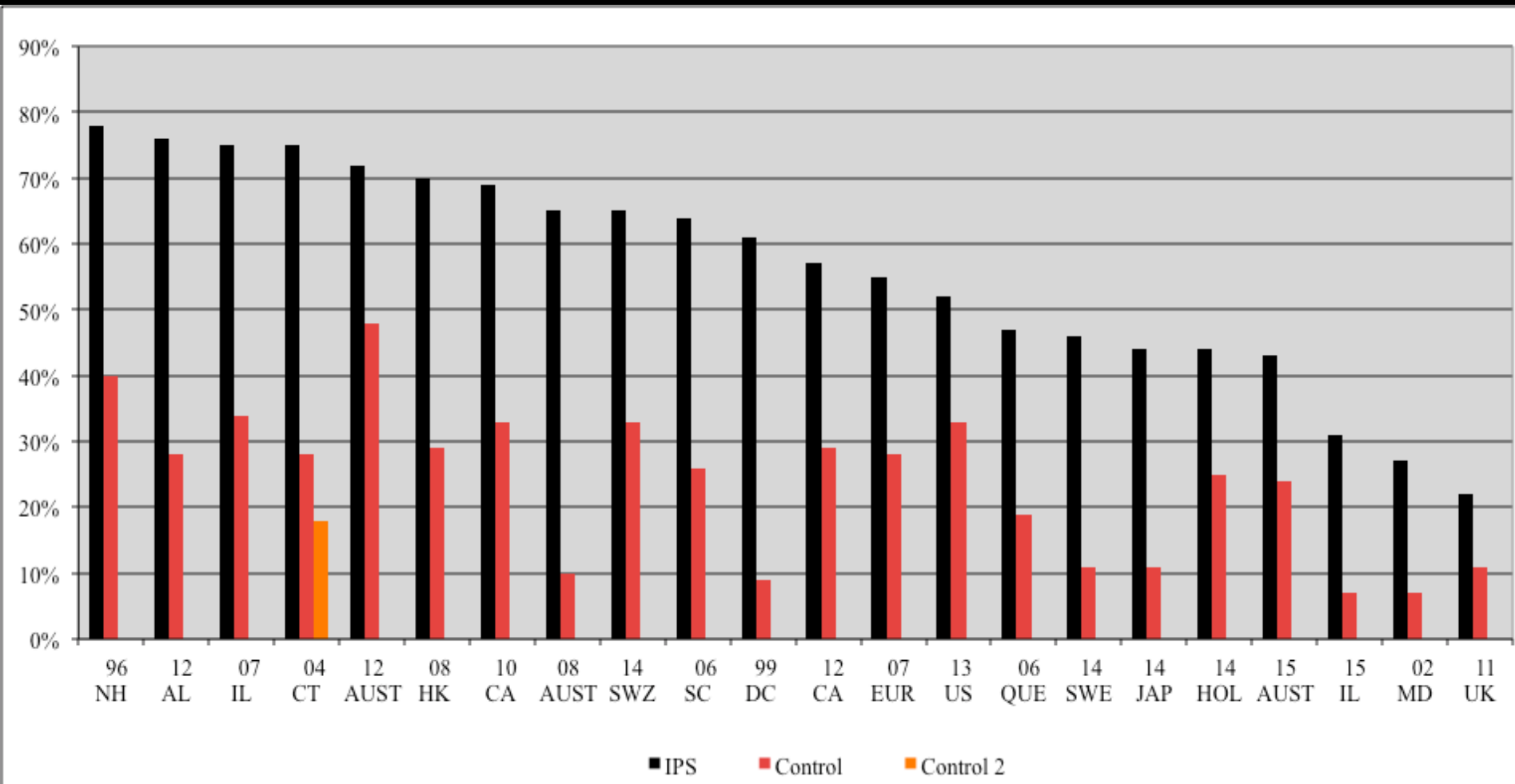
✧ ***IPS Supported Employment: A Practical Guide***

- **70% of people with mental health issues want to work**
- **IPS can help 60-70% to be competitively employed**
- **Most people work about half-time, like their jobs, and benefit in many other ways**

## **22 Randomized Controlled Trials (RCTs) of Individual Placement and Support (IPS)**

- **Best evidence available on effectiveness**
- **RCTs are gold standard in medical research**

