



Welcome to our

# **Supported Employment Services**

Webinar

# **Today we will cover**

- Our Mission
- Supported Employment Services

## **Our Mission**

Park Center empowers people who have mental illness and substance use disorders to live and work in their communities.




## **Who We Are**

Park Center has been serving Nashville since 1984, providing a place for hope and recovery for people experiencing mental illness, addiction, and homelessness.

## **What We Do**

Park Center provides support through treatment, housing, day programs, homeless outreach, and employment services.

A decorative wavy line in a light blue color, spanning the width of the page, located below the text.

## **How Are We Different?**

At Park Center, we believe that a person is not defined by their illness, so our programs promote wellness and recovery.

We refer to the individuals we serve as “members”, rather than clients or patients because they choose to work towards their own recovery.

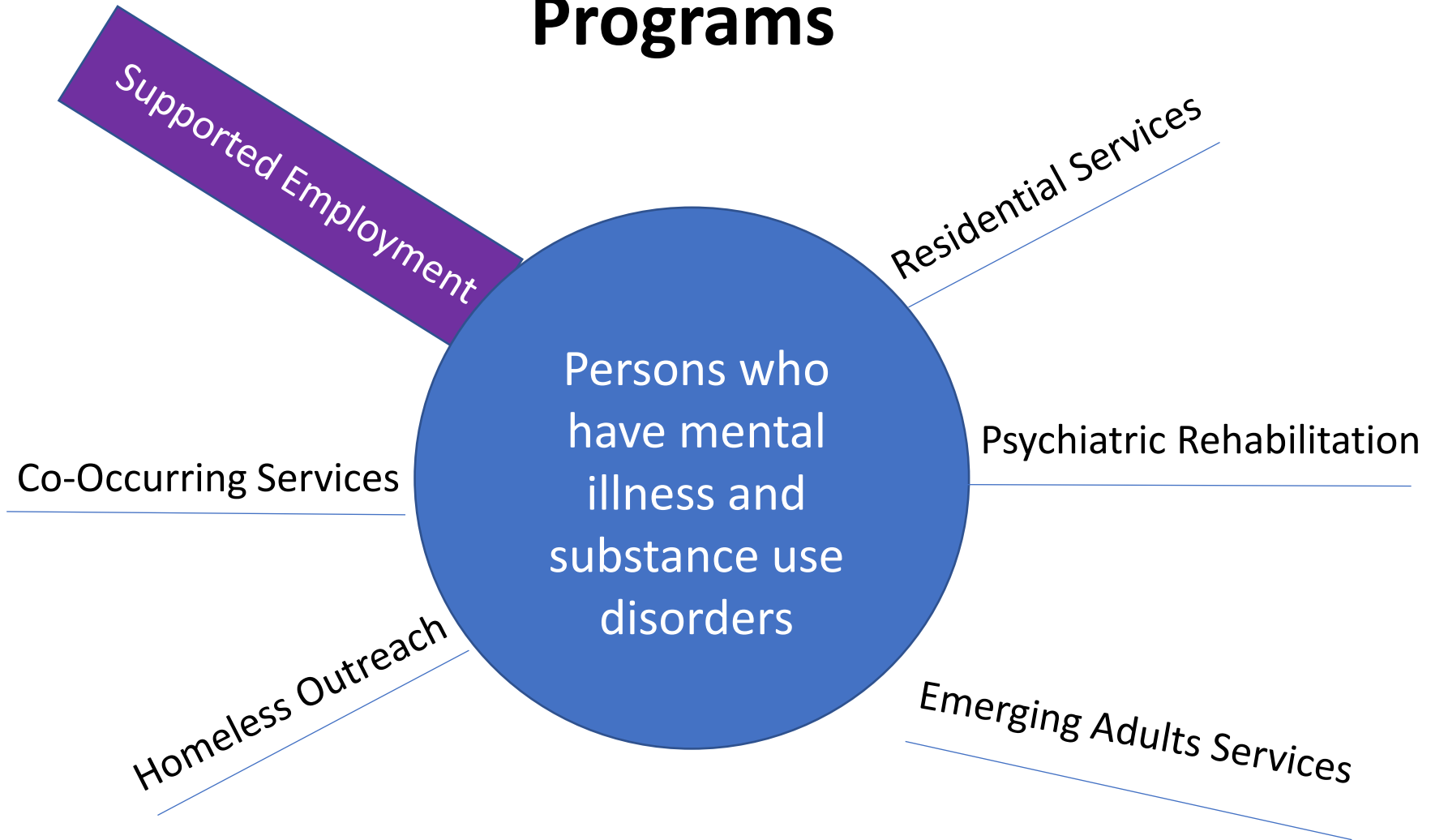
## Our History

1984 – Park Center opened its doors. It was designed to help individuals with mental illness work on their own recovery through the support of caring staff and the support of peers.

