

Maryland's Journey

2014 MO Coalition & Psych Rehab Council Conference

Employment Summit

September 24, 2014

Maryland Timeline

- Began implementation in 2002
- Started out with six mental health supported employment programs
- About 40 programs have had some level of training
- Currently working with 25 programs
- Currently serving over 2000 consumers

Training Method

Phase I

Consultant and Trainer (CAT)

Two year commitment

1 ½ -2 day(s) intensive training

At least two consultation contacts a month with
Supported Employment Program

Fidelity Assessments every six months (annual
and biennial)

Technical assistance and plan development

Training Method

Phase II

- Training Resource Program (TRP)

- Consultant and Trainer

- Technical assistance and training to original sites
 - Train and monitor TRPs

Two exemplary programs from phase I

Enables role-specific training and intervention (i.e., CEO to CEO)

Each TRP trained three Supported Employment Programs over a period of two years. Using some of the same methods from phase I

Training Methods

Phase III

Collaborative Learning Process (CLiP)

- Condensed three month training collaborative
- Five programs trained at a time
- Programs must commit to completing three month series
- First month is for CEO and executive leadership
- Second month is for agency staff and collaterals
- Third month is for intensive technical assistance
- On going technical assistance with the other trained programs

Service Approaches and Practices

- Clinical Coordination
- Person Centered Care Planning
 - Focusing on strengths , medical barriers and objective to overcome barrier
- Motivational Interviewing
- Strength-Based Language
- Justice Involvement
- Social Security Benefits and Work Incentives

- Assertive Community Treatment and IPS

Preventing Drift

- Individual Placement and Support service approach to Supported Employment 101
 - April and October
 - New staff, family members, VR staff, NAMI, Board Members, consumers, and other stakeholders
- On-site training and technical assistance as needed and/or when requested by program
- Pre-fidelity visit

Supervisor's Collaborative

- Empower Supervisors/Program Leaders
- Learn from Experts in the Field
- Increase Leadership Skills
- Network
- Maintain Fidelity
- Increase Revenue

- Train the Trainer

Topics: Administration

- Scheduling
- Time Management
- Documentation
- Management Styles
- Use of Outcomes
- Reward-Based Environment
- Billing
- Training/Staff Development
- Staff Morale
- Job Descriptions/Staff Recruitment/and Hiring
- Measuring Performance
- Individual & Group Supervision
- Lack of Power/Communication with Executive Leadership

Topics: Services

- Motivational Interviewing
- Ethics/Boundaries/Dual relationships
- Vocational Assessment/Goal Writing/Person Centered Planning
- Skills Building for Consumers
- Job Coaching/Follow-along Supports
- Clinical Coordination
- Client Choice/Disclosure
- Consumer Engagement
- Job Development/ Employer Engagement/Employer Relationships
- Customized Employment

Structure

- The Supervisors' Collaborative required a one year commitment from the Supervisors/Program Leaders.
- Workshops were held every other month.
- Hour long follow-up conference call between workshops with presenter.
- Supervisors responded so well to the collaborative that we kept it around.