

DSAMH SE/IPS Plan

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For

Utah Department of Human Services
Division of Substance Abuse and Mental Health
Supported Employment / Individual Placement
and Support Plan
(DSAMH SE/IPS Plan)

Sharon Cook, Program Manager
Multi-Agency State Office Building
195 North 1950 West
Salt Lake City, Utah 84116
801-538-4183
sharoncook@utah.gov

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DSAMH SE/IPS Plan

Context Statement

DSAMH SE/IPS Program aligns with DSAMH by advocating that prevention works, treatment is effective, and that people can and do recover from mental health and substance use disorders. DSAMH’s continued theme, “Hope, Health, Healing,” promotes a trauma informed approach and evidenced-based recovery-oriented system, resulting in better outcomes, less cost, with less disability. SE/IPS is an evidenced-based practice that has shown to improve employment outcomes (Dartmouth “Evidence for IPS”- www.dartmouthips.org).

Mission Statement

The DSAMH SE/IPS mission is—to promote health, hope, and healing from mental health and co-occurring disorders through meaningful, competitive and integrated employment utilizing SE/IPS practices.

Vision Statement

The DSAMH SE/IPS vision is—every person with mental illness and co-occurring disorders who desires employment will have access to SE/IPS services resulting in individualized career opportunities.

DSAMH SE/IPS Principle and Value Statements

- Competitive employment is the goal (paying at least minimum wage and the wage that others receive performing the same work, based in community settings alongside others without disabilities, and not reserved for people with disabilities).
- IPS Supported Employment is integrated with treatment (Employment Specialists are members of multidisciplinary teams that meet regularly to review client progress).
- Zero Exclusion: Eligibility is based on client choice (every person with mental illness and co-occurring disorders who wants to work is eligible for SE/IPS, regardless of psychiatric diagnosis, symptoms, work history, substance use and cognitive impairment).
- Attention is given to client preferences.
- Provide Works Incentives Counseling (Benefits Counseling) (Employment Specialists connect clients to access ongoing guidance regarding Social Security, Medicaid, and other government entitlements).
- Practice rapid job search (Employment Specialists help clients begin the job search process within 30 days).

- Utilize systematic job development (Employment Specialists develop relationships with employers, based upon clients' work preferences, by meeting face-to-face over multiple visits and learning about the employers' work needs).
- Provide time-unlimited support (follow-along supports are individualized and continued for as long as the client wants and needs the support- once a person has worked steadily (e.g., one year), they discuss transitioning from IPS).
- Development of knowledge, skills, and resources (to make informed choices, exercise self-determination, and maximize self-sufficiency).
- Partnership, collaboration, and coordination among stakeholders.
- Changing cultures, beliefs and expectations (to encourage full participation in the workplace by individuals with mental illness).

Strategic Issue Statements and Strategies are detailed on the following pages.

Strategic issue statement is: Access sustainable funding to provide SE services.

Name the strategic issue: ***Funding***

Phrase the issue as a question the DSAMH SE/IPS can do something about and that has more than one answer: How do we ensure that providers are utilizing current Medicaid funding codes, waivers and other funding to provide SE/IPS services? How do we develop new funding streams, e.g., new Medicaid state plan amendments, waivers, braided resources in order to sustain SE/IPS services?

Discuss the confluence of factors that makes the issue strategic: Dependent on the Local Mental Health Authorities (LMHAs) infrastructure, LMHAs may not be familiar with the State's current billing codes for SE, or may not be confident as to when billing codes can be used appropriately. Currently, the State does not provide a Medicaid reimbursement option specific to the IPS model, which allows billing for provision of rehabilitative supports for persons with mental illness and co-occurring disorders who need assistance developing skills to maintain employment. Utah has been known for providing Supported Employment services and these services have assisted Utah's job seekers. However, the current Supported Employment approaches have created "pockets of excellence", and makes standardizing an approach such as IPS a challenge. Many of the core principles have been implemented as stand-alone approaches. SE/IPS providers are not maximizing funds for provision of employment supports by not utilizing milestone funding opportunities with Utah State Office of Rehabilitation (Vocational Rehabilitation).

