

**Let's Get to Work - Meeting with Consumers of Mental Health services
April 17, 2019 at Hillsgrove House**

Comments/needs

- Applauded when heard there will be a state plan
- Want to know which state has the highest employment rate and what their service model is
- What are we doing to address individuals with co-occurring SUD with criminal records
- Everyone on staff needs to be a "Clubhouse Generalists" to support employment and provide access to information. ACT teams need to also do this.
- Individuals not aware that vocational services exist to help figure out work goal, job development and retention support is available.
- Transportation needs to be addressed
- Focus on career and training for higher paying positions to offset loss of benefits and training on specific jobs, e.g. Ser Jobs program
- Address employer issues with transition to employment program
- Staff need skills on how to engage people in a thinking about work conversation

Ideas

- the planning team needs diversity-people of color
- DLT needs to connect to community agencies, e.g. never heard of DEI grant
- Increase communication (visual and verbal) - Many hadn't heard of Employ RI website or Skills for RI Future
- Opportunities for socializing, e.g. monthly dinners, help foster peer sharing and encouragement to go back to work and education e.g. know you can work and not lose benefits
- Start a Speakers Bureau
- Clearer and repetitive information to inform employment services exist- this is not 1 and done.
- Hand book, flyers/newsletter; signage, staff talking it up repeatedly
- Better internships are needed
- Work Incentives benefit information: Easy access to information and counseling All staff- psychiatrist to peer specialist need back work incentive information- myth bust refer for more information

**Let's Get to Work - Meeting with Consumers of Mental Health services
July 17, 2019 at OASIS**

- 1) Do agencies promote employment as an expected outcome?
 - a. Don't revisit if have set back with meds
 - b. Therapist does but psychiatrist does not
 - c. Biggest challenge is finding part-time work
 - d. Service workers don't expect it
 - e. Job specialist helps with resume but that's it
 - f. Encouraged to work but told to get benefits first – told to sell car
 - g. Don't bypass volunteer work as a path
 - h. NAMI helped – state network site did not provide support
 - i. Need clarity about roles of staff and what they are expected to do

- 2) Staff regularly explore employment goals
 - a. They should talk to us more
 - b. Some advise us not to work because it is stressful – they should ask what we want

- 3) Staff Knowledgeable
 - a. Psychiatrist doesn't know about employment supports
 - b. NAMI makes effort
 - c. There is stigma
 - d. No help after discharge from hospital – don't know where to start or who to ask
 - e. All providers need to be educated on how to connect to employment services
 - f. Employers need to be educated

- 4) Services are available when needed
 - a. ORS helps to point then recommend volunteer work
 - b. SSI supportive if you are honest

- 5) Agency rules and policies are supportive
 - a. Not sure

- 6) State/federal rules/policies supportive
 - a. Yes didn't take away entitlement when working part-time
 - b. SS admin made efforts
 - c. How to get info is unclear

- 7) Aware of employment resources
 - a. Sherlock, DLT, Medicaid/Medicare, clubhouses, OASIS, NAMI, ORS for blind
 - b. Know some but maybe not the scope
 - c. Need roadmap for providers and consumers

**Let's Get to Work - Meeting with Consumers of Developmental Disability services
August 7, 2019 at BHDDH Job Seekers Club**

1. Agency promotes employment
 - a. Help me find a job
 - b. Learn a lot
2. Staff explore my employment goals frequently
 - a. Hands on activities
 - b. Fill out applications, write resume, prepare for interviews, make follow up calls, job searching
 - c. Training programs, e.g. CVS
 - d. Staff need more resources, more staff
3. Staff knowledgeable
 - a. Understand my skills and limitations
 - b. Help us learn a lot, e.g. how to find a job
 - c. Help me pay attention every day
 - d. Want staff to put more effort
4. Services available when needed
5. Agency rules
6. Federal rules support me going to work
 - a. Won't let rules or any obstacle get in my way!
7. Aware of resources
 - a. Books, library
 - b. People help me
 - c. Staff assessment tools
 - d. 1 person used Network, RI
8. Satisfied with services
 - a. Help finding jobs – some want more help
 - b. Help learn to own my own business
 - c. Help support my interests (poetry, volunteer work, sports)
 - d. Pay attention to what I want to learn

Barriers

Work/life balance
Job hours not right for me
Employer doesn't want job coach
Can't perform tasks
Learning disability
Transportation
Not enough opportunities

Supports

Training
Hard worker
Support team
Don't give up – persistence

Big Ideas

Employer focused campaign
Reverse job fair
Help finding a job I like to do

**Let's Get to Work - Meeting with Consumers of Developmental Disability services
August 14, 2019 at the Sherlock Center**

Barriers

Child care – people with DD have children
Agencies do not follow through
No opportunities
Case workers not helping find jobs
Staff do not show up for interviews
Not matching jobs with skills
Can't change provider because they are not taking new clients
Not person centered – putting in jobs not in jobs of my choice
Isolated job settings
Employers don't want job coaches
Employers not flexible – don't want persons with disabilities visible
Concern for safety in workplace, e.g. not getting equitable pay, get taken advantage of, not paid for all hours worked
Dept. of Labor gives provisions to pay less or have free labor
Applications online go straight to corporate office
Cut food stamps because started working

Ideas

Explore flex bus that takes to work
Not enough jobs – everything is electronic, e.g. self-checkouts
Proposal to employers to promote skills – market yourself
Employer needs to adapt jobs
Advocacy needs to begin early so families understand what to do
Need employer education to embrace DD culture
Education on employee rights
Advocate
Document issues
Put key words in resume
Peer programs help model how to work but need more funding
School to work programs
Train staff in supported employment
Be planful – express you want to advance
Training on how to use computer, technology, etc. so can upgrade skills and get meaningful work