We began with 7 staff and 8 members.



# Programs





## **Our Partners**

Park Center has established partnerships with local organizations including Metro Social Services, Open Table Nashville, and Mental Health Cooperative among others.



# Supported Employment Services

Accredited by the Commission on Accreditation of Rehabilitation Facilities



Park Center's Supported Employment team works with individuals to obtain and maintain competitive employment.

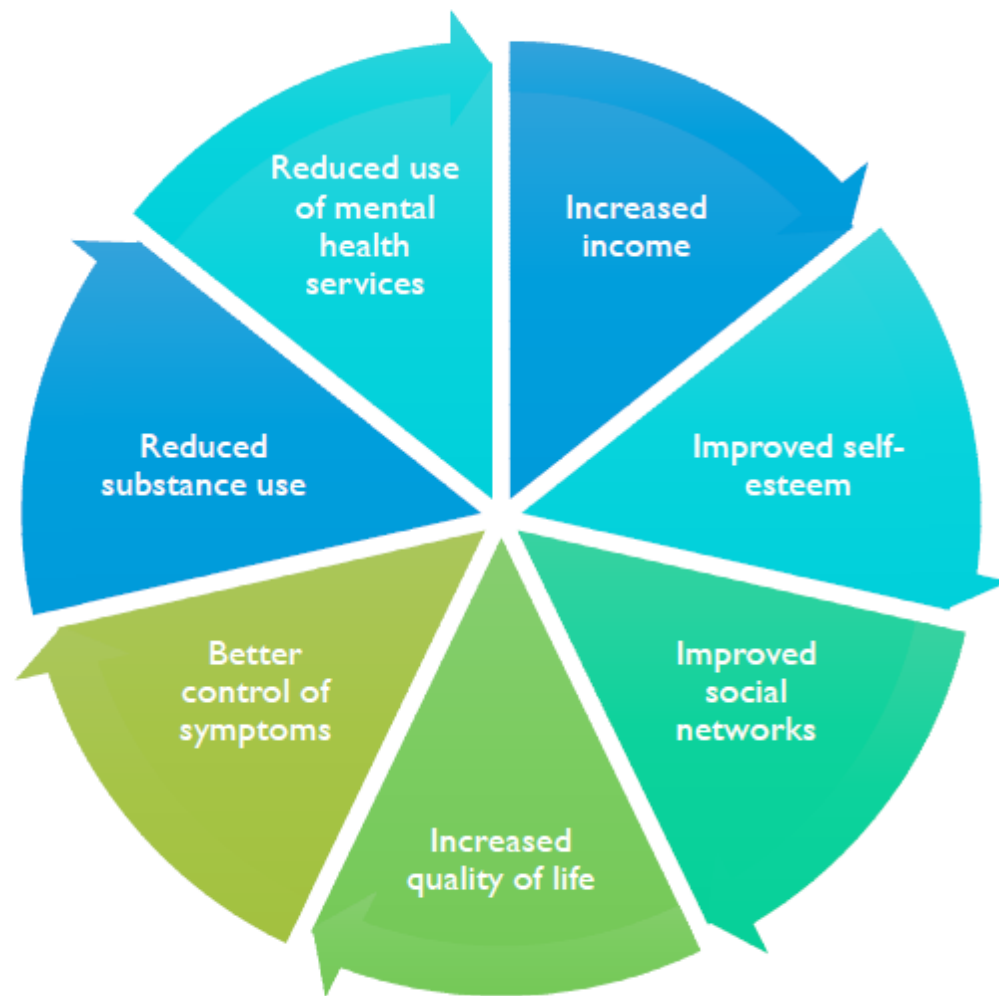
We utilize the **Individual Placement and Support (IPS)** method of delivering services, which is the most extensively researched method of its kind.

# Definition Of Supported Employment

- Mainstream job in community
- Pays at least minimum wage
- Work setting is integrated with people living with or without disabilities
- Service agency provides ongoing support Intended for people with most severe disabilities
- Possibility of career advancement



WHY DO PEOPLE WANT TO  
WORK?