Articulate the consequences of not addressing the issue: If methodologies are not restructured in a way to fund employment outcomes, providers of SE/IPS will not have access to additional funds that will allow for flexibility to serve larger numbers of individuals. People with mental illness and co-occurring disorders will not receive services, resources or supports in obtaining and maintaining competitive, integrated, and meaningful employment.

Strategy or strategies:

Develop funding methodologies which create and demonstrate effective outcomes when providing competitive, integrated and meaningful employment supports using the IPS model.

Strategic issue statement is: Establish a permanent training program on the SE/IPS model for providers involved in service delivery using in-person and virtual platforms.

Name the strategic issue: ***Training***

Phrase the issue as a question the DSAMH SE/IPS can do something about and that have more than one answer: How would a permanent training program on the SE/IPS model for providers impact SE/IPS services?

Discuss the confluence of factors that makes the issue strategic: There is an urgent timeframe in which an SE/IPS model training program needs to be delivered to managerial, front-line staff, stakeholders, community partners, advocates, and providers. A Scope of Work has been created, focusing on the contextual environment in which the training would occur. There is currently a lack of SE/IPS services statewide. The current SE/IPS grant encourages statewide implementation of the SE/IPS model. The unemployment rate for individuals with mental illness in Utah is 80.7%. Individuals with mental illness and co-occurring disorders are at an increased risk of isolation, marginalization, poverty and stigma.

Articulate the consequences of not addressing the issue: Without an SE/IPS training program, SE/IPS services will not be provided. This will impact IPS fidelity improvement, decrease employment outcomes and system alignment will not occur. A lack of a permanent training program may result in provider turnover; therefore, people with mental illness and co-occurring disorders will not be served. This will result in the continuum of the 80.7% unemployment rate for individuals with mental illness.

Strategy or strategies: Develop and implement a permanent training program on the SE/IPS model for providers involved in service delivery using in-person and virtual platforms. The training program will utilize a multiphase series of training statewide. Webinars and on-site instruction will be used for the delivery of the evidence-based SE/IPS model. Subject matter experts will provide interactive training on SE/IPS topics to providers. The SE/IPS Statewide Trainer will provide base-line training and technical assistance to agency and state leadership, providers, community agencies, stakeholders, LMHAs, and advocates. An on-going training engagement program will improve fidelity, increase job development and placement, and sustain people with mental illness and co-occurring disorders in jobs of their choosing. SE/IPS providers will participate in fidelity reviews to assess the implementation of this model and the extent to which providers are following the IPS principles. The fidelity reviews will be conducted on-site with a focus on quality improvement.

Strategic issue statement is: Modify DSAMH’s procedures and processes that are needed to advance SE/IPS services across the state, and ensure alignment with principles of the individuals with IDEA, WIOA, and Utah Employment First legislation.

Name the strategic issue: ***Modify DSAMH’s Procedures and Processes.***

Phrase the issue as a question the DSAMH SE/IPS can do something about and that has more than one answer: How do current DSAMH’s procedures and processes support and/or create barriers to employment opportunities for individuals with mental illness and co-occurring disorders?

Discuss the confluence of factors that makes the issue strategic: In some areas of the State, there appears to be a culture-belief that SE/IPS is not valued as an integral part to recovery. With the exception of two sites, LMHAs are not implementing SE/IPS services. The collaboration of SE/IPS providers and clinical staff is essential in the delivery of the SE/IPS evidence-based model. SE/IPS providers are expected to participate in integrated Mental Health treatment meetings, maintain communication with members of the treatment teams and engage in shared clinical services. This matter of integration is addressed in fidelity reviews. Outside of the grantee sites, LMHAs are not well-rehearsed in the SE/IPS model. LMHAs SE services are not aligned with WIOA, IDEA, and Utah Employment First legislation.

