Development Center to Enhance Evidence-Based Supported Employment with Technology

NIDRR: H133A120164
Welcome!

What are we doing here?
- Center for Supported Employment Technology (CSET) Overview
  - What do we do?
  - Current Projects
  - Upcoming Milestones
- Brief tool demonstration
- Questions, comments, & discussion
- Time permitting:
  - Interactive tool testing

Who am I?:
- Justin Tauscher, MS LADC LCMHC
  - Project Director: Center for Supported Employment Technology
  - Research Associate: Center for Technology & Behavioral Health
  - Adjunct Faculty: University of Vermont
  - Service Provider & Supervisor

Who are you?:
- Employment Specialists?
- Service Participants?
- Supervisors?
- VocRehab?
The issue:

Up to 70% of individuals with psychiatric disabilities want to work…

…but fewer than 15% are currently working…

Employment is a core element of recovery…

…and is often a primary goal for people living with serious mental illness

Employment has a multitude of benefits: increased structure, meaning, a normal adult role, social contact, community integration, self-esteem, increased income, and better quality of life

How best do we help individuals with disabilities obtain & maintain meaningful work?

Individual Placement and Support Supported Employment
Mission: To develop a suite of technology-based tools and technology platforms to enhance the delivery of IPS Supported Employment

Goal:
- Improve client outcomes and lives
- Improve clinician satisfaction and performance
User Centered Development Process

- Needs Assessment
- Rapid Intervention Development
- Usability Testing
- Implementation
Stage One: Needs Assessment

Service Providers

- Participate in job shadowing, individual interviews, focus groups, surveys
- Administrative staff, employment specialists, supervisors, trainers, administrators, states

Individuals in Services

- Participate in session shadowing, individual interviews, focus groups, surveys
- Range of participant statuses: gender, race, age, employment status, engagement in supported employment
Stage One: Needs assessment findings

Practitioners

- Using technology
  - Smart Phones (78%)
  - Tablets (31%)
- Confident with new technology (89%)
- Believe in the potential of technology
  - 84% believe providers will promote tech use at agency
  - 95% strongly in favor of integrating tech with supported employment

Consumers

- Feel comfortable using technology (86%)
- Would feel comfortable using mobile technology in the employment process (82%)
Stage Two: **Rapid intervention development**

<table>
<thead>
<tr>
<th>Needs</th>
<th>Solution</th>
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<tbody>
<tr>
<td>Connection to resources, engagement</td>
<td>IPS Service Locator</td>
</tr>
<tr>
<td>Client support, connection to resources, education, motivation</td>
<td>IPS Engagement Tool</td>
</tr>
<tr>
<td>Client documentation, client support, collaboration, training,</td>
<td>Electronic Career Profile</td>
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<td>individualized services</td>
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<tr>
<td>Client documentation, client support, collaboration, training,</td>
<td>Guided Job Plan and Follow Along Support Plan</td>
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<td>individualized services</td>
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<tr>
<td>JD activity tracking, collaboration, workflow</td>
<td>Job Development Tool</td>
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<tr>
<td>Client documentation, reporting, workflow, collaboration</td>
<td>Dashboards</td>
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<tr>
<td>Training, social support, connection to resources</td>
<td>Supported Employment Discussion Board (IPS Connect)</td>
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<tr>
<td>Disclosure support, education, follow along supports, skill building,</td>
<td>Working Well Self Management System</td>
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<tr>
<td>motivation, social connection</td>
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</tbody>
</table>
Stage Two: **Rapid intervention development**

- Engagement & Education
- Service Delivery
- Caseload & Program Management
ISEMS: Integrated Supported Employment Management System

- Engagement Tool
- Service Locator
- Working Well
ISEMS: Integrated Supported Employment Management System

- Engagement Tool
- Service Locator
- Working Well

- Dashboards
- Job Development
- Career Profile
- Job Planning
- Working Well

Engage

Manage

Report

Connect
ISEMS: Integrated Supported Employment Management System

- Engagement Tool
- Service Locator
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- Dashboards
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- Job Planning
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- Reporting Tools
- Dashboards

- IPS Connect
- Service Locator
- Working Well
Stage Two: **Rapid intervention development**

**The Tools**
Rationale

- **Connection to Resources**
  
  “We need to get people in the door when they are ready to work. When we wait too long or don’t talk about work with someone…we miss an opportunity.”

