



Alameda County
IPS Collaborative

A MESSAGE FROM THE BHCS VOCATIONAL DIRECTOR, THERESA RAZANNO

With the California Unemployment rate at 4.1%, our BHC consumers are getting jobs everyday! Our IPS collaborative is staying strong despite our collective challenges to address staffing shortages over the last year. Efforts to strengthen our existing programs and expand access to IPS Services continues both regionally and statewide. Alameda County has lead the way for a number of counties that are now recognizing employment as a mental health intervention that assists our consumers to access recovery goals and develop an independent life of their own. Counties that have or are in the process of launching IPS programs include: Santa Clara, San Francisco, Los Angeles, San

Diego, Solano, and Fresno!

Among local programs, changes of new staff, managers and contractors has necessitated setting training targets to strengthen the knowledge and expertise of clinical programs with imbedded IPS services. To address this, Vocational Services is planning an IPS Fall Meeting for county and contracted providers to *sink in* to topics that will support improved employment outcomes and help with achieving higher fidelity scores.

with BHC and Social Services has launched three new contracts for the CalWORKS Mental Health Program that will have therapy, SUD education, Peer provider, and IPS to assist those families to reach economic success!



Lastly, a collaboration

2019 SAMHSA Grant Application

Collaboration is key to capacity building and resource expansion for IPS. Alameda County, CIBHS, CASRA and DOR recently wrote and submitted a SAMHSA grant application for the *Transforming Lives through Supported Employment* initiative.

If awarded, this \$800,000, five year grant will help build California's capacity to provide IPS services by creating statewide training resources, a data collection and management system and, targeted IPS im-

plementation tools. Though resources will benefit all populations the SAMHSA grant application focused on IPS services for transition aged youth.

BHCS IPS FY 19 HIGHLIGHTS & ACHIEVEMENTS

- *524 unique individuals served in the AC Learning Community*
- *163 individuals worked competitively*
- *31% average employment rate in the AC Learning Community*
- *Alameda County Proclamation for IPS in the TAY population issued*
- *Alameda IPS hosted a British IPS leader*

Alameda County Training Team Expands

Alameda County welcomes their new trainer, Tania Morawiec. Tania moved to Alameda County from Chicago to begin her role as an IPS Trainer 11 months ago. She enthusiastically joins Christopher Llorente in his efforts to support IPS implementation and capacity building in Alameda County.

Tania has worked in vocational rehabilitation for almost 2 decades. She has worked with cross-disability populations in a variety of roles. Tania has worked as an IPS Employment Specialist, IPS Supervisor, and Lead IPS Trainer for the State of Illinois. Her last professional role in IL was as the Statewide Employment First Manager.

In addition to performing her IPS work duties, she currently serves as a national subject matter expert for the Employment First State Leadership Men-

torship Program. (EFSLMP).

Among other things, Tania loves the Bay Area, her husband and her 2 dogs. She can't wait to get to know more of the dedicated IPS and Employment First Stakeholders in CA.

Tania and Chris have been expanding their technical assistance resources and reach. Recent training includes Job Development 101, JD for the justice involved population, enhancing zero exclusion & clinical integration, and IPS documentation essentials.

Chris and Tania recently led 2 breakout sessions and the International IPS Conference in Denver and presented at the 2019 CASRA and POCC Conferences. The Alameda IPS training team was happy to host job developers from 6 different counties at their last job development training!



Employment Specialist Learning Collaborative



Alameda County hosts monthly ES Learning Collaborative meetings where ES can network, share job leads and learn new skills. The Collaborative meets on the first Wednesday of each month from 1-2:30 at 7200 Bancroft Ave, Suite 125 B.

One of the Collaborative's last monthly questions was, "What skills & abilities does a successful ES need?" Some of the responses follow:

SUCCESSFUL ES:

- Develop client centered goals*
- Continuously network with employers*
- Have patience & determination*
- Understand benefits basics*
- Spend at least 65% of their time in the field*
- Meet clients where "they are at" & obtain diverse resources*
- Work with the clinical team to develop support plans*

IPS Participant Celebration

Alameda County hosted a peer support focused celebration event for IPS participants in December.

This event highlighted the impact of employment on recovery and helped participants make new social connections. Clients shared a great meal, their perspectives on employment services and tips for job seekers.

Work quotes from the event include:

"I got out of my rut & didn't feel isolated anymore."

"Employment Specialists come to your job to support you, you don't feel alone."

"When I gained employment I felt confident and had fulfillment."

"They are there for you every step of the way-makes you not be scared."

Peer support and celebration of diverse accomplishments are important aspects of IPS program implementation. Consider planning an event at your location!