## BENEFITS OF STEADY COMPETITIVE EMPLOYMENT

(Bedell, Draving, Parrish, Gerver, & Guastadisegni, 1998; Drebing et al., 2004; Frounfelker, Wilkniss, Bond, Devitt, & Drake, 2014; Knaeps, Neyens, van Weeghel, & Van Audenhove, 2015; Livermore & Bardos, 2017; McQuilken et al., 2003; Mueser, Salyers, & Mueser, 2001; Ramsay et al., 2011; Rogers, Walsh, Masotta, & Danley, 1994; Westcott, Waghorn, McLean, Statham, & Mowry, 2015; Woltmann, 2009)

## COMPETITIVE EMPLOYMENT FOR PEOPLE WITH SEVERE MENTAL ILLNESS: THE GAP

- Say they want to work: 66%
- Are currently working: 15%
- Have access to evidence-based employment services: 2%

<20% employed: (Lindamer et al., 2003; Pandiani & Leno, 2012; Perkins & Rinaldi, 2002; Rosenheck et al., 2006; Salkever et al., 2007)  
Only 2% have access: (Brown, Barrett, Ireys, Caffery, & Hourihan, 2012; Bruns et al., 2016; Druss, 2014; Twamley, Baker, Norman, Lohr, & Resnick, 2013).

WHY IPS AND  
NOT ANOTHER  
TYPE OF  
SUPPORTED  
EMPLOYMENT?

## EVIDENCE-BASED PRACTICE



Program model validated by rigorous research (different investigators)



Has guidelines describing critical components



Has a treatment manual



Most researched EBP for Supported Employment for people living with serious mental illness

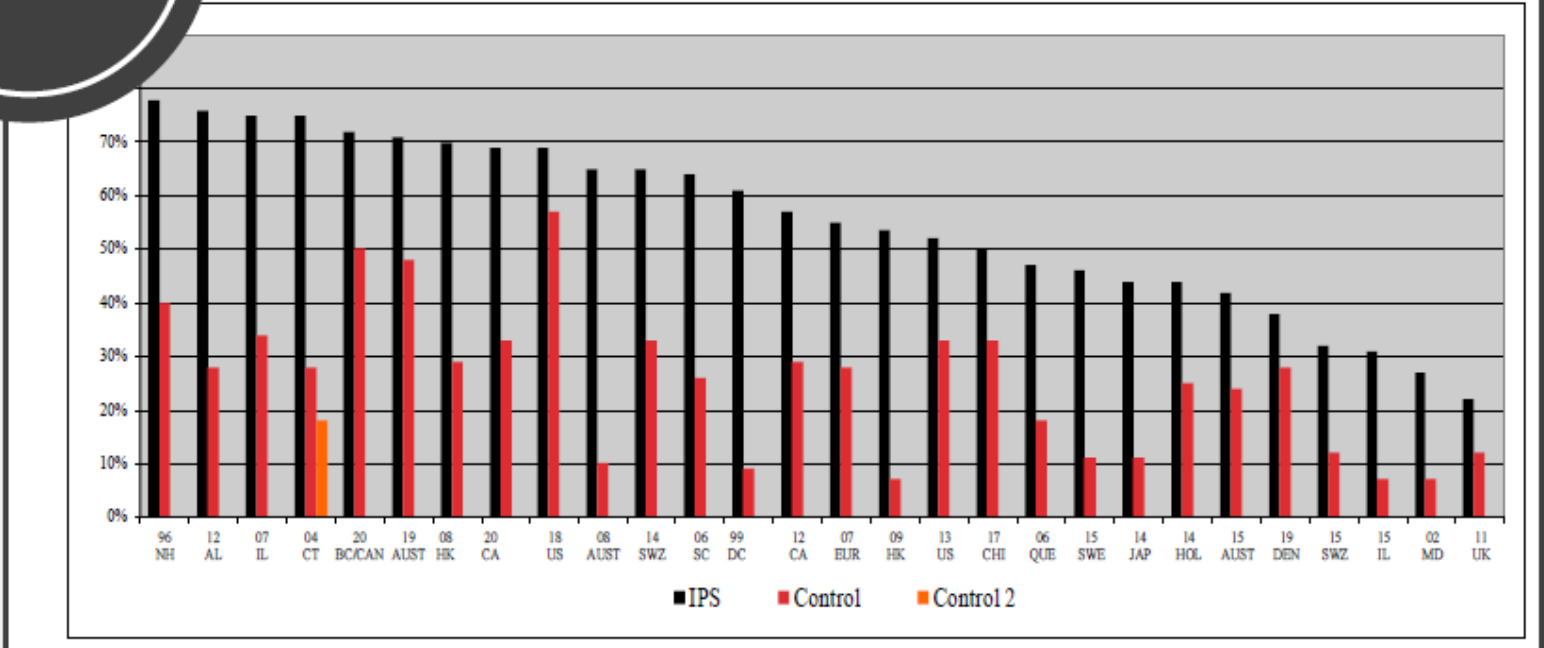


IPS is more effective than alternative vocational approaches regardless of a variety of client background factors (e.g., ethnicity, gender, socioeconomic status).



