



Individual Placement and Support

Supporting what works:
Essential Training for Teams
Hosting IPS

Course manual





Welcome to Centre for Mental Health's Supporting What Works training course.

We are delighted you have chosen this course from which you will gain first-hand knowledge of how to support an IPS service.

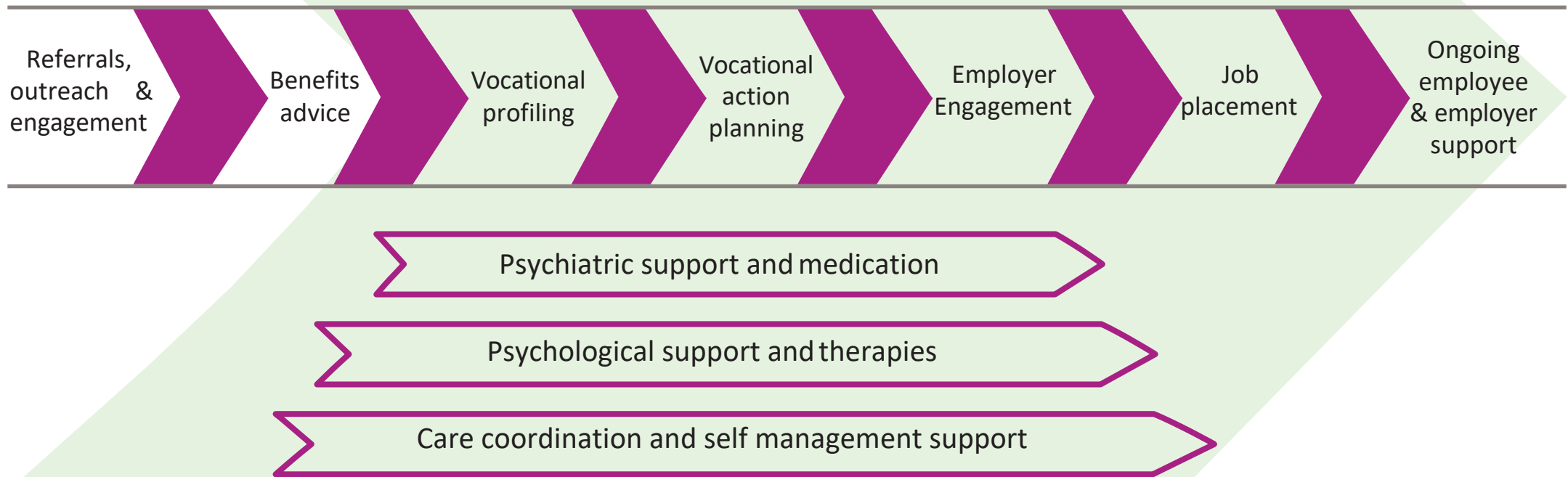
IPS is an approach to supported employment which was developed in the USA in the early 1990s. Through a series of randomised controlled trials it was established that **IPS is around twice as effective in achieving a job outcome as any other stepped "train and place" model** of gradual exposure to the demands of real work. IPS services take at face value the employment ambitions of people with mental health conditions, help them into the right job quickly, and provide support (for as long as it's needed) to retain that job.

In the UK we have seen an increase in the availability of IPS services and Centre for Mental Health has been involved in initiating and supporting much of that growth, particularly in NHS Mental Health Trusts in England and HSE in Ireland. In joining us today you will become better equipped to make employment a reality for people whose mental health presents barriers to work.

We hope you will enjoy the course and if we can be of further help in developing your local services, please do get in touch.

Jan Hutchinson
Director of Programmes and Performance
Centre for Mental Health

IPS service



IPS Personal Development Plan

Name: _____

Actions	Who	When

IPS Team Action Plan

Name: _____

Actions	Who	When

Why work?

List what are the good things that employment can bring?

Are there any different or additional things that work can bring to our service users?

Case Study:

John's Background

John is 30 years old and has a diagnosis of schizophrenia, having experienced mental ill health since his early 20s. A maternal uncle also had long-term with mental illness and never worked. John's Dad left home shortly after he had his first admission, unable to accept his son's illness.

John now lives with his Mum, two brothers and a sister. He claims Employment and Support Allowance (ESA) and Personal Independence Payment (PIP). His mother is his carer and is paid Carer's Allowance.

John gets on well with his sister but his two brothers have been ridiculed by friends because of John's condition so have nothing to do with him.

In his late teens John went to university, where his difficulties started to develop and affect his course work. He failed to attend class and hand in assignments and left during his second year.

John had 2 brief admissions in his early 20s. He remains on long-term antipsychotic medication which helps, but does not completely eradicate, the voices he hears. He has gained 20 pounds and developed diabetes mellitus.

John doesn't sleep very well and often stays up very late and wakes up late in the morning (11am-ish). He is very aware that stress exacerbates his symptoms.

John smokes marijuana and tobacco frequently to calm himself; he also drinks vodka. He was arrested 5 years ago for being drunk and disorderly.

John sees a psychiatrist every 2 months but sometimes misses his appointment. John says his psychiatrist has told him that he would be better not considering work, because this might increase his risk of relapse now that he is relatively stable. He has a CPN whom he sees often and has a good relationship with.

Apart from a few part-time jobs he did as a teenager John has never worked. He hasn't looked for work since university because he is convinced, he is a failure and that employers won't want him when they find out his diagnosis.

His CPN has started to discuss the idea of employment and John is showing some interest, but is not convinced that he will be able to sustain work because his symptoms fluctuate and he doesn't really want to stack shelves in a supermarket which is all his Mum feels he might be capable of doing.

Group Exercise: What are John's barriers?

For each one:

- How might this barrier affect John's job prospects?
- How might this be overcome?
- Who should be responsible?

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Vocational Profile (VP)

This form is to be completed by the employment specialist during the first few weeks of meeting with a new client.

Sources of information include the client, the mental health treatment team, client records, and with permission, family members and previous employers.

The profile should be updated with each new job experience. The client and clinicians should have access to this document.

A copy of each vocational action plan, benefits analysis, disclosure discussion and employer engagement should be attached to this record.

Personal Details

Title: _____ **Mr** _____ **First Name** _____ **John** _____ **Surname** _____

Home Address: A flat, in the inner city, London

Home Telephone Number: 123457890

Mobile Number : 23987543

Preferred Number for Contact: Mobile – but please email or text before calling

National Insurance number: NY123124D

Email Address: John@home.com **Preferred**

method of communication:

Mobile – but please email or text before calling so he knows to answer

Do you need any help or support when communication with other people?

I suffer from anxiety and do not like answering phone or mail when unwell.

