EDUCATION AND EMPLOYMENT SUPPORTS FOR YOUNG ADULTS WITH MENTAL HEALTH CONDITIONS

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For NAMI Central Mass Area Board October, 18th, 2016

HELPING YOUTH ON THE PATH TO EMPLOYMENT

SURVEY OF INNOVATIVE PRACTICES FOR CAREER DEVELOPMENT

Authors

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Acknowledgements

The Transitions RTC aims to improve the supports for youth and young adults, ages 14-30, with serious mental health conditions who are trying to successfully complete their schooling and training and move into rewarding work lives. We are located at the University of Massachusetts Medical School, Worcester, MA, Department of Psychiatry, Systems & Psychosocial Advances Research Center.

Visit us at: http://www.umassmed.edu/TransitionsRTC

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Survey of Innovative Practices Method

- Nominations of Programs
- Internet Survey
- Semi-structured telephone interviews
- Audio-transcripts
- Open coding using NVivo
- Three person team consensus on first order and second order constructs
- Categorization of codes into Kohler "Taxonomy"
- Inter-rater reliability testing of open codes

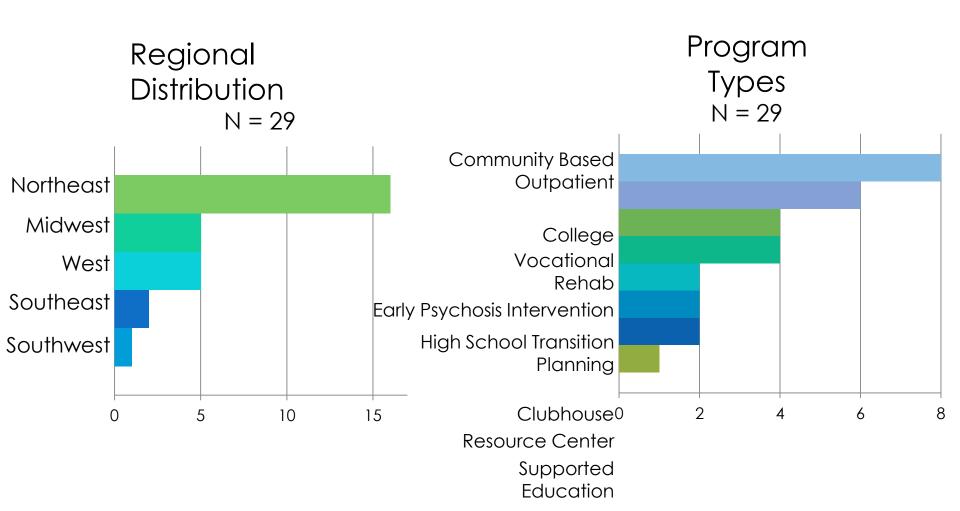
¹Kohler,P. "Taxonomy for Transition Programming". Champaign: University of Illinois



PROGRAM CHARACTERISTICS

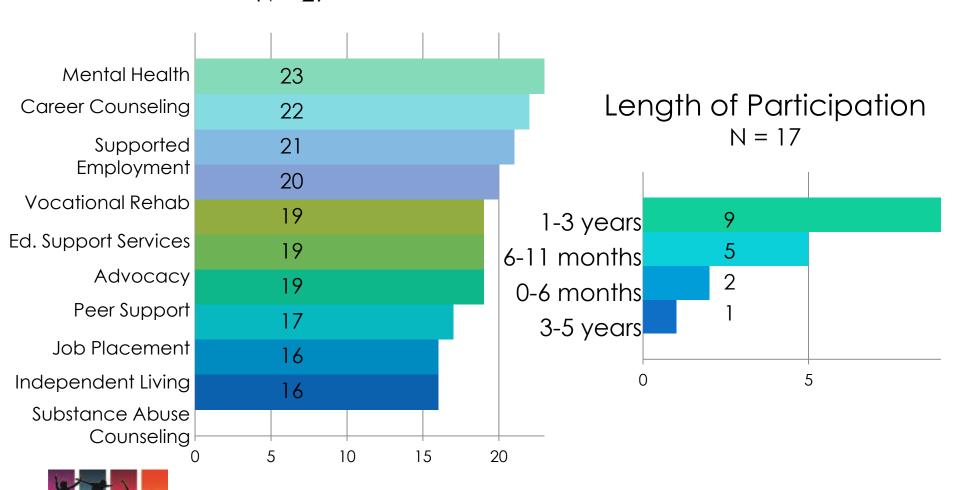
Regional Distribution - Program Types - Services Offered - Length of Participation







