

# EmploymentWorks!

Twice-yearly IPS Supported Employment Newsletter

Summer 2017



A growing number of clubhouses are implementing IPS supported employment

## What Are Clubhouses?

*Sarah Swanson, IPS Learning Community, The Rockville Institute*

Clubhouses are community centers for people who have mental illnesses. Some clubhouses are accredited by Clubhouse International and follow that organization's standards, while others develop their own mission and services. Generally, clubhouses offer opportunities to socialize and a "work-ordered day" in which clubhouse members help run the clubhouse by preparing lunches, managing the clubhouse budget, and handling other projects. Additional clubhouse services may include wellness activities and help with housing, education assistance, and employment supports. Many clubhouses focus on "transitional employment," which is short-term employment in community settings. Over the past decade, a growing number of clubhouses are implementing IPS supported employment to help their members work in regular, time-unlimited jobs of their choosing.

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The  
**Rockville Institute**

## From the Editor

Clubhouses are community centers that provide opportunities to adults with mental illness for obtaining work experiences; obtaining community-based employment, education, housing; and developing social relationships. Members often participate in work activities that support the operation of the clubhouse and advance to community-based employment such as transitional employment that is usually time limited (e.g., 6-9 months). In the last decade, we have received an increasing number of requests from clubhouses about incorporating IPS. In this issue, we provide a few stories from programs within the IPS Learning Community that are implementing IPS in their clubhouse programs.

Congratulations to the agencies and people who received awards at the 2017 IPS Learning Community annual meeting for outstanding performance in implementing, supporting, and advocating for IPS, competitive employment, and recovery.

The screenshot shows the top portion of the IPS Works website. At the top left is the 'IPS Employment Center' logo. The main banner features a photograph of a brick building with a courtyard. Overlaid on the photo is the text 'IPS Works' in a large, bold font, followed by the tagline 'Helping people with disabilities gain employment' in a smaller font. Below the tagline is a white button with the text 'LEARN MORE'. At the bottom of the banner, the text 'The IPS Employment Center' is displayed in a serif font, with 'Research, Dissemination, Training, and Consultation' in a smaller font below it.

**ipsworks.org**

September 5 was the launch date for the updated website of The IPS Employment Center. We hope you take advantage of the resources.

## Chastity's Story A Clubhouse Member

My service coordinator at the AIMS Center clubhouse in Chattanooga, Tennessee, informed me about the IPS program and encouraged me to join. Rodney, the president of the AIMS Center, was also encouraging because he talks often about how work provides a purpose and a reason to wake up every day. I had worked before, but it had been too much and stressful sometimes, so I was a little hesitant at first. Natalie, my employment specialist at the time, was very nice and friendly. She asked me questions to get to know more about me and what I'd like to do for work. She would go over my goals for work. I like working with people, wanted independence and more income. She listened. She told me it may take some time to find the right job for me, but that there is always something available. It happened fast. Natalie found my current job through word of mouth at the AIMS Center. She helped me fill out the application and talk to the manager. I work part-time as

a hostess at Acropolis Grill, a Greek restaurant. I've been there seven months now. Everybody I work with is friendly and I've been able to make some friends. I don't spend as much time at the clubhouse. I used to go to the clubhouse every day, but I go less now because I'm working or socializing with my neighbors. When I'm at the clubhouse, I like to encourage others to go back to work.

My mom, dad, and grandmom all support my choice to work, too. My grandmom takes me to work. My dad has always kept a job, and he's proud of me and wants me to be happy. I want to make him proud. He even encourages me to think about going back to school so I can have a career. I am thinking about going back to college again so I can become a counselor or social worker because I like working with people. I'm also saving up for a car. I am becoming more independent, which is a good thing.

# Strategies for IPS Implementation in Clubhouses

## Park Center, Nashville, TN

*Naveh Eldar, former IPS Supervisor  
at Park Center*

Our clubhouse, Park Center in Nashville, Tennessee, had transitional employment positions (set aside jobs at businesses where members would work for three or six months). But after studying the IPS fidelity scale, we stopped offering transitional employment. That meant that the number of employed people dropped right away. However, we demonstrated that people in competitive jobs stayed employed much longer and everyone saw the value in that. In the past we told members they could try a job for 60 days or 90 days and see how it went, so that was what they expected of themselves. When we only offered IPS services (help with competitive employment), we demonstrated our confidence that members can make life changes.

## Fontenehuset, Hønefoss, Norway

*Sverre Berg, Supported Employment  
Specialist*

I do not participate in the work-ordered day. I am a specialist in supported employment, and the members and employees of the clubhouse use me as a consultant in issues where needed. But I am working with IPS five days a week, and we are true to the methodology of IPS. In my portfolio, I have clients who are members and those who are not members of the clubhouse. A half-day each week, I work in the clubhouse and am available to all. I have 15 IPS clients in my portfolio.