Internationally used model

RANDOM CONTROL TRIALS



Across the 28 studies, IPS showed an average competitive employment rate of 55% compared to 25% of controls.



## VARIED STUDY POPULATIONS

Early Psychosis Program

Community Mental Health Programs

Unemployed Veterans with PTSD

SSDI Recipients

High Need and Frequently Hospitalized Clients

Mental Health Clients with Justice Involvement

Case Management Clients

And many more

# IPS Principles

Park Center was the first agency in Tennessee to implement the IPS method.

The IPS Practice Principles include:

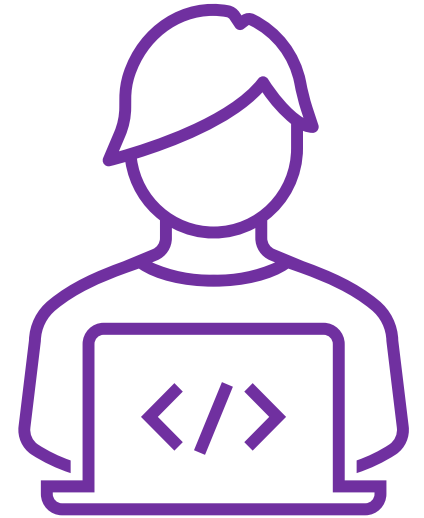
1. A focus on competitive employment
2. Eligibility is based on choice and does not depend on where they are in their recovery
3. Integration of rehabilitation and mental health services
4. Attention to worker preferences



# IPS Principles (continued)

Principles of IPS include:

5. Personalized benefits counseling
6. Rapid job search happens within 30 days of program entry
7. Systematic job development through building relationships with a diverse group of employers in the community
8. Time-unlimited and individualized support for as long as the member desires



# IPS Fidelity

- Agencies that utilize the IPS model must follow the guidelines of the IPS fidelity scale and participate in regular fidelity reviews that monitor quality assurance and program implementation.
- Aligning with fidelity is a requirement for all agencies that implement an evidence-based practice.
- The IPS Trainers and a team of reviewers visit the agency to learn more about the program, interview stakeholders, observe meetings and job development, review program data and client charts.
- Agencies receive a fidelity report that examines areas in the which in the agency is doing well and areas of needed growth.
- Research shows that agencies that better align with fidelity have better client outcomes.

# Supported Employment Services Eligibility

- For adults with a severe mental illness and/or co-occurring disorders (mental illness and substance use disorder).
- Serves Davidson, Rutherford, Sumner, and Wilson counties.



# How to Connect Individuals to Supported Employment Services

## Contact Vocational Rehabilitation

Vocational Rehabilitation Services  
James K. Polk State Office Building, 15th floor  
505 Deaderick Street  
Nashville, TN 37243-1403  
Telephone: (615) 313-4891



# Stay Connected

Melanie Randolph, M.A. Ed., LSW, MFTA, CPRP  
Director of Supported Employment Services



[melanie.randolph@parkcenternashville.org](mailto:melanie.randolph@parkcenternashville.org)



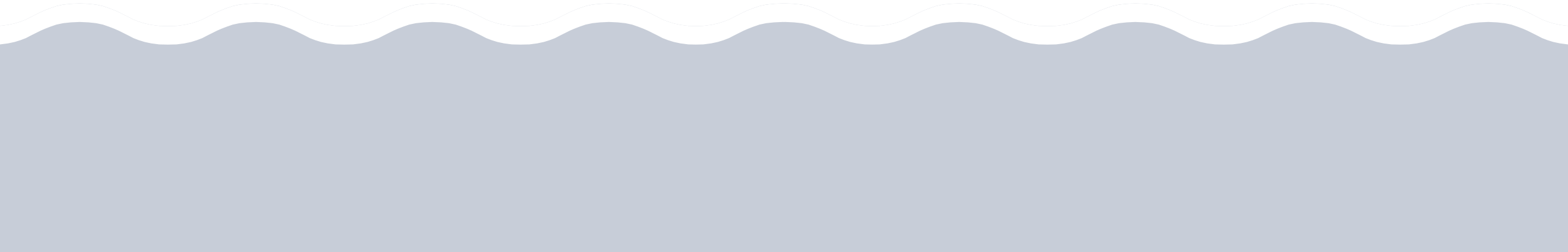
615-289-7546

---

Follow us on social media:

[Instagram](#), [Facebook](#), [Twitter](#) and [LinkedIn](#)

**Questions?**





**Thank you for  
joining us!**

**Park  
Center**  
Recovery From Mental Illness