Religion:

Christian	Jewish	Muslim	Hindu
Sikh	Buddhist	No religion	Other

Who should we contact if we are struggling to get in touch with you? Please provide their contact details:

Please contact my social worker Jane 01234 56789 if you can't get hold of me or my Mum 3456 123456.

Needs in relation to work

Salary expectations: Enough to become independent and leave home

Hours: Less than 16 but building up

Sector: ?

Location: Doesn't mind

Travel: Within cycling or walking distance

Environment (e.g. large / small team or working on own): Working alone

Interested in Temporary or Permanent work: Doesn't mind – but doesn't like change

Dislikes in relation to work: Public facing

Motivation and aspirations

Why are you looking for work?

John wants to move out of home and get away from his brothers

What are your aspirations? What would your ideal job be?

When he was younger he wanted to be a famous scientist – like Albert Einstein. Doesn't know what to do now.

Why would you want to do that kind of job?

He wanted to be a scientist because he was very clever and was very good at problem solving and looking at things in different ways to other people. He was good at maths and engineering.

What type of job do you know that you don't want?

Nothing outside, nothing with lots of human interaction. No heavy physical work, no shift work or night work. Nothing that has a messy environment.

What kind of jobs do your friends and family have?

They all work in jobs where they have to spend time with other people – Mums a care worker, his close friends don't work, he knows health professionals and mental health charity workers at Mind.

Do you have any worries about going to work?

Psychiatrist says it will make him ill.

Education and qualifications

Schools/college /university courses /attended

1. A school
2. Another school
3. A University

How did you do in school/university? Did you enjoy it?

John enjoyed the subjects he studied for at school and had a few close friends. He finds learning easy. He avoided sports and social activities. He associates university with becoming unwell.

What qualifications or Certificates have you gained or are working towards?

John's highest qualifications were A levels Maths, Physics and Chemistry. He was studying for a Maths degree when he became unwell. He has no other vocational qualifications.

Would you ever like to return to education?

Not sure. At the moment, John just wants to get a job.

Basic Skills

Are you able to read? Yes

Are you able to write? Yes

What is your first Language? English

Vocational Training and Information Technology

Any Previous Vocational Training? No

Do you have experience of using computers? Yes

Do you have any IT qualifications? No

Would you like more information on local courses? No

Do you have any concerns about technology and information?

Work History

Please give details of workexperience:

Job Title	Washer upper
Employer	A coffee shop
Job duties	Was waitering to start off but moved to washing up
Hours per week	15
What did you like about the job?	Not much
What did you dislike?	Being polite to customers and taking payment for their meals
Reasons for leaving job	Going to university
Start and end dates	10 years ago

Job Title	Paper round
Employer	The Newsagents
Job duties	Delivering newspapers
Hours per week	10
What did you like about the job?	Being out the house. Having his own company. Having the time to work at his own pace
What did you dislike?	Carrying lots of papers at the start of the round
Reasons for leaving job	Spend more time on studies
Start and end dates	15 years ago

Hopes and interests for employment

How soon would you like to return to work? As soon as possible

How would you like your employment specialist to support you in getting back to work?

<i>Using a computer to job search</i>	No
<i>General job searching</i>	Yes
<i>Writing applications</i>	No
<i>Writing letters</i>	No
<i>Cold calling</i>	Yes
<i>Interviews</i>	Yes
<i>Specific job related skills CV</i>	Yes
<i>Help learning the job roles</i>	Yes
<i>Support once job has been got</i>	No
	Yes

What specific job related skills do you need to develop?

How to show potential employers the projects I have done as I don't have a good work history.

Other:

Are you prepared to do some formal training to become qualified or more competitive for your job goal?

Yes, if I have to – but would prefer not to

Do you have access to a computer / internet / telephone for job searching? Yes

Employment support

Preferred work choice:

Days you would like to work: Don't mind

Preferred hours: less than 16 hours a week

Times E.G. mornings, afternoons, evenings: John finds it hard to get up in the mornings, would not like shift work

Skills you would like to develop or learn: None

Interpersonal skills:

Does not like being with lots of other people or have pressure put on him. He can enjoy the company of people who have the same interests as him – computers and old movies

He would not like to work with the public. He likes computers because they don't argue back and are predictable.

Work felt suitable by family and/support network: Shelf stacking, cleaning

Who do you spend time with?

Sister, a few friends at Mind (Jack and Kev) who he meets on a daily basis when well.

What significant people are available to help you or are involved with finding and retaining employment? (e.g. Family, Friends, Support worker, DEA)

Jodie his keyworker at Mind. Maybe Jack as he is into computers too. Jane the social worker.

Information from Family, Previous employers, school or others

None approached yet

Details of current job search and does anyone support you with this?

John has not started looking for a job

Do you have any training or experience to support your job choice?

Don't know yet

Financial

Do you have a bank account? No

Are you aware that going to work may affect your benefits? Yes

Current Benefits

JSA <input type="checkbox"/>	ESA <input type="checkbox"/>	UC <input type="checkbox"/>	IS <input type="checkbox"/>	DLA <input type="checkbox"/>	HB <input type="checkbox"/>	CTR <input type="checkbox"/>	PIP <input type="checkbox"/>	Other:	No benefits <input type="checkbox"/>	
In Work Benefits calculation needed?					Yes <input type="checkbox"/>					No <input type="checkbox"/>
Financial stability		Yes <input type="checkbox"/>	No <input type="checkbox"/>	Housing stability			Yes <input type="checkbox"/>	No <input type="checkbox"/>		

Dates of Benefits analysis: None done yet

Social and hobbies

What hobbies or interests do you have?

Computers – teaching himself how they work and how to write code. Making and watching old films. Has made his own films using a camera and computers. Reading.

Are you prepared for work to come before social activities and classes?

Not attending any classes

Summary of Social and Domestic Skills

Describe your daily activities from the time you get up to the time you go to bed?

	Mon	Tues	Weds	Thurs	Fri	Sat	Sun
A.M.	TV or Xbox every morning except Sat and Sunday down the pub						
P.M.	Mind twice a week. Out with Kev in the afternoons or at home with him playing on Xbox						
Evening	Not much, nothing specific						

What are your typical sleep hours?

Does not sleep well, very broken sleep, cat naps throughout the day.

What home maintenance skills do you have (DIY, Painting, Decorating, Car maintenance, computers)

Computers

Do you belong to any clubs, groups, church etc.?

Mind

Transport

Do you have a current driving licence? No

Do you have a HGV or other vehicle licence? No

Do you own a vehicle? No

Do you have access to using transport? Yes – bus, trains

Can you use public transport? No, crowded public transport makes him anxious

If not how will you get to work? Walk or cycle

Getting ready for a job

Do you own your own home? No

Are you in Rented Accommodation? Local authority / Private local authority

Do you live alone or do you have others living with you? Yes lives with Mum, sister and brothers

Do you have a place to bathe? Yes

Do you have clothes for interviews? No only casual jeans

Do you understand that your employer may have a dress code? Yes

Do you have an alarm clock? No mum wakes him up

Do you have two forms of ID? Passport and National Insurance card

What facilities are there locally to you for shops, buses, community services?