The IPS team thanks the POCC for their support during the event. To explore additional peer support opportunities in Alameda County please check out their website:

<http://www.everyonecountscampaign.org/outreach/pool-consumer-champions>

IPS 2019 Conference “Putting Down Roots” System Change Conference

The 2019 IPS Conference in Oakland attracted representatives from 12 different CA Counties. Representatives from the CA Division of Rehabilitation Services, California Institute for Behavioral Health Solutions and providers from across the state came to learn about innovation in IPS practices.

The Conference, held in March, celebrated IPS participant success and utilized the Community Conversations Model to support networking and diverse learning opportunities. A total of 15 topics were explored throughout the day.

Over 150 people explored organizational change and committed to personal action steps supporting IPS implementation. Demand was high for this event and though Alameda County could not include all interested parties, we are committed to hosting future learning opportunities.

Participants indicated that they especially enjoyed the job development session, provider panels and the family and peer engagement sessions. Additional exploration of transition aged youth topics and IPS for the justice involved population was requested for future conferences.

We thank ACBH Vocational staff, the POCC, FERC, CIBHS, Fred Finch, Felton, Trust Clinic, The CIL and Emory Cohen from Solano County for their innovative and engaging presentations!



Field Mentoring



Field Mentoring by IPS Supervisors is an important element of fidelity and skills acquisition for employment specialists. Brittany Stewart, an IPS Supervisor at Fred Finch, turns field mentoring into a fun and collaborative team building exercise.

IPS Supervisors should conduct field mentoring with new ES or those struggling with JD at least 1x a month!

Brittany schedules field mentoring once a month with a group of 4-5 employment specialists. They take turns picking

a geographic area of concentration and then break up into alternating pairs to practice job development. Each pair works to engage different employers and then the team reconvenes to offer constructive criticism and plan for follow-up. Brittany makes sure that ES have the opportunity to switch partners so that they are able to explore different job development styles and techniques.

Alameda IPS at a Glance

Alameda County Behavioral Health (ACBH) is now in its seventh year of Individual Placement and Support (IPS) implementation. Our IPS program roster currently includes 7 agencies and 18 programs slated to serve over 600 people each year. These agencies include: Abode Services, Bay Area Community Services (BACS), ACBH Vocational Program, Bonita House, Felton Institute, Fred Finch Youth Cen-

ter, and the Telecare Corporation. In July 2019, we launched a redesign of CalWORKs MH services which includes a multi-disciplinary support team providing IPS as a core intervention. We expect to serve an additional 300 people

Alameda County has 18 IPS Programs and serves over 600 IPS Participants a year!

per year through the CalWORKs IPS Program expansion. Alameda County IPS Trainers provide ongoing training, technical assistance, and fidelity reviewing to our partnering agencies. Alameda County continues to champion the further development of IPS services within ACBH, regionally and throughout the state.

Employer Interview-Lynette Calvin, Oakland Unified School District

Every IPS program strives to create and maintain excellent relationships with employer partners. Employers are integral parts of our success. Learning their preferences and human resource challenges helps us create strong job matches that help IPS Participants achieve their recovery goals while helping employers with their recruitment and retention needs.

Please describe the contributions of your IPS hire to your team.

“Oakland speaks about growing our own and always refers to children. However, we have an untapped community of adults that were once students in our schools that have been impacted by life for various reasons. Adults who a lot of employers discount their value as a viable resource to fill jobs supporting Oakland’s children.”

What types of recruitment and retention challenges do you have? How has your relationship with an IPS ES helped to address those challenges?

“The challenge Oakland faces is due to a flourishing economy. Jobs that were once attractive are not even considered. People who previously held custodial or food service jobs in a failing economy have left for private industry where the same jobs are paid at twice as much.”

Partnering with the vocational program has allowed us to hire motivated, tempo-

rary employees who desire to be here and become part of Oakland’s permanent group of employees.

What positive changes or benefits have you noticed since you began working with IPS candidates?

“Each employee I have worked with has a good work ethic and high standards. The work is accurate and well organized. The employees will work beyond normal work hours to complete a task. I have not encountered issues with tardiness, absenteeism or lack of integrity. My partnership has been a win for Oakland’s departments and the children at our school site.”

What support from the Alameda County IPS Employment Specialist helped to make this employment part-



nership successful?

“During the time I have been in this position the partners have been extremely helpful. My most lucrative time of partnership has been during the past year. It has been a huge win for Oakland to partner not only with the program but Ms. Hollans. She understands that employees have to be independent and able to work without much supervision. Ayana checks in not only with the clients but with the Manager who facilitated their hiring. She doesn’t divulge any personal information, but just as any supervisor would, wants to know if there are issues around performance.”

Do you have any advice for job developers who want to develop and maintain positive relationships with employers?