# Competitive Employment Rates in 22 Randomized Controlled Trials of IPS





# Overall Findings for 22 RCTs

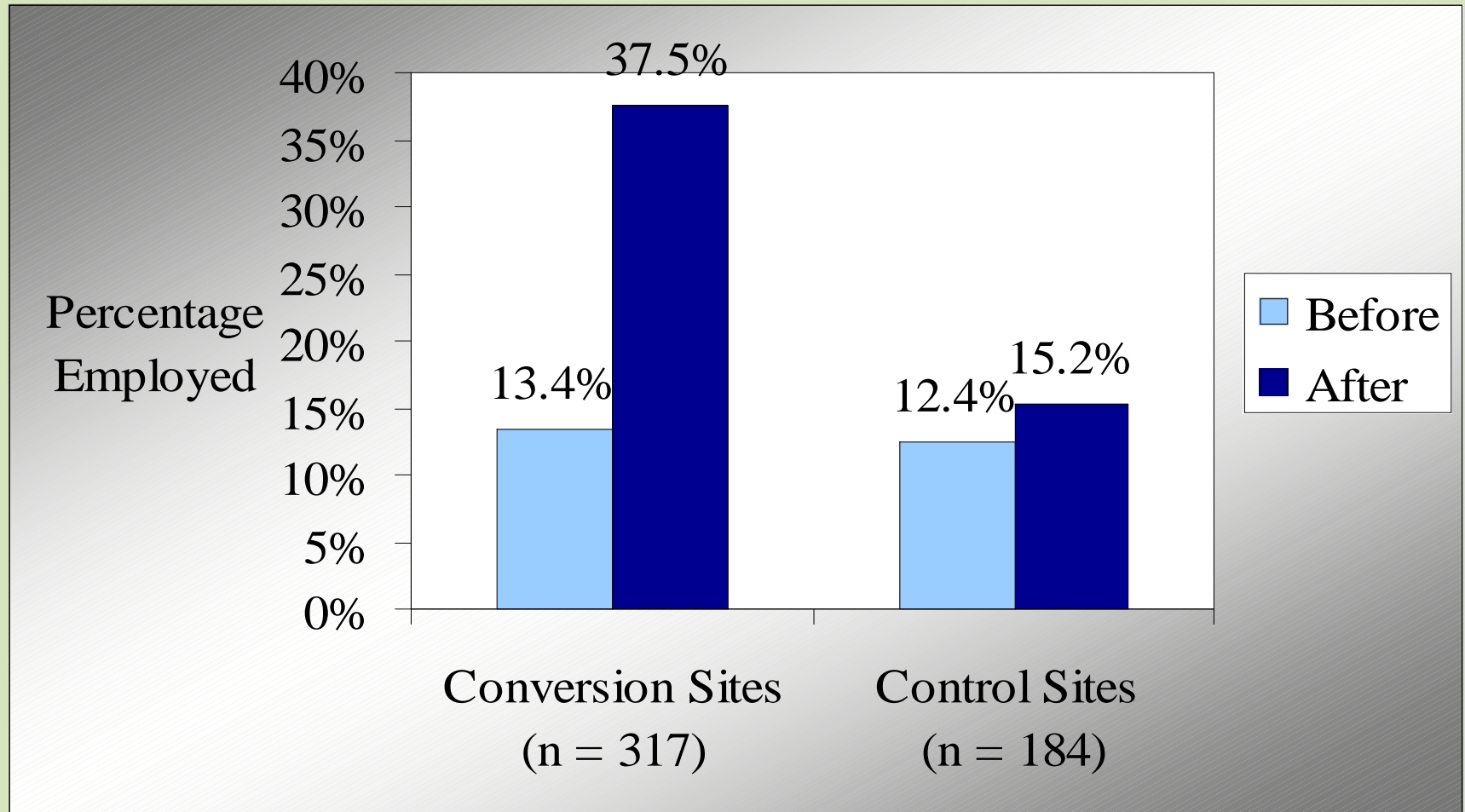
- **Every study showed a significant advantage for IPS**
- **Mean competitive employment rates:**

**56% for IPS**  
**23% for controls**

# 6 Day Treatment Conversions

- **Discontinued day treatment**
- **Reassigned day treatment staff to new positions**
- **Implemented new supported employment program**
- **Compared to 3 sites not converting**

