

# Forensic Intensive Recovery Support Team (FIRST)

Vocational Rehabilitation and Employment Services

*Royal Ottawa Mental Health Centre*



# The FIRST Team

- \* **Interdisciplinary Health Care Team**
- \* **Provides Intensive Outpatient Services ONLY for clients of the Forensic Psychiatry Program.**
- \* **Serve only Clients found Not Criminally Responsible (NCR)**
- \* *We serve approx **130** clients*

# FIRST Client DEMOGRAPHICS

- \* **80% Male: 20% Female Ratio - With Complex Mental Health Diagnoses & NCR**
- \* **Age 19-45; with clients up to 63**
- \* **Employment/education history – often sporadic**
- \* **More than 50% have completed high school academic requirements**
- \* **Most clients have experienced “*Significant Gaps*” in employment history**
- \* **More than 50% of clients have some form of additional cognitive, developmental, behavioural, or learning disability; experience negative symptoms along side their mental health diagnoses**

# Identified Need to Incorporate Voc/Employment Services

- \* Reintegration to community has proven more effective when clients have meaningful structured activity
- \* **Inadequate Employment is a key factor for Mental Health Problems**
- \* Recidivism rates are shown to lower when clients engage in positive and meaningful activities
- \* **Ideal well suited employment aids in overall physical and mental wellness**

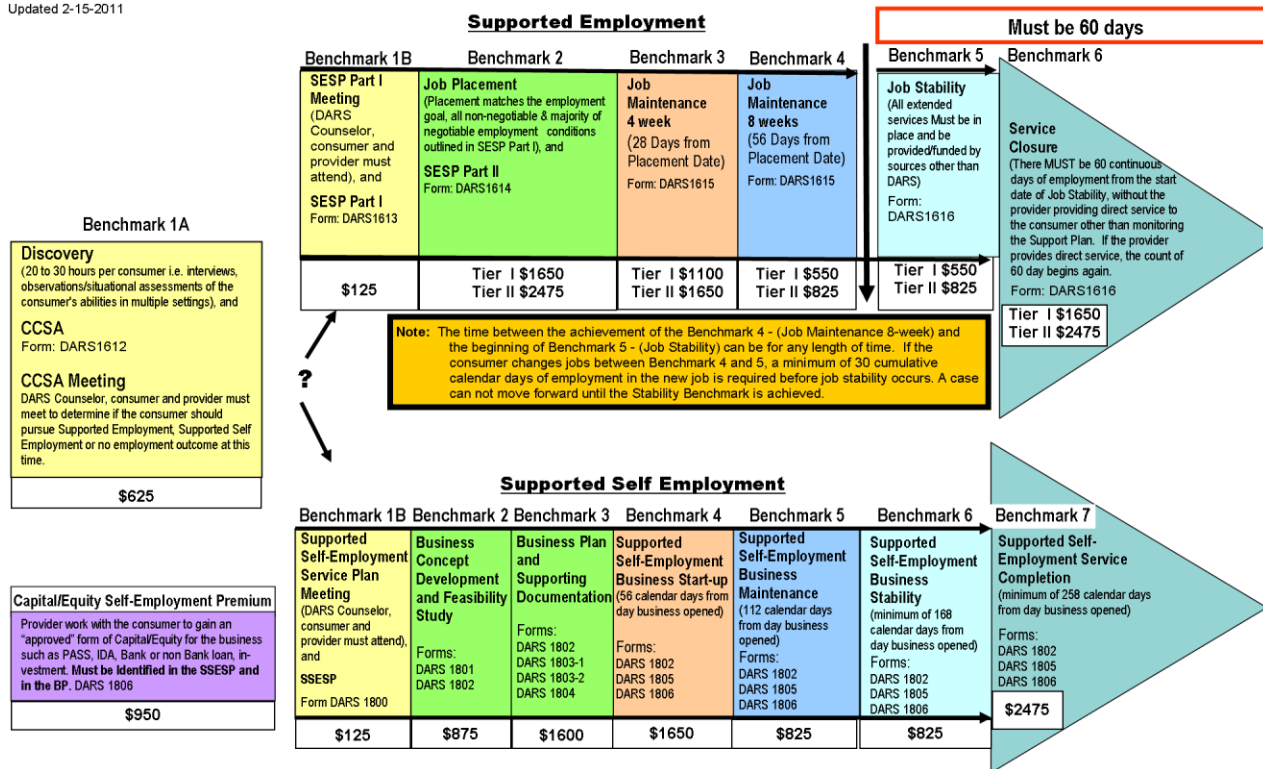
# Factors Reviewed for Program Development

