

Individual Placement and Support – Delivering IPS in an Urban Area



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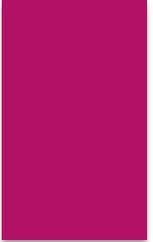
STATE OF ILLINOIS – DEPARTMENT OF HUMAN SERVICES/DIVISION OF MENTAL HEALTH

Purpose of Today's Presentation:

If you are an Employment Specialist or IPS Team Leader who implements IPS in an urban area, this training only has one purpose:

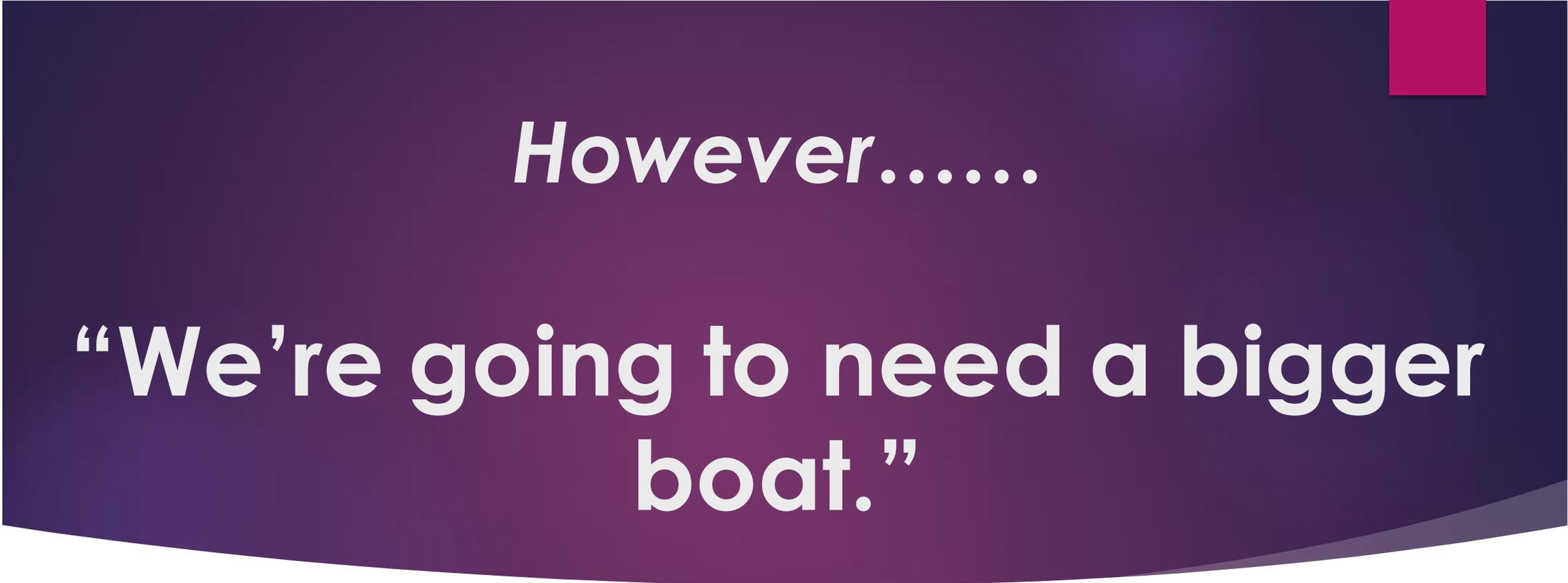
***UNDERSTANDING WHAT THINGS TO
ALWAYS CONSIDER?***

Individual Placement and Support [IPS] is proven through research to be the most effective approach to helping individuals with serious mental illness to return to the workforce; with the goal being the attainment and maintenance of a competitive, preference-based job within the community.