Articulate the consequences of not addressing the issue: If continued culture-belief is that persons with mental illness and co-occurring disorders cannot obtain and retain employment, we increase the risk of poverty and stigma. If there is a lack of collaboration between SE/IPS providers and clinical staff, people with mental illness will not be successful in finding gainful employment in integrated and competitive work settings. This may result in individuals with mental illness and co-occurring disorders having diminished sense of purpose, lowered self-worth, and a lack of social acceptance. DSAMH’s contract language may not be aligned with Utah’s Employment First legislation.

Strategy or strategies: Review DSAMH’s procedures, and processes. Develop new DSAMH procedures and processes as needed to advance SE/IPS services statewide. New procedures and processes will be presented to the Utah Behavioral Health Committee (UBHC). Review DSAMH contracts and amend as needed to remove barriers.

Strategic issue statement is: Develop, recruit and train culturally and linguistically diverse SE/IPS teams including Employment Specialists and Peer Support Specialists.

Name the strategic issue: *Employment Specialists and Peer Support Specialists*

Phrase the issue as a question the DSAMH SE/IPS can do something about and that has more than one answer: How can the DSAMH SE/IPS program support LMHA's and providers in developing, recruiting and training culturally and linguistically diverse SE/IPS teams that include Peers with lived experience?

Discuss the confluence of factors that makes the issue strategic: LMHA administrators and staff may not be bilingual and may not provide written materials in individuals' native language. Attitudes toward mental illness vary among individuals, families, ethnicities and cultures [including race, color, religion, gender, age, national origin, disability, veteran status, gender identity, & sexual orientation] and may also vary across rural, suburban, and urban settings. In some cultures, mental illness is considered a personal weakness and mental health professionals are viewed with skepticism. Medicaid compensation rates for Certified Peer Support Services are significantly lower than other support services, such as targeted case management. Peers may struggle to obtain employment if they are not able to pass a background check.

Articulate the consequences of not addressing the issue: When LMHA administrators and staff are not knowledgeable or aware of cultural differences, persons with mental illness and co-occurring disorders may not have access to the full array of supports and services needed to be successful in community-based employment. Without competitive compensation or if there are issues passing a background check, LMHAs may be discouraged from hiring Peers.

Strategy or strategies: Develop and implement recruiting procedures designed to attract culturally and linguistically diverse team members; develop and implement cultural awareness training for SE/IPS providers, employers, community members, state and local agencies. Develop strategies to increase Medicaid rates for Certified Peer Support Specialists. Develop strategies to allow the Comprehensive Review Committee (CRC) to review the background of Certified Peer Support Specialists.

Strategic issue statement is: Provide support to employers regarding the obtainment and retention of employment with people with mental illness.

Name the strategic issue: *Support*

Phrase the issue as a question the DSAMH SE/IPS can do something about and that has more than one answer: How can DSAMH SE/IPS provide support to employers regarding the obtainment and retention of employment for people with mental illness and co-occurring disorders?

Discuss the confluence of factors that makes the issue strategic: Staff burnout and turnover is a concern in the mental health field, as well as in the Supported Employment arena. Many employers are concerned about the cost and feasibility of providing necessary accommodations that would allow a person with mental illness and co-occurring disorders to work. Research indicates employers are less likely to hire people with mental illness into executive positions. Employers may be operating out of “charity,” rather than understanding the value of the prospective employee.

Articulate the consequences of not addressing the issue: Inconsistent staffing patterns, lack of disability awareness, and low expectation of the employee, results in diminished relationships with employers and will negatively impact persons with mental illness and co-occurring disorders.

Strategy or strategies: Develop and provide training to SE/IPS sites (train the trainer format), who will disseminate information about SE/IPS service delivery to employers.

Action Plans Note: On-going iterations of each action plan are found in a separate document(s).