# Mean Competitive Employment Rates in 6 Day Treatment Conversions



# Similar Results

- **Large increase in employment rates**
- **Clients, families, staff liked change**
- **Overall, all former day treatment clients got out into community more**
- **Resulted in cost savings**

# 2 Long-Term IPS Follow-up Studies

	<b>Salyers (2004)</b>	<b>Becker (2007)</b>	<b>Combined</b>
<b>Currently Working</b>	47%	71%	<b>59%</b>
<b>Worked During Follow-up</b>	92%	82%	<b>87%</b>
<b>Worked &gt; 50% Follow-up</b>	33%	71%	<b>52%</b>
<b>Length of Follow-up</b>	10 years	8-12 years	<b>10 years</b>
<b>Samples Size</b>	36	38	<b>74</b>

# 18-Month Competitive Employment Outcomes in 4 Controlled Trials of IPS

	<b>IPS</b>	<b>Control</b>	<b>p</b>	<b>d</b>
	<b><u>N</u> = 307</b>	<b><u>N</u> = 374</b>		
Job acquisition	216 (70.4%)	91 (24.3%)	<.001	0.96
Work ≥20 hrs/wk	128 (41.7%)	50 (13.4%)	<.001	0.67
Days to first job	140	212	<.001	-0.58
Total hours	417.0	105.8	<.001	0.62

(Bond, Drake & Campbell, 2012)

# Mean Job Tenure in Two IPS Studies

<b>Study</b>	<b>Follow-up Period</b>	<b>Job Tenure Measure</b>	<b>IPS</b>	<b>Usual Services</b>
<b>Bond &amp; Kukla (2011)</b>	<b>2 Years</b>	<b>First IPS Job</b>	<b>10.0 mo. (N=142)</b>	
<b>Hoffmann (2014)</b>	<b>5 Years</b>	<b>Longest- Held Job</b>	<b>24.2 mo. (N=46)</b>	<b>8.1 mo. (N=54)</b>

Job tenure for IPS was triple that for usual services in Hoffman study.

# Frequency and Percentage of Steady Workers in Long-Term Studies

Study	Follow-up Period	Sample Size	IPS	Usual Services
Salyers (2004)	10 years	36	12 (33%)	
Becker (2007)	8-12 years	38	27 (71%)	
Hoffmann (2014)	5 years	46 IPS 54 Usual	20 (43%)	6 (11%)
<b>Overall</b>		<b>120/54</b>	<b>59 (49%)</b>	<b>6 (11%)</b>

Steady worker = Worked at least 50% of follow-up period



# 5-Year Return on Investment for IPS and Traditional Voc Services (Hoffmann, 2014)

	IPS	Traditional
	(N = 38)	(N = 45)
<b>Overall Earnings</b>	<b>\$71,670</b>	<b>\$39,690</b>
Vocational Services	\$86,580	\$71,260
Mental Health	\$27,270	\$42,900
<b>Total Service Costs</b>	<b>\$113,850</b>	<b>\$114,160</b>
Median Return on Investment (Earnings/Service Costs)	53.5	18.2

*Note: Earnings and costs converted to US dollars*

# **IPS Is Effective in a Wide Variety of Target Populations**

- **PTSD diagnosis**
- **Mental illness + substance use**
- **Older adults**
- **First episode of psychosis**
- **Homeless**
- **Criminal justice history**
- **Disability beneficiaries**
- **African American**
- **Hispanic**

# Johnson & Johnson-Dartmouth

- **Mission - Increase access to IPS**
- **Collaboration between state mental health authority and state vocational rehabilitation administration**
- **Started with four years of financial incentive grants**
- **Evolution of IPS learning collaborative**



# Program Structure and Guidelines

- **Two-tiered**
- **Identify state champions and partners**
- **Develop funding plan**
- **Create training capacity**
- **Track simple outcomes, transparency**
- **Annual meeting, teleconferences**
- **Commitment to learning – research, innovations**

# Program Structure and Guidelines

- **Start small – three to five sites**
- **Full-time IPS trainer**
- **On-site training and consultation**
- **Educational materials**
- **Commitment to fidelity and outcomes**
- **Replication of learning community**