Lives in London with all the normal facilities

Personal Details

Do you know what your mental health diagnosis is?

Schizophrenia

Symptoms you experience

Fatigue

Anxiety

Anger

Fluctuating depression

Voices

Last relapse

Please give details of how your mental health needs affect your work and day to day activities.

What are the signs of a flare up?

Irritability, feeling pressurised, struggle to sleep

Are you taking any Medication? Yes

If yes, please give details and any possible side effects your experience.

Drowsy in the mornings. Difficulties with memory sometimes.

Do you need any extra help or support to manage your health care?

Yes – sleep and anxiety

If so what type of support do you feel would be helpful?

Don't know

Are there any coping mechanisms you use that enable you to get through difficulties which can be used in your employment support plan?

Talking to himself

Telling himself he is not bad Trying to sleep

Use marijuana

Drink alcohol

Substance use

A bottle of vodka each weekend – spends time in pub. Smokes Marijuana everyday.

Do you have any other health conditions? Diabetes

How does this affect your day to day activities?

He gets fatigued by physical movement. Does not like physical work.

Cognitive problems and or abilities

Memory

When depressed his memory ability can become erratic

Concentration and attention

Very focused when he is interested in a subject. Can learn things easily when well. Struggles to concentrate when depressed.

Problem solving

Excellent

Psychomotor speed

Fine unless experiencing negative symptoms

Forensic history

Have you been arrested?

No

Have you been convicted of a crime? Type, Year, Circumstances, Spent date

No

Discussions on managing personal information and outcome

Still to be discussed:

Pros:

Cons:

Can the advisor make contact with employers (you can change your mind at any time)?

Yes maybe

What should your advisor not discuss with an employer?

His schizophrenia diagnosis

IPS Fidelity scale

Centre for Mental Health Irish version November 2020

Reviewer				
Employment service and site				
Employment specialist				
Fidelity review date	Fidelity Review date	Date of previous Fidelity Review	Time elapsed since last review	
Total score	Fidelity Review score this review	Fidelity level this review	Fidelity Review score last review	Fidelity level last review
	Exemplary score		115-125	
	Good fidelity		100-114	
	Fair fidelity		74-99	
	Not supported employment		73 and below	
Summary				

Data sources

- MIS** Management Information System
DOC Document review of employment service and clinical records, NHSTrust policy and procedures
INT Interviews with clients, employment specialists, mental health staff, related programme staff, partner organisation staff, families, or employers
OBS Observations of team meetings and employment specialists
IEP Individual Employment Plan

Reference

This UK scale is a slight adaption of The Dartmouth Supported Employment Fidelity Scale. Becker, D. R., Swanson, S. J., Bond, G. R., Carlson, L., Flint, L., Smith, G., et al. (2008). Supported Employment Fidelity Scale. Lebanon, NH: Dartmouth Psychiatric Research Center (<http://dms.dartmouth.edu/prc/employment/>).

Based on the UK version adapted by Nicola Oliver, further adapted to reflect the Irish operating context.

Directions: Circle one anchor number for each criterion

Criterion: Staffing

Data sourcing: MIS DOC INT OBS IEP

1. **Caseload size:** Employment specialists have individual employment caseloads. The maximum active caseload for any full-time employment specialist is 20 or fewer active clients (both job search and in-work support clients). See the Fidelity Review Manual for a definition of active clients.

Anchor:

1	Ratio of 41 or more clients per employment specialist.
2	Ratio of 31-40 clients per employment specialist.
3	Ratio of 26-30 clients per employment specialist.
4	Ratio of 21-25 clients per employment specialist.
5	Ratio of 20 or fewer clients per employment specialist.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Staffing

Data sourcing: MIS DOC INT OBS IEP

2. **Employment services staff:** Employment specialists provide only employment services and do not provide mental health case management services. However, employment specialists may also assist clients to solve a range of employment related personal problems that may be barriers to employment.

Anchor:

1	Employment specialists provide employment services less than 60% of the time.
2	Employment specialists provide employment services 60 – 74% of the time.
3	Employment specialists provide employment services 75 - 89% of the time.
4	Employment specialists provide employment services 90 – 95% of the time.
5	Employment specialists provide employment services 96% of the time.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Staffing

Data sourcing: MIS DOC INT OBS IEP

3. **Vocational generalists:** Each employment specialist carries out all phases of employment service, including intake, engagement, assessment, job placement, job coaching, and follow-along support before step down to less intensive employment support from another MH practitioner and/or peer support. Note: It is not expected that each employment specialist will provide benefits counselling to their clients. Referrals to highly trained benefits counsellors are in keeping with high fidelity (see Item 12).

Anchor:

1	Employment specialist only provides vocational referral service to vendors and other programs.
2	Employment specialist maintains caseload but refers clients to other programmes for vocational services.
3	Employment specialist provides one to four phases of the employment service (e.g. intake, engagement, assessment, job development, job placement, job coaching, and following along supports).
4	Employment specialist provides five phases of employment service but not the entire service.
5	Employment specialist carries out all six phases of employment service (e.g. programme intake, engagement, assessment, job development/job placement, job coaching, and follow-along support).

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Organisation

Data sourcing: MIS DOC INT OBS IEP

4. **Integration of supported employment with mental health treatment through team assignment:** Employment specialists are part of up to 2 mental health treatment teams from which at least 90% of the employment specialist's caseload is comprised.

Anchor:

1	Employment specialists are part of a vocational programme that functions separately from the mental health treatment.
2	Employment specialists are attached to three or more mental health treatment teams. <u>OR</u> Clients are served by individual mental health practitioners who are not organized into teams <u>OR</u> Employment specialists are attached to one or two teams from which less than 50% off the employment specialist's caseload is comprised.
3	Employment specialists are attached to one or two mental health treatment teams, from which at least 50–74% of the employment specialist's caseload is comprised.
4	Employment specialists are attached to one or two mental health treatment teams, from which at least 75 – 89% of the employment specialist's caseload is comprised.
5	Employment specialists are attached to one or two mental health treatment teams, from which at least 90 – 100% of the employment specialist's caseload is comprised.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Organisation

Data sourcing: MIS DOC INT OBS IEP

5. Integration of supported employment with mental health treatment through frequent team member contact: Employment specialists actively participate in weekly “client focused” meetings with the mental health treatment team, (not replaced by administrative meetings), that discuss individual clients and their employment goals with shared decision-making. Employment specialist’s office is in close proximity to (or shared with) their mental health treatment team members. Documentation of mental health treatment and employment services is integrated in a single client record. Employment specialists help the team think about employment for people who haven’t yet been referred to supported employment services.