“To support the clients and the District, be sure the person is a match. Do not force a fit. We want the best for each person. To love their job, be able to execute all aspects of the work and to grow as a person. Once again becoming a viable person in the small community of OUSD and the larger community of the city of Oakland.”

What advice would you give other managers who are beginning to work with employees who have a mental health diagnosis or individuals who have other disabilities?

“Have an open mind, open heart and see beyond what you think you see. Look for the potential in everyone.”

Cornell University’s Diversity Partners Demand Side Job Development Training 9/9/19 & 9/10/19

Effective business engagement is a critical element of achieving improved opportunities for competitive integrated employment of people with disabilities. But what does effective engagement look like, and how is it achieved? Alameda County Behavioral Health invites you to explore these critical topics with faculty from the Diversity Partners Project at Cornell University.

On Day 1, we invite employment service professionals who help people with disabilities obtain and maintain employment to join us for a discussion of effective business engagement including understanding the needs of employers, com-

municating with employers, and how we can support inclusion of people with disabilities in the workplace. Breakout sessions in the afternoon will afford the opportunity to discuss these critical issues from the perspective of both disability service providers and workforce development professionals.

In order for business engagement to be effective, organizational structures and processes must be in place to support it. Therefore, on Day 2, Alameda County invites those who lead employment service provider organizations, state-agency based services, and other community based organizations to join us in strategic planning to build organizational capacity to support employment for people with disabilities in our community. Participants on Day 2 should plan to work together to plan for change using facilitated action planning using the leadership discussion tools in the Diversity Partners curriculum.

Registration link day 1: <http://register.yangtaninstitute.org/register/index.cfm?event=7366>

Registration link day 2: <http://register.yangtaninstitute.org/register/index.cfm?event=7367>

Visitor From London Learns About IPS in Alameda County



Alameda County's IPS Program was thrilled to host Oliver Jacobs, the Chief Executive of Twining Enterprise, from London, England. Oli was in the US taking a course at Harvard. He has recently started implementing IPS at his organization and wanted to explore organizational change, technical assistance structure, job development techniques and program structure.

Oli enjoyed a whirlwind tour of the Bay Area. Many activities were planned by the Alameda County IPS team. Oli observed an IPS supervision session with Theresa Razzano, shadowed Employment Specialists Veronica Pacana and Doc Absher, attended an IPS team meeting and explored IPS training and funding strategies.

Oli was interested in learning about special populations in IPS and the fidelity review process so his visit also included a site tour and interview with Amanda Downing from Felton.

Not only did Oli see the beautiful, new Alameda Felton site, he learned about the

agency's diverse programming and reviewed the Alameda County fidelity process as well as a completed fidelity report.

Many similarities were noted between the US and UK IPS programs. Oli discussed transportation challenges for job developers and job seekers in urban and more

rural areas, contract development and maintenance obstacles as well as pressure to place IPS participants while maintaining fidelity. He discussed the sometimes challenging process of finding the right ES candidates who function well with a high level of autonomy, develop strong employer relationships and advocate for clients.

Despite occasional implementation barriers, Oli expressed a genuine enthusiasm for IPS and approached challenges in a solutions-focused manner. He is concentrating on building stakeholder relationships, educating the community on IPS principles, and creating sustainability. Oli cited employment as a core mental health service instrumental to mental health care reform that supports the whole person in recovery. We share this perspective and look forward to continued collaboration with our new friend from across the "pond".



IPS Participant Success, Zinna Belcher

Success comes in many different ways for IPS Participants. It may represent the beginning of a job search or educational journey. It may involve improved symptom management or increased community integration and independence. Success can be the ability to self-advocate. It can be landing a coveted position, retaining that position or climbing the career ladder through promotional opportunities. It can be the pursuit of work related certifications or degree obtainment.

Zinna's successes involve a variety of these diverse accomplishments. Zinna has a mental health diagnosis and supports her son who also has a mental health diagnosis. Since 2008 she experienced many challenges including hospitalization, physical health crises and homelessness. Through these circumstances Zinna continued to pursue her educational and recovery goals. She accessed natural supports, her strong faith, DOR, educational programs and the Alameda County IPS Programs to overcome obstacles and stay on track!

Zinna said she did not succeed on her

own. Her mom and aunt helped by giving her advice and helping her stay motivated. Zinna's son and daughter-in-law gave her a safe place to stay for two months. Her husband found stable housing and drove her to work and school every day. She prayed to God for help and asked Him to "show me where He wants me to go".

"Anything is possible, if I can do it, you can do it! It's never too late"

When asked if she had words of support for those who are seeking employment or education Zinna stated, "You can do anything you put your mind to. You have to be motivated. If it's something you want, you will achieve it".

