The Supported Employment Demonstration

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Community Mental Health Agency –50 years

EMPLOYMENT SERVICES

1. CalWorks Program

2. DOR Contracts
   Co-op and work experience program in
   North Hills office
   TAY Homeless Drop-In Center

3. Supported Employment Demonstration
   Started over 1 year ago

4. Future Veteran’s and Low-Income Housing and
   Employment Services

Offices:
• North Hills
• Commerce
• Lancaster
Penny Lane Implementation of IPS
Increased Fidelity > Improved Outcomes

- **2009-2012**: Penny Lane served the CalWorks population with a focus on employment
  - Employment rates averaged 10%-15%

- **2012**: Penny Lane began implementation of IPS with the CalWorks population and achieved good fidelity
  - Employment rates increased to 30-35%

- **2014**: Exemplary Fidelity was achieved
  - Employment rates increased to 45-50%
Supported Employment Demonstration Overview

- Funded by the U.S. Social Security Administration and run by Westat, who provides researched-based services.
- Participant enrollment began in December 2017
- Penny Lane Centers is among 30 community agencies across the country, and the only agency in California, selected to be part of this demonstration
- 3,000 participants
- Eligibility: Participants are adults, ages 18-50, who have been initially denied SSI or SSDI who have alleged mental health impairment
- Each participant is followed for 3 years
Purpose of the study

To look at how employment services, provided along with integrated behavioral health and social services, can help people experiencing mental illness get a good job

- Working may eliminate or reduce the need for disability
  - In 2014, SSA paid nearly $54 billion to over 8 million people
  - SSA trust fund reserves are expected to be exhausted in 17 years

- Increase access of effective employment and behavioral health services earlier
  - Many SSI applicants don’t receive the treatment or rehabilitations services that could help them recover and enjoy a more productive life
  - Those receiving SSI often have poor prognosis for improved well-being

- Potentially change policy and funding to assist those with mental health and substance abuse problems gain employment
Services and Supports Provided

Services:
- Individual Placement and Support (IPS) employment services (job preparation, job development, job coaching, etc.)
- Behavioral health services (as needed)
- Mental Health assessment, diagnosis and treatment plan
- Medication management services (as needed)
- Care Manager services and linkage to community resources remove barriers to working

Other Supports
- Funding for Individual Work-Related Expenses
- Funding for treatment-approved behavioral health services
## Three Study Conditions and Involved Agency Providers

<table>
<thead>
<tr>
<th>Study Condition</th>
<th>Services Provided as a Part of the Study</th>
<th>Providers Involved in the Study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Usual Services Group</td>
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<td>None</td>
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</table>
| Basic Service Group     | (1) Individual Placement and Support (IPS)  
(2) Coordinated Evidence-Based Behavioral Health Care  
(3) Integration and Coordination of Related Services | Team Lead  
IPS Specialist  
Care Manager                                           |
| Full Service Group      | (1) IPS  
(2) Coordinated Evidence-Based Behavioral Health Care  
(3) Integration and Coordination of Related Services  
(4) Medication Management Support                       | Team Lead  
IPS Specialist  
Care Manager  
Nurse Care Coordinator                                   |
Evidence-based Supported Employment or IPS:

Goal is competitive employment

- Pays at least minimum wage and the wage that others receive performing the same work
- Based in community settings alongside others without disabilities (Not sheltered work, etc.)
Implementation of Supported Employment Principles at Penny Lane

- Eligibility based on client choice (Zero Exclusion)
  - Individuals who are interested in work are eligible to participate regardless of mental health diagnosis, disabilities, substance use, etc.
  - (Research for IPS was based on severe mental illness - Schizophrenia, Bipolar Dx, etc.)

- Employment services are integrated with mental health services
  - We work as part of a treatment team: therapist, case manager, psychiatrist, employment specialists, substance use counselor, benefits counselor, and supervisor.
  - A weekly treatment team meeting occurs for the Basic and Full groups

- Collaboration with DOR
  - Penny Lane has an assigned DOR Counselor.
  - A monthly in-person collaboration meeting and regular contact occurs to address employment barriers, needs and goals for shared participants.
  - Penny Lane and DOR cross-trained staff regarding their programs and services.
Implementation of Supported Employment Principles at Penny Lane

➢ Job Development
  ➢ Rapid job search - Within the first 30 days of enrollment
  ➢ Face-to-face meetings with employers - 6 hiring managers per week
  ➢ Jobs are developed based on a participant’s preferences
  ➢ Job supports are provided to help participants maintain employment

➢ Benefits Counseling
  ➢ Trained Benefits Counselor to provide guidance for participants regarding their benefits and employment.
EFFECTIVENESS OF IPS IN THE RESEARCH

• IPS is more effective

  • IPS is 3 times more effective than other vocational approaches (such as with prevocational assessment, shelter setting and volunteer work) in helping people with mental illness to work

  • Competitive Employment rates in 25 Randomized Controlled trials showed a significant advantage for IPS or evidenced-based supported employment

    • Mean competitive employment rates for the 23 studies:
      • 55% for IPS
      • 23% for controls

“Making the case for IPS Supported Employment” (www.IPSworks.org)
Among 26 vocational practices, only IPS Supported Employment rated highly relevant (3rd) and highly evidence-based (3rd) by VR subject matter experts (Leahy et al., 2018).

<table>
<thead>
<tr>
<th>VR Practices</th>
<th>Relevance Rank</th>
<th>Relevance M</th>
<th>Relevance SD</th>
<th>Level of Evidence Rank</th>
<th>Level of Evidence M</th>
<th>Level of Evidence SD</th>
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</table>

Note. For the relevance scale, 1 = not relevant and 5 = highly relevant; for the level of evidence rating, 1 = lowest level of evidence, and 5 = highest level of evidence.
EFFECTIVENESS OF IPS IN THE RESEARCH

- For those with mental illness, employment is part of their recovery
  - Approximately 2 of every 3 people with mental illness are interested in competitive employment, but only 15% are employed.
  - Success stories - substance use, homelessness, mental health, physical disabilities

- IPS can be cost effective over the long run
  - When participants return to work, there is a long-term savings in regard to mental health costs.
  - Once on disability, less than 1% return to work
For More Information

If you have questions about the Supported Employment Demonstration:

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jgorman@pennylane.org

**U.S. Social Security Administration Social Security Administration**
https://www.ssa.gov/disabilityresearch/contact.htm

**IPS**
www.IPSworks.org


25-Item IPS Supported Employment Guide

Online Courses for Practitioners and Supervisors