Anchor:

1	One or none is present	<p>Five key components</p> <ul style="list-style-type: none"> • Employment specialist attends weekly client focused meetings with the mental health treatment team. • Employment specialist participates actively in the team meetings with shared decision-making. • Employment services documentation (vocational assessment/profile, employment plan, progress notes) is integrated into the client’s mental health record. • Employment specialist’s office is in close proximity to (or shared with) the mental health team members. • Employment specialist helps the team think about employment for people who haven’t yet been referred to supported employment services.
2	Two are present	
3	Three are present	
4	Four are present	
5	Five are present	

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Organisation

Data sourcing: MIS DOC INT OBS IEP

6. Collaboration between employment specialists and key staff members in Government social protection programmes and their contractors. Liaison is important to promote sufficient referrals and to obtain assistance with benefits and other return to work assistance. The employment specialists and Government social protection programmes/their contractors have frequent contact for the purposes of identifying potential referrals, discussing shared clients, and obtaining additional assistance. Government social protection programmes/their contractors can include members of Employability, or other relevant agency.

Anchor:

1	Employment specialists and Government social protection programmes/their contractors programme staff have client-related contacts (phone, e-mail, in person) less than quarterly to discuss shared clients and referrals. OR employment specialists and Government social protection programmes/their contractors programme staff do not communicate.
2	Employment specialists and Government social protection programmes/their contractors programme staff have client-related contacts (phone, e-mail, in person) at least quarterly to discuss shared clients and referrals.
3	Employment specialists and Government social protection programmes/their contractors programme staff have client-related contacts (phone, e-mail, in person) monthly to discuss shared clients and referrals.
4	Employment specialists and Government social protection programmes/their contractors programme staff have scheduled, face-to-face meetings at least quarterly, OR have client-related contacts (phone, e-mail, in person) weekly to discuss shared clients and referrals.
5	Employment specialists and Government social protection programmes/their contractors programme staff have scheduled, face-to-face meetings at least monthly and have client-related contacts (phone, e-mail, in person) weekly to discuss shared clients and referrals.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Organisation

Data sourcing: MIS DOC INT OBS IEP

7. **Vocational unit:** At least 2 full-time employment specialists and a team leader comprise the employment unit. They have weekly client-based group supervision following the supported employment model in which strategies are identified and job leads are shared. They provide coverage for each other's caseload when needed.

Anchor:

1	Employment specialists are not part of a vocational unit.
2	Employment specialists have the same supervisor but do not meet as a group. They do not provide back-up services for each other's caseload.
3	Employment specialists have the same supervisor and discuss clients between each other on a weekly basis. They provide back-up services for each other's caseloads as needed <u>OR</u> , If a supported employment service is in a rural area where employment specialists are geographically separate with one employment specialist at each site, the employment specialists meet 2-3 times monthly with their supervisor by teleconference.
4	At least 2 employment specialists and a team leader form an employment unit with 2-3 regularly scheduled meetings per month for client-based group supervision in which strategies are identified and job leads are shared and clients discussed between each other. They provide coverage for each other's caseloads when needed <u>OR</u> , If a supported employment service is in a rural area where employment specialists are geographically separate with one employment specialist at each site, the employment specialists meet 2-3 times per month with their supervisor in person or by teleconference and mental health practitioners are available to help the employment specialist with activities such as taking someone to work or picking up job applications.
5	At least 2 full-time employment specialists and a team leader form an employment unit with weekly client-based group supervision based on the supported employment model in which strategies are identified and job leads are shared. They provide coverage for each other's caseloads when needed.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Organisation

Data sourcing: MIS DOC INT OBS IEP

8. Role of employment supervisor: Supported employment unit is led by a supported employment team leader/supervisor. Employment specialists' skills are developed and improved through outcome-based supervision. All five key roles of the employment supervisor are present.

Anchor:

1	One or none is present	<p>Five key roles of the employment supervisor:</p> <ul style="list-style-type: none"> One full-time equivalent (FTE) supervisor is responsible for no more than 10 employment specialists. The supervisor does not have other supervisory responsibilities. (Supported Employment leaders supervising fewer than ten employment specialists, may spend a percentage of time on other supervisory activities on a prorated basis. For example, an employment supervisor responsible for 4 employment specialists may be devoted to SE supervision half time). Supervisor conducts weekly supported employment supervision designed to review client situations and identify new strategies and ideas to help clients in their work lives. Supervisor communicates with mental health treatment team leaders to ensure that services are integrated, to problem solve programmatic issues (such as referral process, or transfer of follow-along to mental health workers) and to be a champion for the value of work. Attends a meeting for each mental health treatment team on a quarterly basis. Supervisor accompanies employment specialists, who are new or having difficulty with job development, in the field monthly to improve skills by observing, modelling, and giving feedback on skills, e.g., meeting employers for job development. Supervisor reviews current client outcomes with employment specialists and sets goals to improve the Supported Employment Service performance at least quarterly.
2	Two are present	
3	Three are present	
4	Four are present	
5	Five are present	

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Organisation

Data sourcing: MIS DOC INT OBS IEP

9. Zero exclusion criteria: All clients interested in working have access to supported employment services, regardless of job readiness factors, substance abuse, symptoms, history of violent behavior, cognitive impairments, treatment non-adherence, and personal presentation. These apply during supported employment services too. Employment specialists offer to help with another job when one has ended, regardless of the reason that the job ended or number of jobs held. Clients are not screened out formally or informally. See the Fidelity Review Manual for how to score this item when the employment specialist caseload is full and no places are currently available.

Anchor:

1	There is a formal policy to exclude clients due to lack of job readiness (e.g. substance abuse, history of violence, low level of functioning, etc.) by employment staff, case managers, or other practitioners.
2	Most clients are unable to access supported employment services due to perceived lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, etc.).
3	Some clients are unable to access supported employment services due to perceived lack of job readiness (e.g., substance abuse, history of violence, low level of functioning, etc.).
4	No evidence of exclusion, formal or informal. Referrals are not solicited by a wide variety of sources. Employment specialists offer to help with another job when one has ended, regardless of the reason that the job ended or number of jobs held.
5	All clients interested in working have access to supported employment services. Mental health practitioners encourage clients to consider employment, and referrals for supported employment are solicited by many sources. Employment specialists offer to help with another job when one has ended, regardless of the reason that the job ended or number of jobs held.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Organisation

Data sourcing: MIS DOC INT OBS IEP

10. The Mental Health Service demonstrates a focus on competitive employment: The Mental Health Service promotes competitive work through multiple strategies. The Mental Health Service initial assessment includes questions about interest in employment. The Mental Health Service displays written postings (e.g., brochures, bulletin boards, posters) about employment and supported employment services. The focus should be with the Mental Health Service services for adults with severe mental illness. The Mental Health Service supports ways for clients to share work stories with other clients and staff. The Mental Health Service measures rate of competitive employment and shares this information with Trust leadership and staff.