Services Offered N = 29

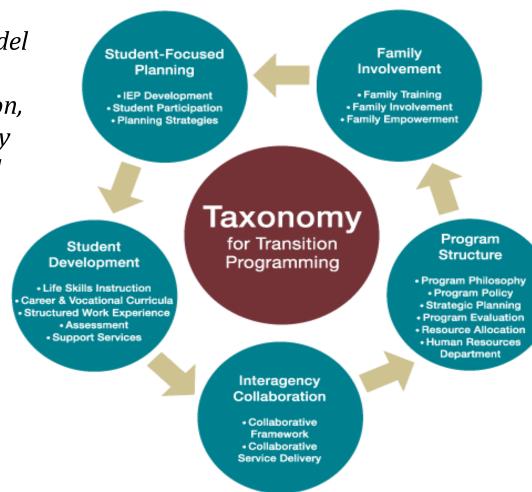


APPLICATION OF KOHLER TAXONOMY - "AXIAL CODES"



Taxonomy

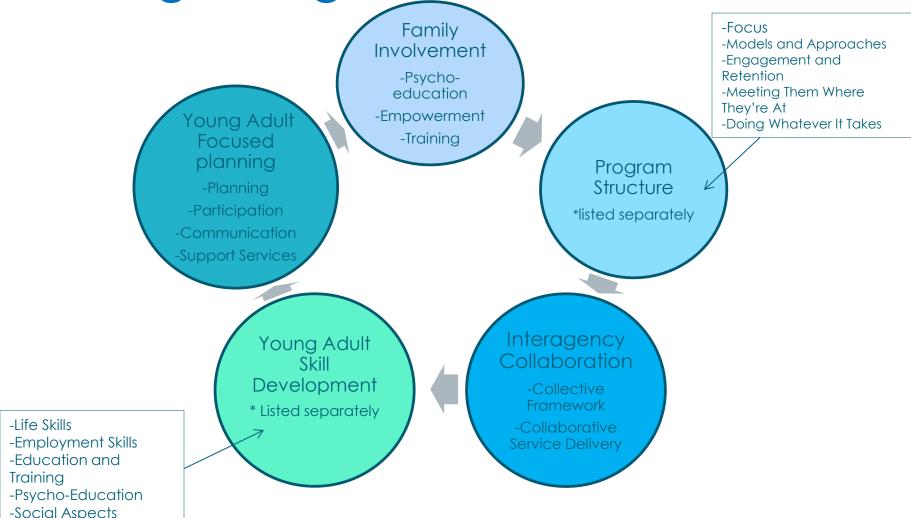
"We decided to build our model around four particular outcomes....school completion, employment, postsecondary education or training, and community integration"





¹Kohler,P. "Taxonomy for Transition Programming". Champaign: University of Illinois

Taxonomy Adapted to Programs Serving Young Adults with SMHC



PROGRAM STRUCTURE

- Focus Models and Approaches Engagement and Retention
- Meeting Them Where They're At Doing Whatever It Takes



Focus

- Educational and vocational supports
- High school completion, post-secondary training, post-secondary retention
- Early intervention and prevention for the early signs of psychosis
- Social goals
- Related independent living supports (housing, transportation, food/nutrition, laundry)
- Recovery and community integration



Models and Approaches

- Transition to Independence Process (TIP)
- Individual Placement and Support (IPS)
- Supported Education
- Student Support Network (SSN at Worcester Polytechnic Institute)
- Environmental/Social Approach to Disability
- A Unique Population/Transition tasks





Specific Practices that are "Unique to the Population"

Age-Specific Programming

Tolerance for Missed Appointments and Gaps in Services

Protecting Non-Patient Role

Adapting Practices to Fit Developmental Changes

Continuous Support

Focus on Both Work and School

Youth-Oriented Engagement Practices

Youth Oriented Engagement and Retention

- Build relationships (trusting, genuine, and understanding)
- Service flexibility for no shows or gaps
- Goal focus
- Assertive outreach in the community; gentle but proactive
- Non-treatment environment
- Avoiding Diagnosing/Labeling Due to Stigma
- Younger staff, connection with youth culture, willingness to engage with social media, ability to text

"It's a matter of doing everything you can within your own network ... finding friends, calling ... going to a place where you think they might have been last employed. So the idea is, I basically say to them, it's like you really should know what they had for breakfast. So the idea is to really keep them engaged."