## Places for People, St. Louis, MO

*Michelle Fassler,  
Vocational Team Leader*

Places for People began implementing IPS in 2009. Some strategies that we used in the beginning included moving IPS offices into the clubhouse to make IPS more visible to clubhouse participants. We also facilitated some groups in the clubhouse that generated interest in employment, including money and budgeting groups. Helping people think about their financial stability inevitably leads to discussions about employment.

Integrating services has been a long-term project for the entire clubhouse. Initially, we put together a large group of people to steer this effort, including club staff, healthcare home nurses, youth and family therapists, persons served, clinical directors, etc. We now have a physical health clinic onsite with nurses, nutritionists, and an occupational therapist. An example of integrated services was when we were working with a man who had serious memory and alcohol problems. We helped him find a factory job that was repetitive and where he had a lot of natural support from coworkers and supervisors. But I was concerned that he would forget to go to work. The occupational therapist helped us create some written prompts and helped clubhouse

staff develop a plan to call him each evening and talk to him about what he would do the next day. Also, our clubhouse is part of a mental health agency, so we attend weekly mental health treatment team meetings. When people live in residential programs, we go to those sites to meet with the housing teams. And when we get referrals from outside therapists and mental health agencies, we coordinate services through phone calls and email messages.

One issue we didn't think much about early on was how concerned some people would be about going to work. Opportunities to hear about work incentives for disability benefits is very important. And we could have offered more opportunities for people to share their experiences with work—both positive stories and concerns about employment. I think had we done more of that in the beginning we would have had a better understanding of what people wanted. We have many people who have been coming here five days a week for 20 or 30 years and some of those people were nervous about leaving the clubhouse to work. If I were to give advice to another clubhouse that was implementing IPS, I would say to spend more time talking to people about employment to hear their hopes and worries.

*continued on page 4.*





# Journey House, Layton, Utah

Debee Gold, Director, and Cacilia Jensen, IPS Team Lead

Interviewed by Sarah Swanson, IPS Learning Community, The Rockville Institute

The staff at Journey House has implemented IPS for less than a year, but they are off to a strong start. One early decision was to protect the role of the IPS specialist so she can spend her time helping people with competitive employment, rather than focusing on clubhouse activities. Debee Gold, clinical director, explains, "In the clubhouse, staff are generalists, but they are each assigned to a specific unit. For example, someone is assigned to the culinary arts unit, business units, youth and transition unit, and career development units. Cacilia Jensen (IPS Team Lead) and the two newer IPS specialists are assigned to the supported education and IPS unit. The IPS specialists can be in the IPS unit during the day, but they are also out in the community meeting with employers, applying for positions with jobseekers, and supporting working people."

Because most Journey House members receive services from Davis Behavioral Health, Inc., Cacilia attends weekly mental health treatment team meetings there. She reports, "I work with

a mental health treatment team that serves youth. The people who attend the weekly meeting include a medication prescriber, licensed social worker, therapist, case manager, team supervisors, and myself. We discuss the needs of people on the team (including those who are not in IPS), which young people may be interested in employment, and how things are going for people in the IPS program. We talk about their career interests and what is impacting their goals. For example, one young man was having problems in his home life, and he was under a lot of stress because of his medical bills. He was working off and on in temporary jobs, but he didn't like the positions and they weren't going well. The team helped him apply for Medicaid and supported him when he was going through stressful situations. I talked to him about trying part-time work because it seemed that full-time jobs were overwhelming him. Together we found a part-time job at the local college last November, which was perfect because he is interested in going to school for mortuary science. We just applied for financial aid, but on



Left to right: Lakasha Hodges, IPS Specialist  
Cacilia Jensen, IPS Team Lead  
Carmel Clermont, IPS Specialist  
Debee Gold, Journey House Director

top of that, he will be eligible for tuition discounts because he is an employee."

Debee Gold attributes the growing number of competitively employed members to searching for jobs based on member preferences and staff positions exclusively devoted to helping with all aspects of the employment process (career exploration, school, job searches, and job supports): "It's important to hire people (IPS specialists) who feel comfortable working in the community and talking to employers." Cacilia echoes this sentiment saying, "It's fun to go out and help people be where they want to be."

## Announcements

### 2017 Annual Meeting of the International IPS Learning Community

In May, representatives from several countries and 31 U.S. states gathered in Cleveland, Ohio, to learn from each other about strategies for implementing and sustaining IPS programs.



International visitors to Learning Community sites in Ohio during the 2017 Annual Meeting

### Upcoming In-Person Training

#### IPS Leadership Training

September 13–15, 2017

Lebanon, New Hampshire

For details, see [www.ipsworks.org](http://www.ipsworks.org)

#### IPS Fidelity Review Training

November 14–16, 2017

Lebanon, New Hampshire.