- \* Current community programming, supports, and services
- \* How services assisting or not assisting clients
- \* Identified needs of the Forensic Mental Health Client
- \* Benefits of Outpatient Voc Rehab/Employment Services in comparison to existing services
- \* Model of service and best practice

# Process of Standard Employment Services

## Diagram Comparing Supported Employment and Supported Self-Employment

Updated 2-15-2011



# Challenges in Employment Services

- \* **Do not allow clients time to process and prepare or make needed changes/adjustments to move forward and build needed confidence**
- \* Recovery is not a linear process and the pace of change is different for each individual
- \* **Forcing a client through such models does affect the therapeutic alliance when working with clients**
- \* Clients with mental illness often find themselves labelled as difficult, lazy, “not employment ready”

# Presenting Client Challenges

UPON REFERRAL TO FIRST VOC REHAD/EMPLOYMENT SERVICES

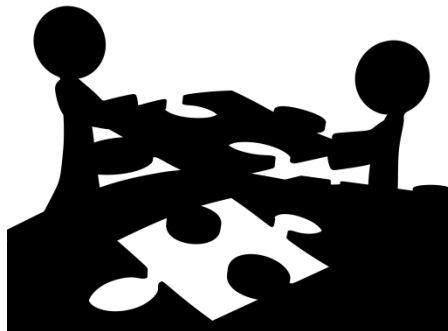
- \* Clients lack insight into readiness, their strengths and challenges
- \* Lack of job search skill and knowledge
- \* Lack of computer skills
- \* Lack of self confidence
- \* Fear of stigma
- \* Complex needs, diagnoses, substance use, concurrent disorders
- \* Developmental Issues, intellectual disabilities, learning disabilities
- \* Management of symptoms, maintaining wellness, managing stress related to job search, maintaining employment