Meeting Them Where They're At

- Literally, service provision in the community, mall, home, school
 - "Meet them where they're at, on their terms, as often as you need to."
- Figuratively, responding to their felt needs and goals at that time
- Varying intensity of services according to need

"We've had people who were literally unwilling to come out of their room, in fact we had one fellow who was literally in his closet, and we did a series of home visits and we have communicated with people using sticky notes...we're about as flexible as we can be"



Specific Practices for "Meeting Them Where They're At"

Varying Intensity of Services
Service Provided According to Need
Rapid Response to Goals/Needs
Considering all Possible Resources
Meeting Anywhere in the Community
Goal Setting is Not Dependent on Assessments
Using Stages of Behavioral Change Model
Matching Interests to Jobs
Varied Education Outcomes are Supported
Facilitating Communication Between Systems when the
Individual Can't

Doing Whatever It Takes (Hands-on Support)

Time Unlimited Services

Complete service flexibility

Hands-On Support - Providing direct assistance

Client-Centered Approach

Individualization

"Soup to nuts is a very non-professional grouping or classification of what we do ... we do whatever it takes basically, whatever the kid needs."

YOUNG ADULT-FOCUSED PLANNING

Planning – Participation – Communication - Supports



Planning

- Plan Development
 - Functional Orientation
 - Person Beyond Diagnosis
 - Client Centered
 - Individualization
 - Participant goal driven
 - Strengths Based



Participation and Communication

- Youth Voice/Empowerment
- Participant Administrative Involvement
- Participant Communication
 - Texting capabilities
 - Social Media
 - Flexibility in communication methods



"You can call them all day long and not get a response, but if you text, they get right back to you- they don't like getting on the phone to talk ... [The communication] looks like anything, anytime, anywhere."

Support Services

- Accommodations
- Motivational Enhancement
- Therapy
- Peer Support / Peer Mentors

Value of Peer Support

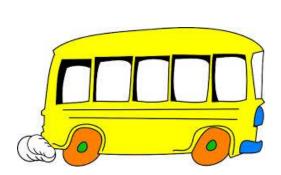
"A visitor asked one of the (peer) members (of a peer support group) why the group was so important, and the member of the group said, 'well let me put it this way. So I came in a while ago and I had shaved off my eyebrows, and this other person said 'hey dude, what's with the eyebrows' and my response was 'psychosis' and [the other guy said], 'oh cool.' It's like 'okay so you shaved your eyebrows cause you got psychotic, I get it, it's not a problem.' "



Other Support Services

- Substance use counseling
- Crises planning
- Housing, residential services
- Daily living needs (child care, transportation)









FAMILY INVOLVEMENT



Family Involvement

- Psycho-Education
 - Learning about mental illness
 - Illness Management
- Getting Benefits
- Health Insurance





"I would really emphasize again that you have to work with families; there's no way to do this work without working with families."

YOUNG ADULT SKILL DEVELOPMENT

Life Skills - Employment Skills - Education and Training

- Social Aspects

Psycho-Education



Life Skills

- Skill Building
 - Coping skills
 - Financial skills
 - Executive functioning
 - Time management & calendaring
 - Self-Advocacy
- Disclosure

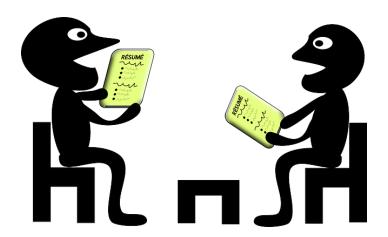
"You went from high school to college – no one ever told you that there was something called an agenda, and that you can put all your assignments in it, and help you map out your time."





Employment Skills

- Interview Experience
- Work Behavior and Skills
- Structured Work Experience
 - Internships
 - Supported Employment
 - Job Coaching





Education and Training

- Education Skills
 - Accessing Available Resources
 - Applying for School and Financial Aid
 - Transition to College Stress
- Financial Aid Planning
- Secondary Special Education & Transition Planning
- Vocational Schools and Vocational Training





Psycho-Education

- Help youth understand their diagnosis
- Managing symptoms
- Treatment options (medications) and dealing with providers

M3 E, N. AALLY HOE, AILLY H.