For details, see [www.ipsworks.org](http://www.ipsworks.org)



### Upcoming Online Courses

#### IPS Practitioner Skills Online Course

September 18–December 8, 2017

Registration: August 1–September 1

#### IPS Empleo con Apoyo, Para Profesionales de Insercion Laboral

18 de Septiembre–8 de Diciembre de 2017

Inscripciones: 1 de Agosto–

1 de Septiembre de 2017

#### IPS Supervisor Skills Course

February 19–April 27, 2018

Registration: January 8–February 2, 2018

#### IPS Course for Vocational Rehabilitation Counselors

November 5–December 8, 2017

Registration: October 1–October 27, 2017

## 2017 IPS Learning Community Awards for Programs and Advocates

Seven awards were presented to programs and individuals for helping IPS participants achieve their employment goals. The awardees were presented with engraved handblown glass bowls at the 2017 annual meeting for the International IPS learning Community held in Cleveland, Ohio.

### Achievement Award for IPS Programs and Their Vocational Rehabilitation Partners

This award indicates significant improvement in either the number of people who have received IPS supported employment services or the number of people working in competitive jobs.

- **Bobby E. Wright Comprehensive Behavioral Health Center, Inc., Chicago, Illinois, and Vocational Rehabilitation**  
Darius McKinney presented the award to Regina Crockett.
- **Guild, Inc., and Vocational Rehabilitation, St. Paul, Minnesota**  
Claire Courtney presented the award to Peggy Darmody.
- **Arkin, Amsterdam, Netherlands**  
Jaap van Weeghel presented the award to Juul Reinking and Lia Kloes.

### Family Advocacy Award

This award recognizes outstanding advocacy or educational activities regarding IPS supported employment.

- **Rick Cagan, National Alliance on Mental Illness, Topeka, Kansas**

### Peer Advocacy Award

This award recognizes peers who have actively advocated, educated, or helped implement IPS supported employment.

- **On Our Own of Maryland, Elkridge, Maryland.** Lauren Grimes, Director of Network & Peer Services.
- **Chrysalis, Inc., Madison, Wisconsin.** Bob Meyer presented the award to Dani Rischal and Alysha Clark.



Left to right: Bob Drake, Ginger Yanchar, Keith Webb, Deborah Becker

### Outstanding Employer Award

The Outstanding Employer Award recognizes an employer who has hired a work candidate from an IPS program and maintains high standards for a supportive and inclusive work environment.

- **SPIRE Institute, Ashtabula, Ohio**  
Ginger Yanchar presented the award to Keith Webb.

# New Resources

## **IPS Implementation Tips for State Leaders.**

A short guide to help state mental health and vocational rehabilitation leaders develop plans to implement IPS services. [www.ipsworks.org](http://www.ipsworks.org)

## **Handbook for IPS Peer Specialists.**

A manual that describes the unique role and responsibilities of IPS peer specialists.

[www.ipsworks.org](http://www.ipsworks.org)

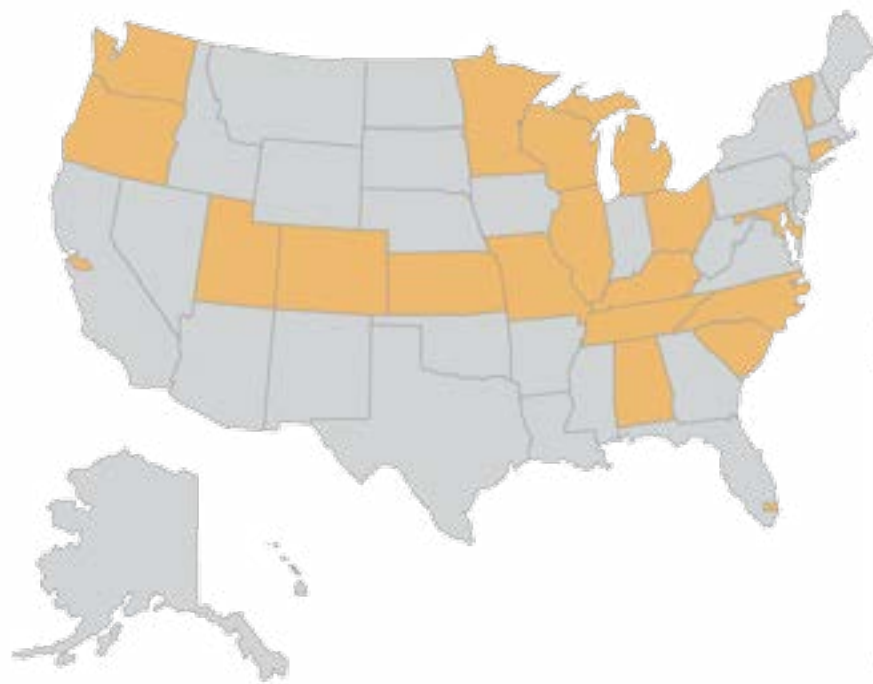
## **IPS Transition Plan.**

A tool to help IPS specialists and participants plan long-term job supports as working people exit IPS services.

[www.ipsworks.org](http://www.ipsworks.org)

# Our Growing Community

Broward County (Florida), and Michigan joined the International IPS Learning Community in 2017. The International IPS Learning Community currently includes 22 states and three European countries.



IPS Learning Community  
States and Countries



Employment Center

[ipsworks.org](http://ipsworks.org)

## **The IPS Employment Center at The Rockville Institute**

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Westat is under contract to The Rockville Institute  
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