Anchor:

1	One or none is present	<p>The Mental Health Service promotes competitive work through multiple strategies:</p> <ul style="list-style-type: none"> The Mental Health Service intake includes questions about interest in employment. The Mental Health Service includes questions about interest in employment on all annual (or semi-annual) assessment or treatment plan reviews. The Mental Health Service displays written postings (e.g., brochures, bulletin boards, posters) about working and supported employment services, in lobby and other waiting areas. The Mental Health Service supports ways for clients to share work stories with other clients and staff (e.g., Mental Health Service employment recognition events, in-service training, peer support groups, Trust newsletter articles, invited speakers at client treatment groups, etc.) at least twice a year. The Mental Health Service measures rate of competitive employment on at least a quarterly basis and shares outcomes with the Mental Health Service leadership and staff.
2	Two are present	
3	Three are present	
4	Four are present	
5	Five are present	

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Organisation

Data sourcing: MIS DOC INT OBS IEP

11. Executive team support for SE: The Mental Health Service executive team members (e.g. Chief Officer, Heads of Mental Health (CHO), members of Area Management Teams, Occupational Therapy Managers etc.) assist with supported employment implementation and sustainability. All five key components of executive team support must be present for a score of 5.

Anchor:

1	One or none is present	<ul style="list-style-type: none"> Chief Officer, Heads of Mental Health (CHO), members of Area Management Teams, Occupational Therapy Managers demonstrate knowledge regarding the principles of evidence-based supported employment. The Mental Health Service quality assurance process includes an explicit review of the SE programme, or components of the programme, at least every 6 months through the use of the Supported Employment Fidelity Scale or until achieving high fidelity, and at least yearly thereafter. The Mental Health Service quality assurance process uses the results of the fidelity assessment to improve SE implementation and sustainability. At least one member of the executive team actively participates at SE leadership team meetings (steering committee meetings) that occur at least every six months for high fidelity programmes and at least quarterly for programmes that have not yet achieved high fidelity. Steering committee is defined as a diverse group of stakeholders charged with reviewing fidelity, programme implementation and the service delivery system. Committee develops written action plans aimed at developing or sustaining high fidelity services. The Mental Health Service Chief Officer communicates how SE services support the mission of the Mental Health Service and articulates clear and specific goals for SE and/or competitive employment to all Mental Health Service staff during the first six months and at least annually (i.e., SE initiatives meetings, newsletters, etc). This item is not delegated to another administrator. The IPS service leader shares information about IPS Evidence Based Barriers (difficulties) and Facilitators (successes) with the Mental Health Service Executive Team (including the Chief Officer) at least twice each year. The Executive Team helps the service leader identify and implement solutions to barriers.
2	Two are present	
3	Three are present	
4	Four are present	
5	Five are present	

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

12. Work incentives planning: All clients are offered assistance in obtaining comprehensive individualised work incentives planning before starting a new job and assistance accessing work incentives planning thereafter when making decisions about changes in work hours and pay. Work incentives planning includes the impact on all sources of income and fringe benefits (health services and medication cost, rent subsidies, transport concessions, job seekers allowance etc.) and all costs associated with commencing or changing employment. Clients are provided information and assistance about reporting earnings to any other programme that needs to know the new income details (e.g. Department of Employment Affairs and Social Protection., Housing Agency etc.).

Anchor:

1	Work incentives planning is not readily available or easily accessible to most clients served by the IPS service.
2	Employment specialist gives client contact information about where to access information about work incentives planning.
3	Employment specialist discusses with each client changes in benefits based on work status.
4	Employment specialist or other MH practitioner offers clients assistance in obtaining comprehensive, individualized work incentives planning by a person trained in work incentives planning prior to client starting a job.
5	Employment specialist or other MH practitioner offer clients assistance in obtaining comprehensive, individualized work incentives planning by a specially trained work incentives planner prior to starting a job. They also facilitate access to work incentives planning when clients need to make decisions about changes in work hours and pay. Work incentives planning includes the impact on all sources of income and fringe benefits (health services and medication cost, rent subsidies, transport concessions, job seekers allowance etc.) and all costs associated with commencing or changing employment and depending on the person's benefits.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

13. **Disclosure:** Employment specialists provide clients with accurate information and assist with evaluating their choices to make an informed decision regarding what is revealed to the employer about having a disability.

Anchor:

1	None is present	<ul style="list-style-type: none"> • Employment specialists do not require all clients to disclose their psychiatric disability at the work site in order to receive services. • Employment specialists offer to discuss with clients the possible costs and benefits (pros and cons) of disclosure at the work site in advance of clients disclosing at the work site. Employment specialists describe how disclosure relates to requesting accommodations and the employment specialist's role communicating with the employer. • Employment specialists discuss specific information to be disclosed (e.g. disclose receiving mental health treatment, or presence of a psychiatric disability, or difficulty with anxiety, or unemployed for a period of time, etc.) and offers examples of what could be said to employers. • Employment specialists discuss disclosure on more than one occasion (e.g. if clients have not found employment after two months or if clients report difficulties on the job.)
2	One is present	
3	Two are present	
4	Three are present	
5	Four are present	

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

14. **Ongoing, work-based vocational assessment:** Initial vocational assessment occurs over 2-3 sessions and is updated with information from work experiences in competitive jobs. A vocational profile form that includes information about preferences, experiences, skills, current adjustment, strengths, personal contacts, etc., is upgraded with each new job experience. Ongoing vocational assessments aim at problem solving using environmental assessments and consideration of reasonable accommodations. Sources of information include the client, treatment team, clinical records and with the client's permission, information from family members and previous employers.

Anchor:

1	Vocational evaluation is conducted prior to job placement with emphasis on office-based assessments, standardized tests, intelligence tests, work samples.
2	Vocational assessment may occur through a stepwise approach that includes: prevocational work experiences (e.g., work units in a day programme), volunteer jobs, or set aside jobs (e.g. Trust-run businesses, sheltered workshop jobs, affirmative businesses, enclaves).
3	Employment specialists assist clients in finding competitive jobs directly without systematically reviewing interests, experiences, strengths etc. and do not routinely analyse job loss (or job problems) for lessons learned.
4	Initial vocational assessment occurs over 2-3 sessions in which interests and strengths are explored. Employment specialists help clients learn from each job experience and also work with the treatment team to analyse job loss, job problems and job successes. They do not document these lessons learned in the vocational profile, OR The vocational profile is not updated on a regular basis.
5	Initial vocational assessment occurs over 2-3 sessions and information is documented on a vocational profile form that includes preferences, experiences, skills, current adjustment, strengths, personal contacts, etc. The vocational profile form is used to identify job types and work environments. It is updated with each new job experience. Aims at problem solving using environmental assessments and consideration of reasonable accommodations. Sources of information include the client, treatment team, clinical records, and with the client's permission, from family members and previous employers. Employment specialists help clients learn from each job experience and also work with the treatment team to analyse job loss, job problems and job successes.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

15. **Rapid job search for competitive job:** Initial employment assessment and first face-to-face employer contact by the client or the employment specialist about a competitive job occurs within 30 days (one month) after programme entry.

