



CASE

CASE WESTERN RESERVE UNIVERSITY

Ohio Supported Employment Coordinating Center of Excellence OHIO SE CCOE



SUPPORTED EMPLOYMENT

the evidence-based practice



The road to recovery

Core Principle & Definition		Recommended Interventions for ■ Supported Employment Specialists ■ Mental Health Professionals	Recommended Interventions for ■ State Voc Rehab Counselors
1 Zero Exclusion Policy All consumers who want to work are eligible for help. No one is excluded for reasons such as <ul style="list-style-type: none"> ■ Mental health symptoms ■ Substance use ■ Poor work history ■ Grooming difficulties ■ Treatment non-adherence 		All team members talk to all consumers about the possibility of work Convey a hopeful message about work Refer consumers to an employment specialist when they express interest in work Complete referrals to voc rehab as appropriate	Attempt to engage anyone with a diagnosed disability and an interest in work, including recent or repeat customers Collaborate with consumers and mental health professionals to review previous employment interventions and devise a new employment plan based upon lessons learned from the past
2 Consumer Preferences are Important Consumer preferences lay the groundwork for the job search. Preferences may include <ul style="list-style-type: none"> ■ Personal interests or type of work ■ Work environment ■ Location ■ Number of work hours per week ■ Preferences for disclosure of disability (or a particular level of disclosure) ■ Type of job supports ■ Accommodation 		Use creativity and optimism to ensure that consumer preferences drive the employment plan Review job history and issues related to disability to help clients determine immediate and long-term support needs and strategies Ask for job accommodations from employers as needed Respect each consumer's desire for privacy or disclosure of disability; educate consumers about a variety of ways to talk about disability	Utilize the <i>Comprehensive Assessment</i> for a careful consideration of strengths, needs, preferences, and resources to aid consumers in selection of a vocational goal Help consumers explore all of their stated job interests, including those that require specific skill development Encourage informed choice by engaging consumers in dialogue about job coaching and disclosure
3 Rapid Job Search Consumers set the pace for the job search. Employment specialists help make contact with employers in the community. Research demonstrates that prolonged vocational assessments, work readiness activities, and work adjustment programs do not result in better outcomes. Job development is the process of developing relationships with employers and matching consumer job-interests with employer needs.		Employment specialists offer various levels of assistance to ensure that services are highly individualized. When consumers are comfortable with disclosure, employment specialists take an assertive approach to contact employers.	Move clients into job development and placement as quickly as possible Limit short-term community-based work experiences to <ul style="list-style-type: none"> ■ Career exploration (upon consumer request) ■ Situations in which the employer expects to hire at the end of the work experience
4 A Competitive Job is the Goal A competitive job pays at least minimum wage, occurs in the community, and is a job that anyone can apply for, regardless of whether or not they have a mental illness. These jobs are "owned" by the worker rather than the employment program. They can be part- or full-time jobs.		Express the belief that consumers can work competitively Help consumers transform low confidence or low expectations into hope and positive action	Encourage consumers to maximize their potential for work while managing their symptoms and adjusting to the world of work
5 Employment is Integrated with Mental Health Services Mental health staff and employment specialists have offices in the same location, meet at least weekly to share expertise, and plan services with consumers.		Combine employment goals and mental health goals to form one comprehensive recovery plan Streamline continuity of care with frequent communication	Meet regularly with employment specialists and attend mental health team meetings whenever possible
6 Time-Unlimited Support Follow-along services occur for as long as consumers desire them. These may include <ul style="list-style-type: none"> ■ Problem solving ■ Symptom management ■ Social skills training ■ Feedback from employers ■ Workplace accommodations ■ Supporting job changes 		Inform consumers about the advantages of follow-along services and offer the services for as long as they want With consumer consent, stay in touch with employers Frequency of interactions may fluctuate according to consumer need Assist with job transitions and career development	Services end after consumers are working successfully. Consumers may reapply for services again in the future.
7 Personalized Benefits Planning Benefits planning ensures that consumers have accurate information about the effects of earned income upon their benefits.		Assist consumers with money management, benefits reporting, and long-term financial planning as needed Help families understand information from benefits planning	Utilize benefits planning to enhance each consumer's informed choice about work

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RECOMMENDED RESOURCES
Deborah R. Becker and Robert E. Drake, MD (2003). *A Working Life for People with Severe Mental Illness*. New York: Oxford University Press, Inc.
SAMHSA Supported Employment Toolkit
www.mentalhealth.samhsa.gov/cmhs/communitysupport/toolkits/employment/default.asp
Ohio Rehabilitation Services Commission
www.rsc.ohio.gov
Ohio Department of Mental Health
www.mh.state.oh.us