



Supported
Employment
Demonstration

The Supported Employment Demonstration

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Penny Lane Centers



Offices:

- North Hills
- Commerce
- Lancaster

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

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

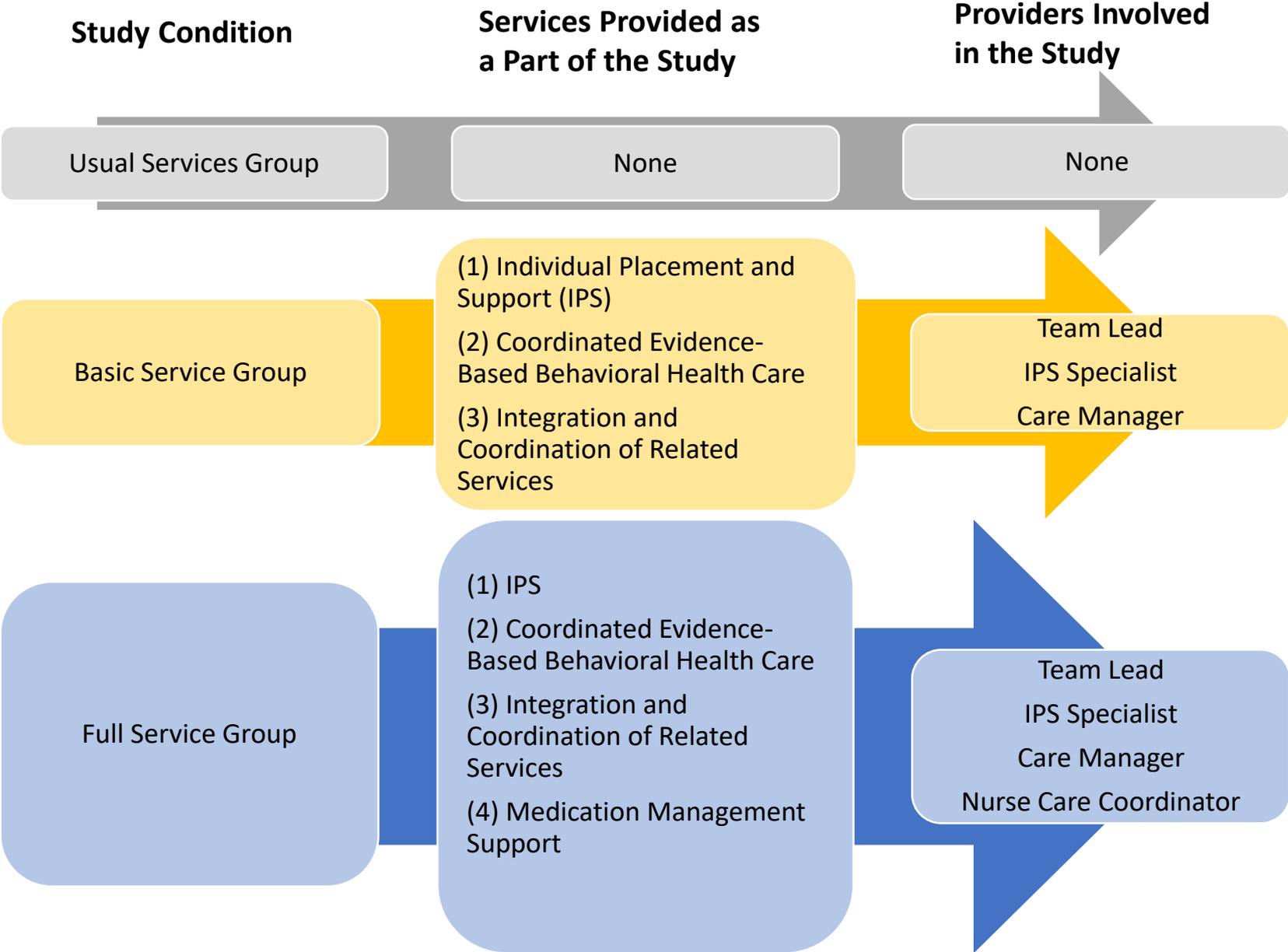
Services:

- 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



Evidence-Based IPS (Individual Placement and Support) Supported Employment

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.