Anchor:

1	First face-to-face contact with an employer by the client of the employment specialist about a competitive job is on average 271 days or more (>9months) after programme entry.
2	First face-to-face contact with an employer by the client or the employment specialist about a competitive job is on average 151 and 270 days (5-9 months) after programme entry.
3	First face-to-face contact with an employer by the client or the employment specialist about a competitive job is on average between 61 and 150 days (2-5 months) after a programme entry.
4	First face to face contact with an employer by the client or the employment specialist about a competitive job is on average between 31 and 60 days (1-2 months) after programme entry.
5	The programme tracks employer contacts and the first face-to-face contact with an employer by the client or the employment specialist about a competitive job is on average within 30 days (one month) after programme entry.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

16. **Individualised job search:** Employment specialists make employer contacts aimed at making a good job match based on client's preferences (relating to what each person enjoys and their personal goals) and needs (including experience, ability, symptoms, health, etc) rather than the job market (i.e., those jobs that are readily available). An individualised job search plan is developed and updated with information from the vocational assessment/ profile form and new job/educational experiences.

Anchor:

1	Less than 25% of employer contacts by the employment specialist are based on job choices which reflect client's preferences, strengths, symptoms, etc. rather than the job market.
2	25-49% of employer contacts by the employment specialist are based on job choices which reflect client's preferences, strengths, symptoms, etc. rather than the job market.
3	50-74% of employer contacts by the employment specialist are based on job choices which reflect client's preferences, strengths, symptoms, etc., rather than the job market.
4	75-89% of employer contacts by the employment specialist are based on job choices which reflect client's preferences, strengths, symptoms, etc., rather than the job market and are consistent with the current employment plan.
5	Employment specialists makes employer contacts based on job choices which reflect client's preferences, strengths, symptoms, lessons learned from previous jobs etc., 90-100% of the time rather than the job market and are consistent with the current employment/job search plan. When clients have limited work experience, employment specialists provide information about a range of job options in the community.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

17. Job development - Frequent employer contact: Each employment specialist makes at least 6 face-to-face employer contacts per week on behalf of clients looking for work. (Rate for each week then calculate average and use the closest scale point). An employer contact is counted even when an employment specialist meets the same employer more than one time in a week, and when the client is present or not present. Client-specific and generic contacts are included. Employment specialists use a weekly tracking form to document employer contacts.

Anchor:

1	Employment specialist makes less than 2 face-to-face employer contacts that are client-specific per week.
2	Employment specialist makes 2 face-to-face employer contacts per week that are client-specific; OR Does not have a process for tracking.
3	Employment specialist makes 4 face-to-face employer contacts per week that are client-specific, and uses a tracking form that is reviewed by the SE supervisor on a monthly basis.
4	Employment specialist makes 5 face-to-face employer contacts per week that are client-specific, and uses a tracking form that is reviewed by the SE supervisor on a weekly basis.
5	Employment specialist makes 6 or more face-to-face employer contacts per week that are client specific, or 2 employer contacts times the number of people looking for work when there are less than 3 people looking for work on their caseload (e.g., new programme). In addition, employment specialist keeps records that can be reviewed by a supervisor on a weekly basis.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

18. **Job development** - Quality of employer contact: Employment specialists build relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the Supported Employment programme offers to the employer, describe client strengths that are a good match for the employer. *(Rate for each employment specialist, then calculate average and use the closest scale point).*

Anchor:

1	Employment specialist meets employer when helping client to turn in job applications, OR Employment specialist rarely makes employer contacts.
2	Employment specialists contacts employer to ask about job openings and then shares these "leads" with clients.
3	Employment specialist follows up on advertised job openings by introducing self, describing programme, and asking employer to interview client.
4	Employment specialist meets with employers in person whether or not there is a job opening, advocates for clients by describing strengths and asks employers to interview clients.
5	Employment specialist builds relationships with employers through multiple visits in person that are planned to learn the needs of the employer, convey what the SE programme offers to the employer, describe client strengths that are a good match for the employer.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

19. **Diversity of job types:** Employment specialists assist clients in obtaining different types of jobs.

Anchor:

1	Employment specialists assist clients to obtain different types of jobs less than 50% of the time.
2	Employment specialists assist clients to obtain different types of jobs 50-59% of the time.
3	Employment specialists assist clients to obtain different types of jobs 60-69% of the time.
4	Employment specialists assist clients to obtain different types of jobs 70-84% of the time.
5	Employment specialists assist clients to obtain different types of jobs 85-100% of the time.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

20. **Diversity of employers:** Employment specialists assist clients in obtaining jobs with different employers.

Anchor:

1	Employment specialists assist clients to obtain jobs with different employers less than 50% of the time.
2	Employment specialists assist clients to obtain jobs with the same employers 50-59% of the time.
3	Employment specialists assist clients to obtain jobs with different employers 60-69% of the time.
4	Employment specialists assist clients to obtain jobs with different employers 70-84% of the time.
5	Employment specialists assist clients to obtain jobs with different employers 85-100% of the time.

Comments:

Recommendations:

21. **Competitive jobs:** Employment specialists provide competitive (open market) job options that have permanent status rather than temporary or time-limited status, e.g. work experience or transitional employment positions. Competitive jobs pay at least the minimum wage, are jobs that anyone can apply for and are not set aside for people with disabilities. Seasonal jobs and jobs from temporary agencies that other community members use are counted as competitive jobs.

Sheltered employment and community employment schemes (CES) are NOT counted as competitive jobs.

Anchor:

1	Employment specialists provide options for permanent, competitive jobs less than 64% of the time, OR There are fewer than 10 current jobs.
2	Employment specialists provide options for permanent, competitive jobs about 65-74% of the time.
3	Employment specialists provide options for permanent competitive jobs about 75-84% of the time.
4	Employment specialists provide options for permanent competitive jobs about 85-94% of the time.
5	95% or more competitive jobs held by clients are permanent.

Comments:

Recommendations:

22. Individualized follow-along support: Clients receive different types of in-work support that are based on the job, client preferences, work history, needs, etc. Supports are provided by a variety of people, including treatment team members (e.g. medication changes, social skills training, encouragement), family, friends, co-workers (i.e. natural supports), and employment specialist. Employment specialist also provides employer support (e.g. educational information, job accommodations) at client's request. Employment specialist offers help with career development, i.e. assistance with education, a more desirable job, or more preferred job duties.