RESEARCH SHOWS THAT IPS IS JUST AS SUCCESSFUL IN URBAN AREAS AS IT IS IN RURAL AREAS AND THAT SUCCESSFUL OUTCOMES ARE NO DIFFERENT:

IPS IS IPS – THE MODEL IS THE MODEL NO MATTER WHERE YOU IMPLEMENT IPS!



However.....

**“We’re going to need a bigger
boat.”**

.....From the 1975 Classic Movie JAWS

Things to ALWAYS CONSIDER:

- ▶ **Meeting out in the community – “Safe Havens”**
- ▶ **Crowded Playing Field**
- ▶ **Time management always involves Traffic and Construction.....**
- ▶ **Job Development -- Location, Location, Location.....**
- ▶ **Community “Turn-Over”**
- ▶ **Public Transportation**

Meeting out in the community – “Safe Havens”

Where in the community can you meet your caseload to get work done?

- ▶ A safe place for you and your caseload to meet [Physical safety]
- ▶ A healthy place for you and your caseload to meet [Physical and Mental safety]
- ▶ A non-distracting place for you and your caseload to meet [No Major Noise or No Smell -- “Are you meeting next to Wrigley Field on Game Day or near the Mars factory at 9:35am?”]
- ▶ A place that you can have a discussion – that you both can hear each other
- ▶ Where you can discuss Personal and Private information freely [No HIPPA violations]

Crowded Playing Field

Several different groups are competing for the same jobs you are developing for your caseload:

- ▶ **Staffing Agencies**
- ▶ **Head Hunters**
- ▶ **Insurance/Benefit Agents**
- ▶ **Salespeople**
- ▶ **Other IPS Programs**
- ▶ **General Public**

Crowded Playing Field

What makes my Agency/IPS Program better than everyone else?

- ▶ **Follow-along supports**
- ▶ **Available 24 hours/7 days a week to employers**
- ▶ **You are like a “Human Resources” for your caseload**
- ▶ **Provide assistance with learning new/difficult job tasks**
- ▶ **Offer trainings on how to work with people with disabilities**

Time management always involves Traffic and Construction.....

When job developing or driving from meeting to meeting CONSIDER TRAFFIC and CONSTRUCTION.....

- ▶ **Know what streets and freeways are under construction**
- ▶ **Find alternate routes if possible --- AND ALREADY KNOW THE ALTERNATE ROUTE, NO ON THE SPOT GUESSING.....**
- ▶ **Avoid Travel during morning and afternoon rush hour**
- ▶ **Avoid downtown lunch hour traffic**
- ▶ **Know what days “the Chicago Cubs are playing day games” or “when President Obama will be in town”.....know and avoid traveling to those spots in the city that will have major events at a certain times of day.**

Job Development -- Location, Location, Location.....

Of course, you know why you are job developing at a certain location, but also know the “special factors” of the location as well, such as:

- ▶ **Is the location a regular store location or is it a training store [meaning a ton of reassignments] or a demonstration/show store [meaning corporate visitors all the time].**
- ▶ **Is it a regular office or is it a corporate or district office?**
- ▶ **Is it a historic, State Markers, or nationally registered site or work location [may have special criteria for work there]**
- ▶ **How important is the work place.....”do you work at Wrigley Field”? [Busy, busy, busy]**
- ▶ **What is the environment of the work place? [Union vs. Non-Union]**
- ▶ **Know the “unsafe” areas or the areas that are “unsafe” for your caseload. [ex., Gang Areas]**

Community “Turn-Over”

In IPS, we know you are supposed to only job develop with a person who has hiring authority, however, in urban setting, TURN OVER with management happens ALL THE TIME.