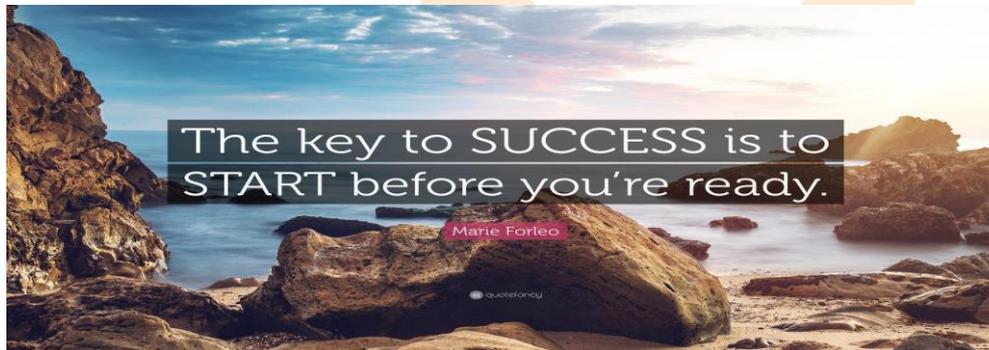
Implementation of Supported Employment Principles at Penny Lane

➤ 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 rated highly relevant (3rd) and highly evidence-based (3rd) by VR subject matter experts

(Leahy et al., 2018)

Table 2
Relevance and level of evidence ratings for VR practices

VR Practices	Relevance			Level of Evidence		
	Rank	<i>M</i>	<i>SD</i>	Rank	<i>M</i>	<i>SD</i>
Secondary Transition Services	1	4.77	0.43	12	2.50	1.06
Assistive Technology	2	4.54	0.65	14	2.46	0.93
IPS Supported Employment	3	4.46	0.71	3	3.39	1.27
On-the-Job Training	4	4.42	0.50	15.5	2.35	0.90
Demand-Side Employment Strategies	5	4.31	0.68	21	2.00	0.85
Benefits Counseling	6	4.23	0.77	19	2.14	0.97
Motivational Interviewing	7	4.19	0.69	4	3.17	1.19
Customized Employment	8	4.19	0.63	20	2.08	1.06
Community Based Work Program	9	4.19	0.63	18	2.30	0.97
Working Alliance	10	4.15	0.83	6	3.11	0.74
Person Centered Planning (PCP)	11	4.04	0.60	22.5	1.96	0.86
Soft Skills Training	12	4.00	0.76	22.5	1.96	0.81
Dual Customer Approach	13	4.00	0.57	26	1.45	0.74
Job Club	14	3.88	0.86	15.5	2.35	1.03
Family Involvement & Support	15	3.88	0.82	17	2.32	0.89
Social Skills Training	16	3.73	0.78	13	2.48	0.90
Cognitive Behavioral Therapy	17	3.58	0.64	1	3.54	1.22
Assertive Community Treatment (ACT)	18	3.54	0.65	2	3.50	1.01
Positive Psychology Interventions	19	3.42	0.64	8	2.86	1.13
Project Search	20	3.42	0.90	11	2.52	1.29
Solution-Focused Brief Therapy	21	3.19	0.75	5	3.15	1.04
Health Promotion Interventions	22	3.12	0.77	10	2.60	1.14
Person Centered Therapy	23	3.08	0.89	7	2.99	1.12
Online Community of Practice	24	3.04	0.82	25	1.57	1.16
Social Media	25	2.92	0.85	24	1.61	1.04
Tele-Health/Tele-Rehabilitation	26	2.62	0.80	9	2.83	1.34
Mean of VR Practice		3.80	0.72		2.51	1.02

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:

Penny Lane

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U.S. Social Security Administration Social Security Administration

<https://www.ssa.gov/disabilityresearch/contact.htm>

IPS

www.IPSworks.org

IPS Supported Employment: A Practical Guide (2013)

25-Item IPS Supported Employment Guide

Online Courses for Practitioners and Supervisors