Anchor:

1	Most clients do not receive supports after starting a job.
2	About half of the working clients receive a narrow range of supports provided primarily by the employment specialist.
3	Most working clients receive a narrow range of supports that are provided primarily by the employment specialist.
4	Clients receive different types of support for working a job that are based on the job, client preferences, work history, needs, etc. Employment specialists provide employer supports at the client's request.
5	Clients receive different types of support for working a job that are based on the job, client preferences, work history, needs, etc. Employment specialist also provides employer support (e.g., educational information, job accommodations) at client's request. The employment specialist helps people move onto more preferable jobs and also helps people with education or certified training programmes. The site provides examples of different types of support including enhanced supports by treatment team members.

Comments:

Recommendations:

23. **Time-unlimited follow-along supports:** Employment specialists have face-to-face contact within 1 week before starting a job, within 3 days after starting a job, weekly for the first month, and at least monthly for a year or more, on average, after working steadily and as desired by clients. Clients are transitioned to step down job supports from a mental health worker following steady employment. Employment specialists contact clients within 3 days of learning about the job loss.

Anchor:

1	Employment specialist does not meet face-to-face with the client after the first month of starting a job.
2	Employment specialist has face-to-face contact with less than half of the working clients for at least 4 months after starting a job.
3	Employment specialist has face-to-face contact with at least half of the working clients for at least 4 months after starting a job.
4	Employment specialist has face-to-face contact with working clients weekly for the first month after starting a job, and at least monthly for a year or more, on average, after working steadily, and as desired by clients.
5	Employment specialist has face-to-face contact within 1 week before starting a job, within 3 days after starting a job, weekly for the first month, and at least monthly for a year or more, on average, after working steadily and as desired by clients. Clients may be transitioned to intermittent support, or regular monitoring, following steady employment. Employment specialist contacts clients within 3 days of hearing about the job loss.

Comments:

Recommendations:

Directions: Circle one anchor number for each criterion

Criterion: Services

Data sourcing: MIS DOC INT OBS IEP

24. **Community-based services:** Employment services such as client engagement, job finding and follow-along supports are provided in natural community settings by all employment specialists. *(Rate each employment specialist based upon their total weekly scheduled work hours, then calculate the average and use the closest scale point).*

Anchor:

1	Employment specialist spends 30% time or less in the scheduled work hours in the community.
2	Employment specialist spends 30-39% time of total scheduled work hours in the community.
3	Employment specialist spends 40-49% of total scheduled work hours in the community.
4	Employment specialist spends 50-64 % of total scheduled work hours in the community.
5	Employment specialist spends 65% or more of total scheduled work hours in the community.

Comments:

Recommendations:

25. Assertive engagement and outreach by integrated treatment team: Service termination is not based on missed appointments or fixed time limits. There is systematic documentation of outreach attempts. Engagement and outreach attempts are made by integrated team members. Multiple home/community visits. Coordinated visits by employment specialist with integrated team member. Connect with family, when applicable. Once it is clear that the client no longer wants to work or continue SE services, the team stops outreach.

Anchor:

1	Evidence that 2 or less strategies for engagement and outreach are used.	<ul style="list-style-type: none"> • Service termination is not based on missed appointments or fixed time limits. • Systematic documentation of outreach attempts. • Engagement and outreach attempts made by integrated team members. • Multiple home/community visits. • Coordinated visits by employment specialist with integrated team member. • Connect with family, when applicable.
2	Evidence that 3 strategies for engagement and outreach are used.	
3	Evidence that 4 strategies for engagement and outreach is used.	
4	Evidence that all 5 strategies for engagement and outreach is used.	
5	Evidence that all 6 strategies for engagement and outreach are used.	

Comments:

Recommendations:

SCORE SUMMARY

Element		Last Fidelity Review	This Fidelity Review	Change in score
STAFFING				
1	Number on caseload			
2	Employment Services Staff			
3	Vocational Generalists			
ORGANISATION				
4	Integration with CMHT through team assignment			
5	Integration with CMHT through frequent contact			
6	Collaboration between employment specialists and JC+/WP			
7	Vocational unit			
8	Role of employment supervisor			
9	Zero exclusion criteria			
10	Mental Health Trust focus on competitive employment			
11	Executive Team support			
SERVICES				
12	Work incentives planning			
13	Disclosure			
14	Ongoing, work-based vocational assessment			
15	Rapid search for competitive job			
16	Individualised job search			
17	Job development – Frequent employer contact			
18	Job development – Quality of employer contacts			
19	Diversity of job types			
20	Diversity of employers			
21	Competitive jobs			
22	Individualised follow-along supports			
23	Time-unlimited follow-along supports			
24	Community-based services			
25	Assertive engagement and outreach by integrated team			
				Change
Total score				
Maximum IPS score		125	125	

Exercise: How do we ask about work?

How do we help people to think about work?

What are the advantages and disadvantages of returning to/starting employment?

	Advantages	Disadvantages
Returning to work		
Not returning to work		

Example Vocational action plan			Date: Today	
NAME: John		NAME OF SERVICE:		
JOB GOAL: John would like a 16 hour a week job in either web design or computer hardware repairs. Eventually he would like to work fulltime hours so he can earn enough money to live away from home.		NAME OF EMPLOYMENT SPECIALIST: Me		
OBJECTIVE	Actions/strategies	Responsible	Completion Date	
John needs to find out about working in hardware repairs	John to research organisations who provide that service locally John to find job descriptions for the role on the internet Review what aspects of the job description John might find difficult Arrange a job trial with a local hardware repairs employer	John John John and ES ES		
John needs to get better sleep	Get mother to wake him up every morning. Speak to Psychiatrist about sleep medication or adjusting medication times	John/Mum/ Psychiatrist		
John wants to be able to feel comfortable talking about the gaps on his CV	John and ES to produce a 'disclosure statement' that does not name his diagnosis.	John and ES		
John would like to see behind the scenes at an IT department or web design company	Arrange a visit to some local IT companies/departments. Ask Jodie (Mind) if he could work shadow the person who designs their website.	ES		
John needs to make sure he has the minimal job entry qualifications required for web design and/or hardware repairs	Research necessary job qualifications on the web. Investigate funding for necessary courses with DEA and with PHB manager.	Jack and John ES		
John's CV needs to be updated John requires two references for web design or hardware repairs.	Update CV to reflect the IT websites/projects John has produced in his spare time. Speak to Jodie about being a referee and to identify one other person and ask them.	ES John		
John needs clothing for interview	Ask JC+ DEA if there are funds available for interview clothing	ES		
John needs to be able to demonstrate the websites he has produced at interview	Practice demonstrating two of Johns websites to Jack and Jodie and prepare a script ready for interview.	John		

Client's name: _____ Signature: _____

A work health and wellbeing promotion plan

The things I need to do every day or week to keep feeling on top of things

The things that my manager can do to help me stay on an even keel at work

In-Work Support: Case Scenarios

John is now working in a computer repair firm and has been there six months. He runs an initial brief diagnostic software check on PCs that have been brought in for repair. When faults are easily detectable, John is able to rectify most of these, but passes others to the manager or a colleague, both skilled IT technicians. He works 1300 -1600, Tues – Fri. His living situation and support network remain as described in his original profile.