Social Aspects

- Youth groups and networks
- Social/Recreational activities
- Inter-personal Skills



INTER-AGENCY COLLABORATION

Collaborative - Service Delivery

- Collaborative Framework



Collaborative Service Delivery and Framework

- Community Connections
 - Chambers of Commerce
 - Employers
 - Police
 - Social services
- Mental Health Integration
- Campus Disability and Counseling services
- Vocational Rehabilitation





What we didn't find

- Specified or manualized approaches
- Emphasis on skill development
- Systematic approach to career development
- Well articulated or defined practices
- Systematic program evaluation



Mass Programs Included

Program	Location
YAVP (Young Adult Vocational Program)	Arlington, MA
Tempo: Young Adult Resource Center	Framingham, MA
Genesis Clubhouse, Inc.	Worcester, MA
STEPS: Young Adult Resource Center	Arlington, MA
Quinsigamond Community College Mental Health	Worcester, MA
Recovery Education Program (Boston University)	Boston, MA
Student Support Network (Worcester Polytech)	Worcester, MA
McLean College Mental Health Program	Belmont, MA
Bedford VA, VITAL program	Bedford, MA

COLLEGE AND EMPLOYMENT EXPERIENCES

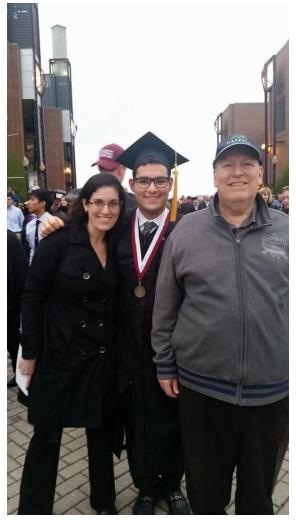
From the Perspective of Young Adults With Lived Experience

Tania Duperoy, B.A. Raphael Mizrahi, B.S.



The Learning and Working During the Transition to Adulthood Research and Training Center

Navigating College and Beyond-My Mental Health Friendly Guide





Background

Born and raised on the Jersey Shore

UMass Amherst '16 graduate- Magna Cum Laude

B.S. in psychology/neuroscience & pre-medical track

Research experience in ADHD & Autism research

UMass Amherst Active Minds chapter

Recently started working at the Transitions RTC as a

Research Coordinator



My Future Goals

- Attend medical school in a few years
- Eventually establish a career as a child and adolescent psychiatrist
- Combine my medical education and research experience to assist in the application of clinical neuroscience research to diagnose and treat mental illness



My College and Mental Health Experience

These are some of the major areas having a mental health condition impacted my college experience:

- Accessing disability services for accommodations
- Accessing college counseling services
- Advocating for others with mental health conditions through Active Minds and fighting the stigma around mental health on a large college campus
- Accessing accommodations for the MCAT exam



My Advice to the Future/Current College Student with Mental Health Concerns

- Be proactive and advocate for yourself- the more you stand up for your mental health rights on a college campus, the more successful you will be.
- Take advantage of your campus resources (counseling/disability services, Active Minds/mental health advocacy groups)- the resources are there for you!
- Make an effort to find a group of people you connect with- at college, your friends become part of your family!

My Workplace and Mental Health Experience

- Disclosing my mental health condition- the workplace and medical school
- Finding an accepting environment
- Understanding how my mental health condition affects my work- using it to my advantage



My Advice to the College Graduate with Mental Health Concerns

- Don't disregard your mental health concerns when choosing your graduate school/job position
- Consider how your mental health will affect your work/studies and vice versa
- If you feel comfortable doing so, disclose to your employer at the right time (see our tip sheet)



The Employment Experience Tania's Background



The Back Story

- Did Well through High School
 - Social Butterfly
 - 3-page resume with all extra-curricular activities
 - Top 5%, good college admissions

Everything Went Downhill in College

- Still a Social Butterfly
- Still in extra-curricular activities
- But...
 - Lack of Concentration
 - Bad habits vs. Serious determination
 - Self-Criticism and Low Self-Esteem
 - Worsening Grades



Diagnosis Late in Life

- Got supports I needed and was diagnosed at age
 21... only had 1 year left of school
- Medications didn't work
- Took leave of absence
- Got a job at the Transitions RTC
- Came back and graduated by sheer determination and with a big support system
- Was still new at my diagnosis and working at the same time

Employment at the Transitions RTC PAR and the Learning Curve



What is the Transitions RTC?