Zinna's educational and employment journey started in 2018 when she connected with DOR and Breton Courtney, her IPS Rehab Counselor. She soon enrolled in Berkeley Adult School where she graduated with her diploma. She went on to pursue a peer support certification through the Best Now Program. Her education included a six month in-

ternship at Highland Hospital and additional volunteer work.

Zinna achieved her educational goal of becoming a peer support specialist in June of 2019. She is now, "looking for an opportunity to get out into the community and give back-to help people identify their hopes, dreams and goals in order to complete their journey."





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Recruitment Solutions for Area Employers



Upcoming Event

October is Disability Employment Awareness Month **NDEAM 2019: The Right Talent, Right Now.** The [Office of Disability Employment Policy \(ODEP\)](#) at the Department of Labor has announced "[The Right Talent, Right Now](#)" as the theme for the 2019 [National Disability Employment Awareness Month \(NDEAM\)](#), which is observed in October. This theme emphasizes the essential role that people with disabilities play in the economic

ALAMEDA COUNTY SINCERELY THANKS ITS 2018- 2019 EMPLOYER PARTNERS

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|---|--|--------------------------------|
| <i>Johnny Rockets</i> | <i>Aegis Care Home</i> | <i>Sprouts</i> |
| <i>Pepsi Beverages Company</i> | <i>Allen Temple</i> | <i>99 Cent Store</i> |
| <i>Sweet Tomatoes</i> | <i>AMC Theater</i> | <i>Costco</i> |
| <i>McDonald's</i> | <i>Grand Avenue Shell Station</i> | <i>Safeway</i> |
| <i>American Portwell Technology</i> | <i>Doordash</i> | <i>Amazon</i> |
| <i>Labor Finders</i> | <i>Plucked Chicken and Beer</i> | <i>CDS</i> |
| <i>La Concepcion</i> | <i>Sammi's Skin Care</i> | <i>Home Depot</i> |
| <i>Victoria Care Home</i> | <i>American Media</i> | <i>E-Recycle</i> |
| <i>Hobby Lobby</i> | <i>Amazon Whole Foods</i> | <i>Ann Taylor</i> |
| <i>Pup Town Stay and Play</i> | <i>Cabulance Comfort</i> | <i>Care.Com</i> |
| <i>Elephant Bar</i> | <i>Cardenas Markets</i> | <i>Carol Ferreyera</i> |
| <i>The Village and Hayes Valley</i> | <i>Burger King</i> | <i>Food Maxx</i> |
| <i>KFC</i> | <i>Harper's Model Home</i> | <i>Grocery Outlet</i> |
| <i>Carl's Junior</i> | <i>Healthflex Home Health Services</i> | <i>K Mart</i> |
| <i>Johnson Security</i> | <i>Johnny Rockets</i> | <i>Liberty Tax</i> |
| <i>Landmark Staffing</i> | <i>Little Caesar's</i> | <i>Lucky's</i> |
| <i>Metro Pcs</i> | <i>Mobile Carwash</i> | <i>Minted</i> |
| <i>Mobile Gas Station</i> | <i>Papa John's Pizza</i> | <i>Pizza Hut</i> |
| <i>Park Place Design, LLC</i> | <i>Pauline Purcell INC.</i> | <i>Rite Aid</i> |
| <i>Puptown Dog Daycare & Boarding</i> | <i>Pet Supplies Plus</i> | <i>Ross Dress for Less</i> |
| <i>Quantum Market Research</i> | <i>Salvation Army</i> | <i>Saul's Restaurant</i> |
| <i>Shell Gas Station</i> | <i>Star Protection Agency</i> | <i>Telecom INC.</i> |
| <i>Seaside Refrigerated Transport</i> | <i>TJ Maxx</i> | <i>Trader Joe's</i> |
| <i>Uber</i> | <i>UPS</i> | <i>WALMART</i> |
| <i>The College Internship Program</i> | <i>Wendy's</i> | <i>Federal Express</i> |
| <i>Alameda Unified School District</i> | <i>Berkeley Recycling Center</i> | <i>Dept. of Rehabilitation</i> |
| <i>Brightview Landscaping Services</i> | <i>Cost Plus World Market</i> | <i>Hoodline</i> |
| <i>Alameda County Office of the Registrar</i> | | |
| <i>Rocky Mountain Recreation Company</i> | | |

success of the US, especially at a time when historically low unemployment and global competition are creating a high demand for skilled talent. Posters and other campaign materials will be available in August.

Please consider hosting a celebration or awareness event during October.

Alameda County is planning a festive, celebratory BBQ at the San Leandro Marina on



10/2/19 to highlight IPS Participant success! Stay tuned to learn more.