- **Education**

  “Sometimes its not just our clients that need to know about supported employment but also our team members. We are always having to re-educate about supported employment and what is available.”

- **Motivation Enhancement**

  “People want to work for all kinds of reasons…they also have been told its not possible their whole lives. We try to identify places where past success can show the way toward future possibility.”
IPS Engagement Tool

Features

• Device agnostic
• Audio & video support
• Education about benefits of work, IPS, and how the supported employment process works
• Integration of peer stories of success
• Ability to generate referral information to agency contact
• Individualized & responsive tailoring for motivation and readiness to engage

CSET Engagement Tool

How do you feel about work right now?

- I want to work right now
- I am not sure if I want to work right now
- I don't want to get a job

After hearing about how a supported employment program can help you, would you like to talk to someone to learn more?

- Yes, this is something I'd like to do
- I'm not sure if this is something I would like to do
- No, I'm not interested in this at the moment
Electronic Career Profile

Rationale- Enrich collaboration, further individualize services, standardize data collection, enhance client documentation, support, & training of ES

- **Enhance Collaboration**
  - “This is great. The format of the questions helped me stay organized in my thought process when talking with her [employment specialist]” [client]
  - “I like the way the tool is constructed to HELP ME ask for HELP. I have a hard time asking for help, even from my family…its less intimidating to do it on this [tablet]” [client]

- **Individualized Services**
  - “It helped me think outside the box. I would have never thought of working at the graveyard or the YMCA!” [client]
  - “I didn’t know this stuff about you! I’m learning a lot of new things about you today!” [ES]

- **Training & Documentation**
  - “Our fidelity team will appreciate how this helps to standardize data collection and flow. We have some ESs that are really good and consistent, and others that are less so. This could help bring people some of those people alone.” [supervisor]
Electronic Career Profile

Features

• Device agnostic
• Audio Support?
• Accessible- 6th grade reading level

• Collaborative Entry
  • Consumer portion
  • Collaborative portion (feedback)

• Full Career Profile
  • Work Goals, Interests and Preferences
  • Employment & Education History
  • Getting Ready for a Job
Electronic Career Profile->Job Plan (goal setting)

Job Plan Tool

Career Profile Feedback Summary

Here is what you said about your work preferences, history, goals and some of the areas you might like help in.

🔍 Explore the tabs below to review your earlier feedback

<table>
<thead>
<tr>
<th>Job Type</th>
<th>Characteristics</th>
<th>Jobs you were interested in:</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td>Technology</td>
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<td>Trade jobs</td>
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<td>Artistic jobs</td>
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<tbody>
<tr>
<td>Jobs you were definitely not interested in:</td>
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<tr>
<td>Medicine</td>
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<td>Fast Food</td>
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<td>Social Services or Care giving</td>
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<td>Hospitality Services</td>
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<td>Military</td>
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</tbody>
</table>
Goal Setting Tool (Job Plan/Follow Along Supports)

Rationale - Client documentation, client support, collaboration, training, individualized services

- **Documentation**
  - “I think its very helpful with the turnover in our company. You can see what steps a client has already completed and just get going with things...people hate to have to repeat things”

- **Individualized Services**
  - “This really helps break things down into the ‘how’ for the way steps can take place. I like how you set different levels to your goals, without going overboard on detail”
  - “I get so sick of reading cookie cutter job plans, people’s plans are always the same and almost never reflect the great work they are doing with their actual clients. This will help outline the actual steps they are taking to help people.”

- **Client Support & Collaboration**
  - “Our client’s goals are often set by other people besides themselves. The way this is designed really brings them into the mix in setting meaningful steps for themselves”
  - “I love the way life skills are incorporated with employment supports, it helps to illustrate how connected these areas often are.”
Goal Setting Tool (Job Plan/Follow Along Supports)

Features

• Device agnostic

• Process Driven & Personalized
  • Incorporates preferences from career profile

• Timeline shaping
  • Provides intervention suggestions based on stage of job status

• Workflow Management
  • Provides reminders for task completion to practitioner and consumer

• Documentation Support
  • Provides ability to update as new goals are made
  • Outputs in multiple formats (ex. print a client copy to take home)

Select the 5 items you most want help with from your employment specialist:

- Managing symptoms of my illness related to working
- Communication skills/help getting along with people/conflict resolution on the job
- Working on life skills for self-care (showering, sleep schedule, picking out clothes for work)
- Identifying appropriate options for child care
- Remembering job specific tasks
- Computer skills

Think about when you would like to start and complete this goal.

