

Alameda County – Behavioral Health Care Services

Vocational Services Overview

for Operational Leadership

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BHCS Vocational Service's Three Units:

- Oversight of the CalWORKS Mental Health Program in collaboration with Social Services Agency
- Technical & Training Assistance Services – Fidelity
Reviewing of CBOs and Specialty Mental Health programs, training and outreach, manages contracts, assists with launching new programs and assists with events
- Vocational Program-Provides supported employment and education services, linkage to community resources and community based services



Evidence-Based Principles of IPS

1. Zero exclusion: eligibility is based on consumer choice.
2. IPS employment services are closely integrated with mental health treatment.
3. Competitive employment is the goal.
4. Personalized benefits and work incentives planning is provided.
5. The job search starts soon after a consumer expresses interest in working.
6. Employment specialists develop relationships with employers based on their consumers' work preferences.
7. Follow-along supports are continuous.
8. Consumer preferences are honored.





CalWORKS Mental Health Program

- Is 100% funded by Social Service Agency (\$2.5 mil)
- Federal mandate to reduce MH barriers to work
- Includes the monitoring of 3 different mental health contracts with IPS Employment Services imbedded
- Has licensed mental health staff co-located at the three Social Services sites to receive and assess referrals from SSA staff, and refer to BH contracted providers
- Collaborates regularly with SSA managers to continually improve the numbers of clients referred and the number enrolled and engaged in treatment
- Goal to Serve 180 Welfare to Work participants annually

CalWORKS MHP continued

Strengths

- CalWORKS families are protected from being sanctioned
- More parents are getting jobs
- CBOs have been more creative in finding ways to engage population

Challenges

- Social Services stopped referring since pandemic
- State keeps trying to reduce allocation, which impacts direct services
- CBOs have difficulty in retaining their hires



IPS Technical & Training Unit ...

- Oversees 6 contracts with employment services(IPS): BACS, Bonita House, Telecare – Strides and Changes, Abode, Prep, Fred Finch and Center for Independent Living and serves 636 consumers annually – w/Voc
- Collaborates with each provider monthly to provide hands on – “in the weeds” technical assistance to achieve best outcomes
- Facilitates annual Fidelity Reviews of all IPS Programs, and produces a quality improvement report
- Assists new programs with ramp-up when they have been awarded new BHCS contract that includes IPS services
- Participate with– IPS-Works – The International IPS Learning Community

Technical and Training continued

Strengths

- Helps programs achieve better outcomes
- Maintains progressive message of our population's capacity to work
- CBOs are passionate about their employment programs

Challenges

- CBOs struggle to keep positions filled
- With constant change of staff, service intention suffers drift
- Referrals dropped with pandemic... but have already recovered and exceeded 2019



The Vocational Program...

- Is primarily funded with MHSA dollars, but also bills Medi-Cal and has Department of Rehab fee-for-services revenue
- Serves on average, 255 consumers per year
- Provides Supported Employment and Supported Education
- Has a 37-42% employment rate
- Is reviewed for Medi-Cal compliance, CARF, IPS Fidelity and MHSA and has does well in meeting standards of all

Voc Staff are Imbedded with...

- All 4 county op adult clinics
- All 5 county op children and TAY clinics
- 4 CBOs – La Clinica, La Familia, AHS, West Oakland
- ConRep

- Schreiber Program
- TRUST Clinic
- Supported Housing Program
- Fred Finch – Transitions Program
- Next up... SUD Services

Voc Program Demographics

AGE	Actual	%	RACE	Actual	%
Children/ Youth(0-15)	7	3%	American Indian	1	0%
TAY (16-25)	69	27%	Asian	42	16%
Adult(25-59)	168	64%	African American	66	25%
Older Adult(60+)	15	6%	White	46	18%
			Latino	30	12%
			Unknown	74	29%
			Placements by Race (N=73 snapshot)		
GENDER			Asian	30	41%
Male	142	55%	African American	20	27%
Female	115	44%	Latino	16	22%
Transgender	2	1%	White	7	10%
			Multiple jobs for 12 of 73 consumers		

Voc Program and IPS Collaboration Job Placement Data

Vocational Program

	Total Served	Jobs Starts	Employment Rate
2019	267	61	29%
2020	248	85	33%
2019 Supported Education: 25		For 2020: 28	

IPS Collaboration Agencies (w/ Voc)

	Total Served	Jobs Starts/ Working	Employment Rate
2019	543	152/127	14% - 36%*
2020	636**	233/144	15% - 44%*

* Depending on agency

** 40% reduction in referrals in Q2 of 2020, but recovered and surpassed 2019

Why IPS? Because you get what you pay for!

Population Studied	Traditional Rehab/ Control	IPS
SMI	18.2%	73.9%
TAY	42%	82%
Homeless	22%	34%
DD	14%	36%
PTSD	28%	76%
Co-Occurring	11%	47%
Justice Involved	7%	31%
SUD	21%	46%
Opiate Addicted	5%	50%

What We've Learned About Benefits...

- When consumers know their insurance is covered, they are more open to “working past zero” (SSI).
- Social Security has two Medi-Cal programs designed specifically for the working disabled
 - SSI recipients – 1619B
 - SSDI recipients – Medi-Cal for the Working Disabled (MWD)
- 1619B – allows recipients to earn up to \$47,395 per year and maintain their Medi-Cal, MWD - \$32,200 and up \$60k with “income disregards.”
- Training your county’s health insurance techs on how to manage SSI/SSDI benefits gets everyone on the right page sooner
- This is all about recovery and Improved Quality of Life for our clients!!

Quotes from IPS Consumers:



- I'm respected now.
- I feel like I have a purpose now and every day I get up feeling good that I have a job.
- I don't wake up mad and upset anymore.
- I feel better about myself now that I am working and contributing to society.
- I'm doing exactly what I want to be doing. Now there is more peace and certainty in my life.
- I like making money to help my family pay the bills.
- I like being in mainstream society as opposed to living a sheltered life.
- Working helps me manage my depression. My mood is more positive.

What's Happening Next?

Regional and statewide collaborations to include
Employment Services in MHPs across the state
(L.A., San Diego, Santa Clara, S.F., Solano, Monterey, Sacramento, Fresno
and DOR are in various phases of launching IPS programs)

Extending services to SUD

Statewide Virtual IPS Leadership Conference!

Advocacy for re-entry...