- ▶ **Get to know ALL manager, assistant manager, and lead staff at the business – whether they hire staff or not.....**
 - ▶ **When your main contact leaves, others know your familiar face and can introduce you easier to the new management staff**
 - ▶ **Those assistants and lead staff could become the new head manager**
 - ▶ **Lead staff/key holders/lead cashiers are vital to know and conversate with as well --- they could have special duties that could help you and your caseload [schedule maker, schedule interviews, know the working times and hours of management staff, etc.]**

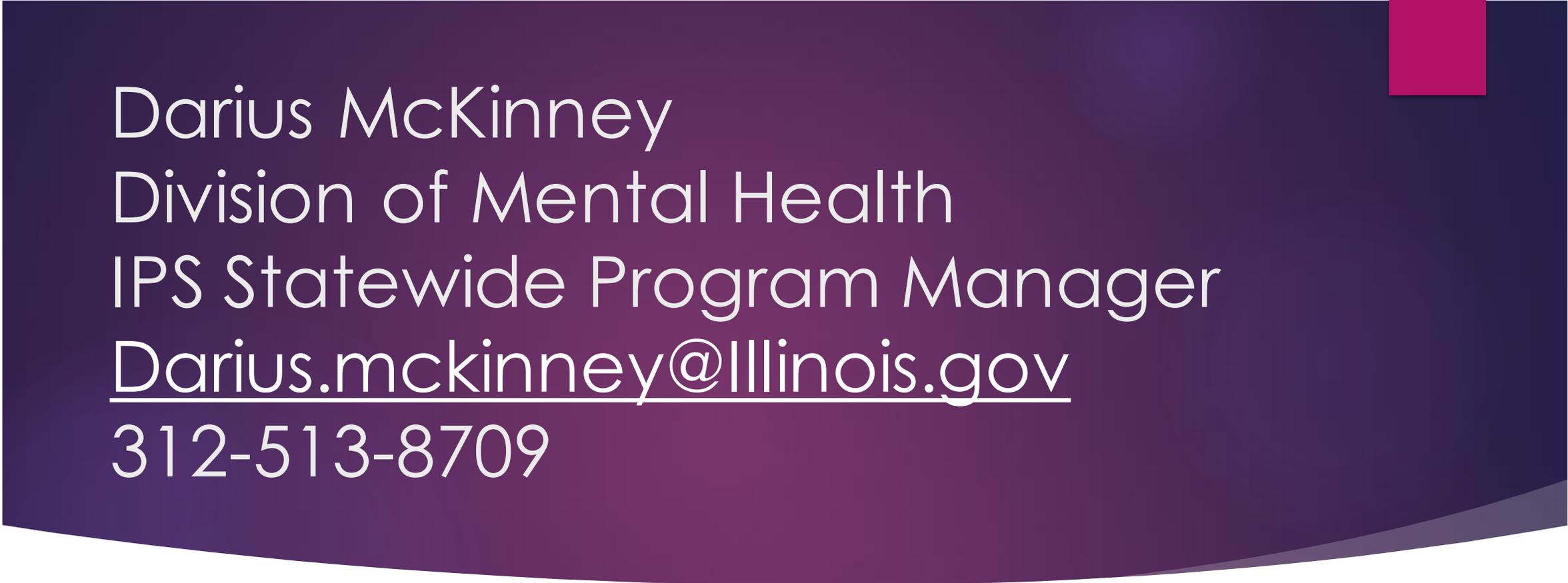
Public Transportation

Always consider with using public transportation, what it will take for your caseload to get to work?

- ▶ **How many busses, trains, subways will it take to get to work? How long does it take to get to work?**
- ▶ **Know all the fare costs --- city bus vs. suburban bus, commuter train vs. light rail, etc..**
- ▶ **AGAIN, how important is the work place.....”do you work at Wrigley Field”? [Busy, busy, busy] – how far ahead of the game does your caseload needs to leave to be on time for work?**
- ▶ **“Do you work AROUND Wrigley Field?” – know the game days so your caseload know when they need to leave home for work.**
- ▶ **Again, Know the “unsafe” areas or the areas that are “unsafe” for your caseload. [ex., Gang Areas]**



**QUESTIONS or
ANYTHING ELSE???**



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THANK YOU!!