Goal: Explore decisions about telling an employer of mental health or substance use issues

When would you like to start work on this goal?

- This week
- Next week
- In the next month

When would you like to be finished with this goal?

05/15/2015

Add Steps
Workflow Management

Dashboard

- Quick access to client information, documentation, & file needs
- Ability to enter client level data and aggregate to Employment Specialist or program summary reports
- Provides notification of client file needs and upcoming milestones set forth in a client’s job plan or contact notes
Workflow Management

Client Profile

- Summaries of pertinent information for client
- Breakdowns of career profile for quick assessment and updates of client information
  - Preferences
  - Motivators
  - Job starts/ends
- Includes tagged jobs from job development tool that meet client interests/preferences
- Allows for documentation
Workflow Management

Job Development

- Quick view of program job development activity
- Summary of weekly job development activity and tasks
- Ability to manage & search job development contacts (businesses)
- Ability to manage & search employment opportunities (jobs)
- Allows for documentation of activity
### Workflow Management

#### Job Development

- Quick view of program job development activity
- Summary of weekly job development activity and tasks
- Ability to manage & search job development contacts (businesses)
- Ability to manage & search employment opportunities (jobs)
- Allows for documentation of activity

### CSET Employment Specialist Tools

#### Job Development

All Businesses > Business Profile

| Business Name Lorem Ipsum | Relationship Established: mnr0k/yyy
| 123 Main St, Boston, MA 00000 | Employment Specialist

#### Recent Activity

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Description</th>
<th>Posted By</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/15/2015</td>
<td>Follow Up</td>
<td>Lorem ipsum dolor sit amet, consectetur adipiscing elit. Morbi porta...</td>
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<tr>
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<tr>
<td>05/19/2015</td>
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Reporting Examples…

**Client Specific**
- Time to engagement (time from referral to date of first meeting)
- Career profile start/end dates
- # of meetings prior to job start
- # of follow along meetings
- Job tenure (# of days job held)
- # or type of job held previous to supported employment start date

**Program Specific**
- # of new clients referred to program during specific time period
- # of clients who initiated services (followed through on referral)
- # of job starts/ends during a specific time period
- Stated reasons for clients in program leaving jobs during time period
- Average job tenure for clients in program (time between job start/end)

**Job Development**
- # of contacts for an Employment Specialist in a given week
- # of new businesses contacted during a given time period
- # of job contacts made for specific clients
- Types of jobs/employers contacted
- Employers most likely to hire or offer positions
Stage Two: **Rapid intervention development**

**IPS Service Locator**

Interactive nation wide map that allows for consumers or providers to find and learn about IPS agencies

Website: [www.ipsfinder.com](http://www.ipsfinder.com)
Stage Two: Rapid intervention development

Working Well
Mobile based consumer self-management system with focus on helping people to engage (motivate), manage (goal setting), and connect (social support/resources).

In development.
Feedback…

**Engagement Tool**

**Supervisors**
- “We need to get people in the door when they are ready to work. When we wait too long or don’t talk about work with someone…we miss an opportunity”
- “I love how it works with someone’s own motivations for seeking employment...makes for a really tailored experience”

**Career Profile**

**Consumers**
- “I never thought I’d be able to use one of these things [tablet], but it is really easy. I feel really great about being able to do this on my own…inspired. Can someone take me to look for a job now?”
- “I like the way the tool is constructed to HELP ME ask for HELP. I have a hard time asking for help, even form my family…its less intimidating to do it on this [tablet]”

**Job Plan**

**Employment Specialists**
- “Our client’s goals are often set by other people besides themselves. The way this is designed really brings them into the mix in setting meaningful steps for themselves”
- “I really like the way it helps to prioritize goals. I think that this will really keep things actionable and keep clients, and me, from freaking out”
Thank you!

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