**Nineteen states/regions in US, 300+ sites**

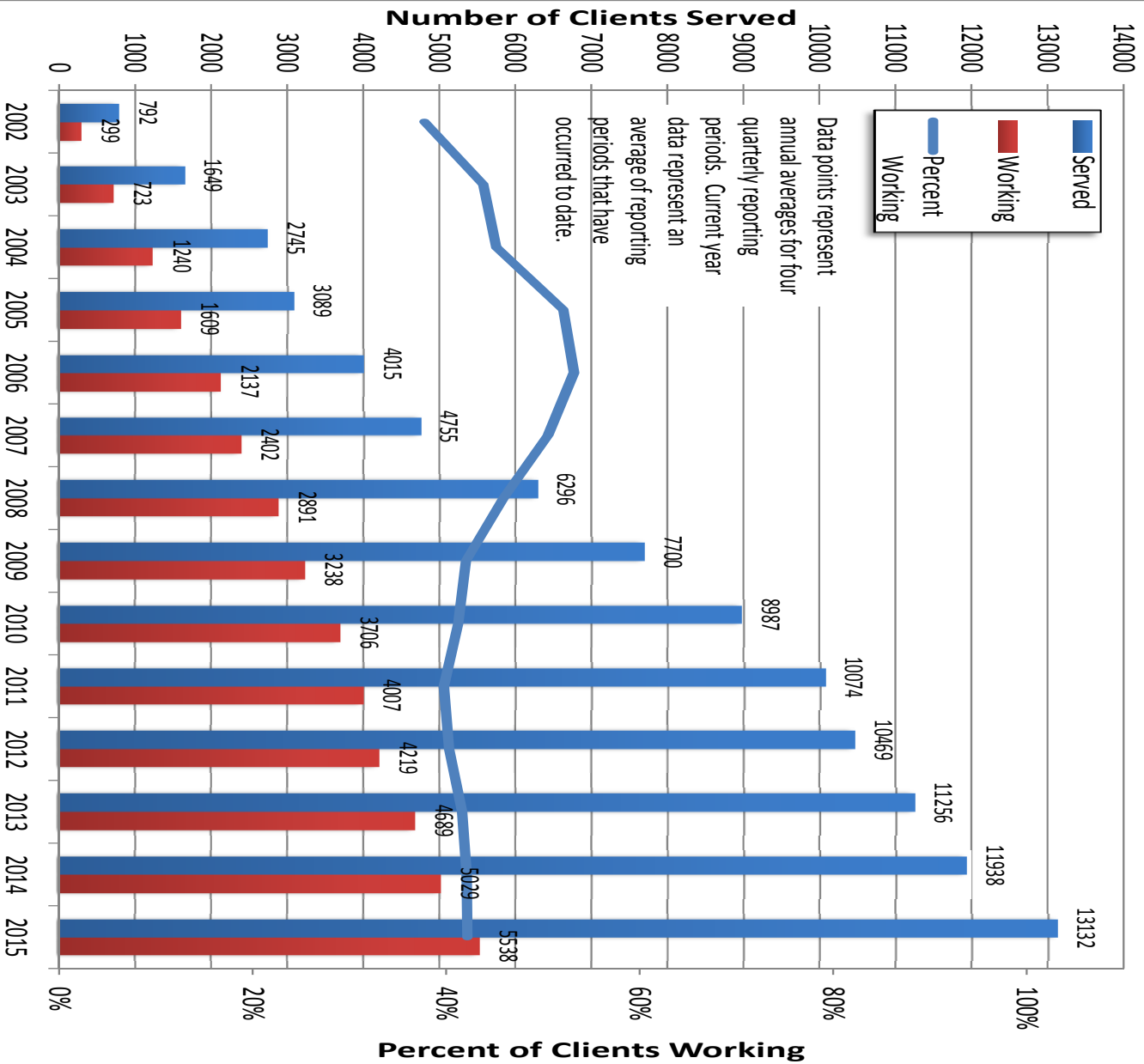
**AL, Alameda County (CA), CO, CT, DC, IL, KS,  
KY, MD, MN, MO, NC, OH, OR, SC, TN, VT, WA,  
WI**

**International network**

➤ **Italy, Netherlands, Spain**



## Clients Served & Working in the IPS Supported Employment Learning Community in the USA



# For More Information

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