National Center that aims to:

 Improve supports for the successful completion of schooling and movement into rewarding work lives among young people, ages 14-30, with serious mental health conditions (SMHC)

How?

- Conduct cutting-edge rigorous research that tests or informs interventions
- Develop and translate knowledge to multiple stakeholders
- 3. Infuse Participatory Action Research (PAR) into all activities

What is PAR?

Active involvement of young adult staff with serious mental health conditions (SMHC) in all phases of research and knowledge translation from defining the problem to disseminating results







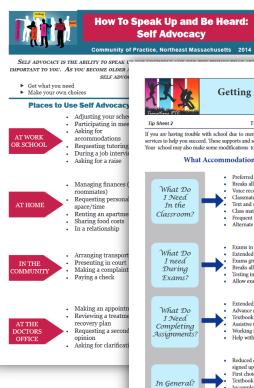
Things We Do

- Run, Coordinate, an/or give feedback for Research Studies with training from Principal Investigators (PIs)
- Attend and Present at Local, National and International Mental Health Conferences
- Run a National Web Show that is a resource for young adults
- Are part of Youth Councils both nationally and locally
- Run 4 Social Media Platforms at Transitions RTC
- Maintain our own Young Adult Resource Website
- Create and edit Written Products
- Run a Youth Advisory Board





Written Products





Getting Accommodations at College: **Tools for School**

Transitions RTC

If you are having trouble with school due to mental health, your services to help you succeed. These supports and services are called Your school may also make some modifications to the courses at y

What Accommodations or Modifi



Breaks allowed during cl Voice recorded lectures Classmate acts as a note Text and syllabus availabl Class materials available Frequent feedback on on

What Do I need During Exams?

Extended time for test ta Exams given one-on-one Breaks allowed througho Testing in a room with li Allow exam to be taken in

> What Do I Need Completing Assignments?

> > Reduced course load (be signed up for the normall First choice for signing up Textbook given in differe Incomplete given instead Assistance with filling ou And more!

Extended time to comple

Advance notice of assign

Textbook available on tar

Assistive technology avail

Working in pairs on in-c

Help with assignments du



school districts are required to follow.1 In this tip sheet, we offer parents and guardians some information on 504 plans

March 2011

- Based on Section 504 of the Rehabilitation Act of 1973. This federal Act prohibits the discrimination of students with disabilities in public school systems and ensures these students receive the educational supports they need to succeed in school.
- An education plan which:
- 1 Identifies the modifications and/or accommodations needed to remove learning barriers for a student within mainstream education.
- 2. Outlines the responsibilities of all stakeholders (e.g. parents, student and school) in removing these learning barriers.
- Not just for academic purposes and can be used for extracurricular activities and athletics

To qualify for a 504 plan, a student must...

- Generally be between the ages of 3 and 22 (which can vary by program and state/federal laws).
- Have an enduring, documented health-related, learning or behavioral disability which has been evaluated as substantially limiting one or more major life activities (e.g. reading, concentrating, thinking, communicating,

What are the benefits of a 504 plan?

- Legally requires public schools to provide accommodations and modifications to qualified students with disabilities (including mental health conditions or learning disabilities).
- Examples: Counseling, preferential seating, adjusted class schedules, assistive technology like "smart pens", voice recorders or computers for taking notes, extended time for assignments, quiet space for test taking, etc.

as evidence of having a disability in order to qualify for some disability services (e.g. housing transportation, vocational rehabilitation, Social

What is the difference between a 504 Plan and an Individualized Education Plan (IEP)?

504 Plan	IEP
Students who do not qualify for special education services under IDEA, but who have an ongoing, documented disability that have been evaluated as requiring accommodations to succeed in school, as provided by the Rehab. Act of 1973.3	Students with one or more disabilities outlined within the Individuals with Disabilities Education Act (IDEA) who have been evaluated as needing special education services.*

An IEP must be a formal.

less comprehensive than an IEP. No due process is outline In Section 504 legislation – schools districts are left to define this for themselves.⁵

receive accommodations and, or modifications to curricula in

Students with IEPS may receive ther educational services in sending on their needs.