Sharon, the employment worker has recently met with John in his workplace and John's manager caught her for a word on her way out.

Consider the scenarios below which Sharon is either raising with you individually or at a whole team meeting. Each scenario is separate i.e. view them in isolation rather than thinking more than one is happening at once

What might you suggest to Sharon? Would you also consider any direct involvement yourself, or from others in the team?

1. John's employer told Sharon that he is generally happy with John's work but that he sometimes tries to solve things on his own, rather than sticking to his role or checking. On one recent occasion this led to a significant amount of data being lost on one PC that was in for repair. He wants John to make sure he asks when encountering any areas of uncertainty, but does not want John to feel put down
2. John has been getting on very well at work and a vacancy has just come up which his manager has suggested he applies for. This will involve going from 12 to 25 hours per week and an increased level of technical expertise; the employer is happy to fund John attending a course to support this. The CMHT also feel John is doing well and had been considering discharging him back to Primary Care support. What are your thoughts about the job progression and discharge?
3. John's manager has raised concerns about John's personal hygiene. Other staff have mentioned this to the manager and he is also concerned about reactions from customers who come to collect their PC's and have brief contact with John. The manager feels very awkward about raising this with John

4. John does not work on Mondays. When he comes in on Tuesdays, he sees a large number of PCs that need attention and feels very stressed by this. He wants to catch up with the work and not get behind, but is aware he makes more mistakes on Tuesdays and is worried about this
5. John says he is confident with his day-to-day work and enjoys it when he can just be on his own and get on with things. He says when he arrives the others are usually having lunch in a communal area he has to walk through and he feels very self-conscious, not knowing what to say. He also thinks they talk about him afterwards. John says this has been getting worse and he is now worrying about this all morning before going to work. Last week, he was 10 minutes late, having walked around the block a few times before having the confidence to go in.
6. John has reported an increase in hearing voices, which make derogatory remarks about him, and also more difficulty in taking in what others are saying to him. John does not link this to work stresses and says he feels no worse at work than anywhere else. However, he is worried about the effects his mental health is having on his work performance (he is getting little sleep at night and is often very tired). His manager has also expressed concerns to Sharon about how well he is. John is wondering if it is better for him to go off sick

The 8 Principles of IPS

- 1 Competitive paid employment is the primary goal
- 2 Everyone is eligible (Zero Exclusion)
- 3 Job search is consistent with individual preferences
- 4 Job search is rapid
- 5 Employment specialists integrated into clinical teams
- 6 In-work support is time-unlimited
- 7 Welfare support included
- 8 Employer Engagement

IPS quiz

1. Employment specialists:

- A. Work completely independently of the mental health team
- B. Function independently of the mental health team and attend team meetings on an as-needed basis
- C. Provide consultancy to mental health teams on employment and occasionally provide input in team meetings
- D. Are full members of the mental health team and attend all of the team meetings

2. Employment specialists:

- A. Should only provide employment services
- B. Should provide both employment and general welfare rights support
- C. May have a small caseload they care coordinate in addition to their employment duties
- D. May provide other services (e.g. assisting with a recovery group) in addition to employment services, depending on the needs of the team

3. Employment Specialists conduct job searches primarily by:

- A. Searching on the internet and in newspapers because this is an efficient way to find a variety of jobs
- B. Going out in the community and meeting employers to develop a large job network so there are available jobs for clients
- C. Meeting face to face with employers to learn about jobs in the community that reflect the individual preferences of clients
- D. Employment Specialists usually do not conduct job searches, the NHS Trust or Employment service creates jobs for them

4. Which of the following best characterises an early employment service goal? The client is:

- A. Regularly attending skills training lessons
- B. Working in a competitive job
- C. Working in a sheltered workshop
- D. Volunteering

5. In the IPS programme, a vocational profile:

- A. Occurs prior to job placement and consists of a wide variety of assessments
- B. Is conducted by watching the client perform various simulated job tasks
- C. Is a graded process that includes standardized tests, followed by volunteering
- D. Occurs over a few initial appointments and is updated with information from competitive job experiences

6. Of the following, which is the best way for benefits advisors to provide clients with information?

- A. Give clients a link to an informational website in order to foster their autonomy
- B. Hold group meetings so that clients have the opportunity to learn from questions asked by others in the group
- C. Post clients written information about their benefits so that they always have something to refer back to
- D. Meet clients individually because each person has an unique situation

7. Once a client successfully finds employment, they should continue to receive support:

- A. For as long as they want and need the support
- B. Until they are established and feels comfortable in the role
- C. For about 90 days, with occasional phone calls thereafter
- D. For up to six months or until they are is stable on the job, depending on which occurs first

8. Which of the following is an example of competitive employment?

- A. Working for a mental health team in a position that is reserved for clients receiving services from the team
- B. A temporary job as a salesperson that pays £12.00 an hour and is set as short-term work experience
- C. Working indefinitely as a cleaner for the minimum wage
- D. Occasionally babysitting for one's family and friends

9. If a client misses several appointments with the employment specialist, the employment specialist should:

- A. Recommend that the client is re-referred when they are ready to keep appointments and be an active participant
- B. Continue to try to engage the client
- C. Contact the Care Co-ordinator and recommend that a re-referral is made when the client demonstrates an interest in work
- D. Recommend that the client attend a prevocational training course to become work ready

10. Given the following scenario, please select the best answer from below:

Paul would like to get a job as a cook at a café that is within walking distance of his home. He is happy about the location and feels comfortable in the cafe having eaten there frequently. However, when Paul and his employment specialist meet with the employer, they learn that in addition to cooking, the position consists of taking customers' orders and clearing tables. Knowing that Paul is very uncomfortable interacting with strangers, the employment specialist should:

- A. Talk to the client about looking for another job because the job at the cafe turned out to be a bad fit
- B. Talk to the client about trying the job in spite of his discomfort because jobs are hard to find and the location of this job will be really hard to beat
- C. Talk to the client and employer about the possibility of another staff member taking the orders and cleaning tables in return for different duties with which the client is more comfortable
- D. Get the client to go on a training course so that they can build customer service skills

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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