IEP

ny due process requirement

nany due process requirement y law (i.e. detailed plans and imelines for the evaluation, pecialized instruction, and ducational services of a tudent, etc.). An IEP has man rocedural safeguards and inters.

Do I Tell My Boss?:

Disclosing My Mental Health Condition at Work

Transitions RTC

close" ure is

Sept 2016

Applying for a Job:

Community of Practice, Northeast Massachusetts 2011

re, store, outdoors, office, etc. can work - try to keep as open as possible

ob, will you get paid enough to cover transportation

2012

ster.com, snagajob.com, and craigslist.com. To find and type in keywords such as "online job search sites" , check out company websites directly (e.g., Target.com, stings are listed under "Careers" or "Human Resources."

risit a business in person to ask the hiring manager if they mock application with you in case you decide to fill out an

Don't Wear:

- · Short skirts, jeans or shorts
- · Low cut shirts or anything too revealing
- · Stained or wrinkled clothes

Supports - Job support programs will help you with all the ssachusetts Rehabilitation Commission is one vocational managers, guidance counselors) for places to go.

nds and neighbors may know of places that are hiring.

ses ask you to apply in different ways. If you know where that specific place wants you to fill out an application.

ion with you to fill out any job applications**

ortest, and you are usually allowed to take them home to fill of the application if possible, in case you make any mistakes.



The Word on Work, Tip Sheet 7

What Is a 504 Plan and How Can It Help My Teen?

How Should I Do It?

lity. Steer clear of medical terms and a specific diagnosis. ects you i.e., "I have a medical condition that affects my

Mental Health Condition on the Job

· Hiring or promotion chances may be

negatively affected due to stigma

to you or your work

workplace will be told)

less will be expected of you

· To protect your privacy

There is no need for accommodations

- Negative employer or coworker reactions

People not respecting your privacy and

confidentiality (others in community/

Being held to a different standard, i.e.,

ence and extent of your disability or diagnosis, how your d the accommodations that address these barriers. YOU d progress notes or tests etc.

job. You can also give examples of how your experiences

to your diagnosis and try to word it in a positive way. For t breaks in order for me to stay productive."



A Look at Social Media



Check out our new 504 Plan tip sheet about what a 504 plan is and how it can be used to help adolescent peers! Link: http://buff.ly/2dpSizj



Tipsheet Tuesday: What is a 504 Plan and How Can It Help My Teen?

Through research, training, and dissemination activities, the Transitions RTC aims to improve the supports for youth and young adults, ages 14-30, with serious mental...

CAMPAIGN.R20.CONSTANTCONTACT.COM







Successful Adulting: My Must-Have Papers

80 views • 1 month ago



Plain Language Knowledge Translation Planning with Dr.

15 views • 2 months ago



Effective Supervision of Peer Mentors, Part 1

39 views • 3 months ago



What is Peer Mentoring? 168 views • 8 months ago



Supporting the Education of Young Adults with Mental Healt... 80 views • 8 months ago



Supporting the Education of Young Adults with Mental Healt... 96 views • 8 months ago



KUICES



HOPE



Education Employment

4

HOPE

Health & Wellness

In the Media



Voices4Hope is a place for teenagers and young adults with mental health conditions to find resources and stigma busting information that can help us lead happy and independent lives.

This website was created and is maintained by young adults with mental health conditions at the <u>Transitions Research and Training Center</u> (RTC).

Find out more about the Voices4Hope creators!

CALLING YOUNG ADULTSI PARTICIPATE IN THE TRANSITION-AGE YOUTH PSYCHOTHERAPY EXPERIENCES (TYPE) STUDYI

Young adults 18 to 25 years old are invited to participate in a research study to better understand the experiences of outpatient therapy. Study participation involves two 1-hour interviews over the course of 8 weeks.

Compensation provided.

research tody to better understand the experience of outputsets theraps. Simily participation involves two 1-hointerviews over the course of 5 weeks.

(TYPE) STUDY

DUTH PSYCHOTHERAPT ENVIRONCES





SOCIAL ANXIETY



Social Anxiety is a feeling of discomfort, fear, and apprehension that is based on interactions with others. Social Anxiety specifically refers to a fear of being negatively judged or looked down upon by others. Social Anxiety can not only be felt during an interaction but also felt when thinking about past and future social interactions. Social anxiety is very commonly felt by people with other mental health conditions.

FACTS



Some of the main social interactions that stir up social anxiety are

- · Starting a conversation with a stranger.
- Speaking in a class or meeting.
- · Attending a party.
- · Joining a conversation.
- · Performing on a stage.
- · Being alone in public.
- · Eating in front of others.
- For more information visit: https://top-10-list-feelings-social-anxiety-ca

STATISTICS



- 15 million (6.8%) Americans have Social Anxiety Disorder.
- Social Anxiety Disorder is equally common

EATING DISORDERS



Do you or someone you know suffer from an eating disorder? Eating disorders often make a person feel scared and alone. This page will provide you with information and resources to help you learn about the different diseases, specific populations, and guide you or someone you know in the process of recovery and starting to live a fulfilling life!

BULIMIA.COM

Bulimia.com

- Eating disorders affect up to 30 million people in the US of all ages, and have the highest mortality rate of any mental illness.
- Anorexia is currently the third most chronic illness in the US, which is why YOUTH need to be wary of any signs that they may be suffering from an eating disorder.
- The sooner we get help for our problems, the greater the likelihood of a positive outcome.
- Eating disorders have many medical issues which can affect our long-term health.
- To learn more about various medical issues related to eating disorders, as well as co-existing psychiatric disorders, visit the site's "Medical Issues" section.
- Check out the main site, <u>Bulimia.com!</u>
- Many thanks to Mel Harbin who contributed the information and resource.

Introducing Comeback TV!











Comeback TV is a YouTube show aimed at the "comeback" of young adults ages 14-30 with mental health conditions. The show is a place for young adults to find the resources they need for mental health recovery, especially regarding work and school.

See episodes on Tips on Looking for a Job, Mental Health-Friendly Schools, Animal Therapy, Job Applications, Interview Attire, Peer Mentoring, and more!

Check out Comeback TV on the Transitions RTC
Channel at http://bit.ly/1Yt5HmZ



Focal Point Magazine and Pathways RTC





Focal Point Magazine

http://www.pathwaysrtc.pdx.edu/pdf/fpS13.pdf

PAR Levels of Involvement

Level 4
Youth Led

Level 3
Youth Partnered

Level 2
Youth Involved

Level 1
Youth Informed



Challenges and Solutions

Employer Experiences

Top-down commitment by ensuring involvement

Understanding youth culture by thinking outside the box, empowering and assigning tasks based on strengths

Mentoring and giving clear guidelines for professional development

YA Employee Experiences

Ensure commitment and involvement through peer support and self-advocacy

Become self-aware by reading, receiving peer support, and voicing concerns

Develop professionally by requesting supports and taking initiative

Accommodations cont'd

Bring in experts on accommodation process (i.e. <u>ADA</u>, <u>askjan.org</u>)

- Ask for written resources & guidance
- YAs can ask for review of request from time to time



1.	Name:
	Date of Request:
3.	Name of Advocate (if you want one) :
4.	What specific Job Tasks that have been problematic/ overall issues you may be having in the workplace (DUE TO YOUR MENTAL HEALTH CONDITION/DISABILITY)?:
5.	How are the Job tasks mentioned in #4 affected BY your mental health condition/disability2;
6.	Ideas for accommodations to address problems mentioned in #4:
7.	If you cannot think come up with accommodations to help address your difficulties, please lis what resources you've used during your search so your supervisor doesn't use them when do their own search (e.g. websites/people/products/etc.):
8.	Supervisor/Manager Comments:
	Signatures:
	Signature of Employee Date Signature of Employee Date

Career Coaching

Career Coaches consult with employed people (whether while working with a company or an individual) about developing professional, social, and self-advocacy skills in order to obtain:

- 1) Trainings for professional skills
- Workplace accommodations
- 3) Fulfilling other desires and needs
- 4) Strategies to relate well with coworkers and supervisors
- 5) Finding and applying to the right job (if you don't have a job or are thinking of switching)



Thank You!

Want More Information?

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Tania Duperoy: tania.duperoy@umassmed.edu
Raphael Mizrahi: raphael.mizrahi@umassmed.edu



Transitions RTC Website: labs.umassmed.edu/transitionsRTC

DISCUSSION