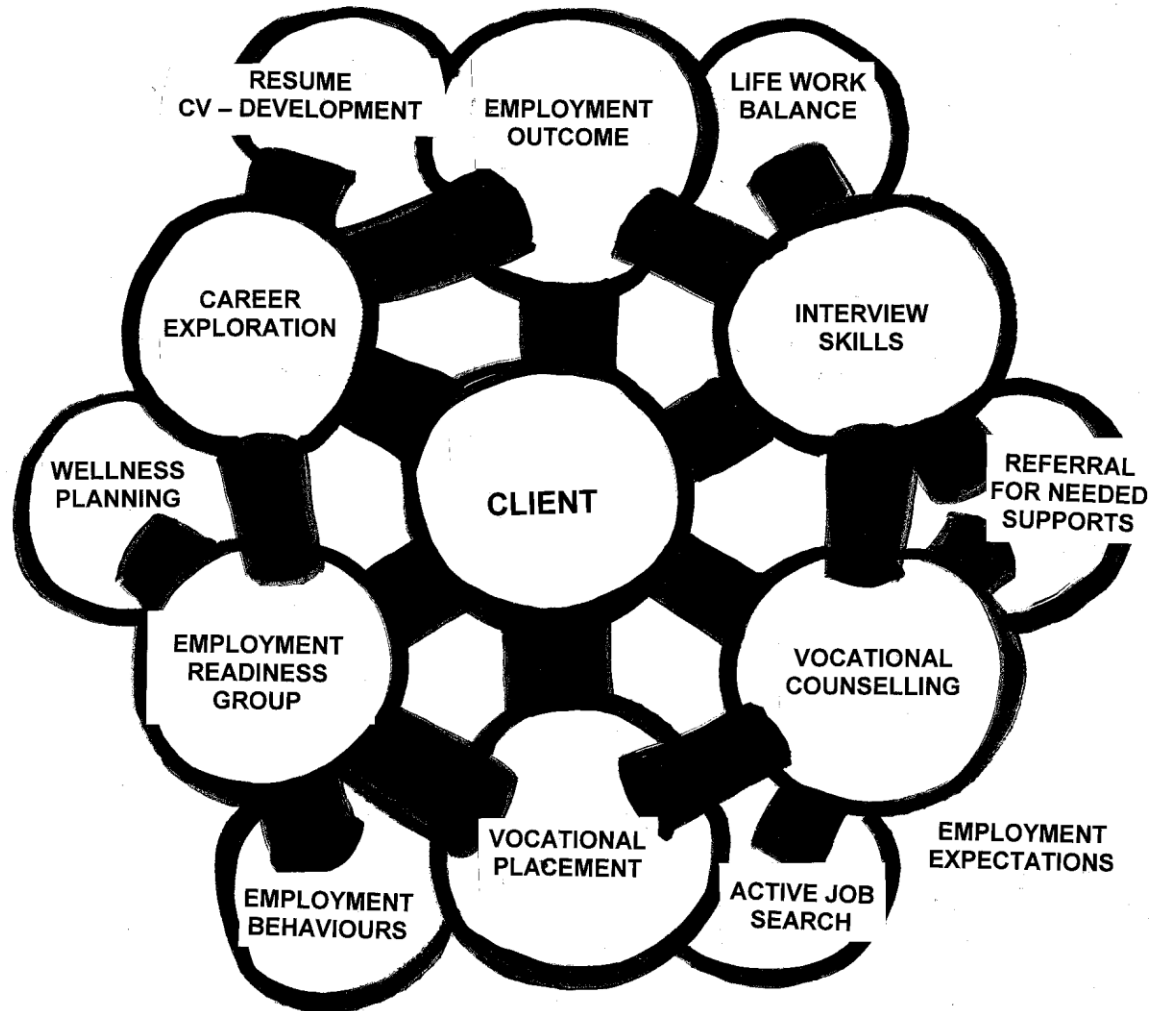
# Service Delivery Model

- \* The Royal Vocational Rehabilitation and Employment Services developed services using the following model:

## **Client Centred Service Delivery Model** **Recovery Oriented Approach**



# FIRST MODEL of Employment Service



# Utilizing a Client Centred and Recovery Model

- \* **Allows for voc rehab services that take into account symptoms of illness; side affects of medications; ORB restrictions; and individual client needs**
- \* *Provides “flexibility” allowing for patient and supportive services*
- \* **Assist clients shift their attention away from symptoms – onto achieving their goals**



# Voc Rehab Services - FIRST

- \* Vocational Counselling - 1:1 and Group
- \* Career Exploration – A Day in the Life Of –
- \* Assist in Goal Setting, and organizing
- \* Provide Vocational Assessment, Reporting and Consult
- \* Explore local Labour Market/Analysis/Job Develop
- \* Life Skills Development and Practice
- \* Interview Prep and Practice
- \* Work/Life Balance, Symptom Management regarding goals
- \* Vocational volunteer placements - assessment
- \* Agency referrals and resources
- \* Provide Group Learning opportunities – skill building
- \* Provide job coaching and on the job training
- \* Provide after hours telephone crisis support – employment related

# VOC REHAB EVALUATION TOOL

- \* **Employment Readiness Scale**
- \* **Personal client evaluation – clients complete online**
- \* **Evaluation is a host of employment related multiple choice questions designed around barriers and dimensions of employment; self sufficiency**
- \* **Helps to identify strengths of the client**
- \* **Helps to identify where a client needs to improve to obtain a successful outcome**
- \* **Clients can retake the evaluation up to 6 times**
- \* **Helps clients see progress growth**
- \* **Program outcome measurement tool**

[www.employmentreadinessinfo.com](http://www.employmentreadinessinfo.com)

# Voc Assessment Sample

# FIRST Vocational Rehab Mandate

- \* **Establish every person has the potential to recover, reclaim and transform their lives – and achieve their goals**
- \* Empower clients to identify their core values, resilience, beliefs, strengths, skills and interests & recovery/rehab plan
- \* **Work in collaborative ways to achieve mutually agreed upon goals**
- \* Support in a holistic approach of helping clients live life in positive and contributing ways as they reintegrate back to community
- \* **Help clients draw on motivation and hope**
- \* Create sustainable change through learning and experimental growth

# Program Goals



- \* Aid clients to achieve a successful outcome based on their individual recovery plans and aspirations
- \* Assist clients to experience positive change – and sustainable long term outcomes
- \* Reduce recidivism rate – provide/support clients with a fresh productive new start on the road to recovery



# Standards for FIRST Voc Rehab Services

- \* Engage the clients as rapidly as quickly possible
- \* **Provide tangible results at each appointment**
- \* Ensure goal setting is realistic and obtainable
- \* **Allow for needed service flexibility – individualized services**
- \* Build trust and non-judgemental, workable services from the first appointment
- \* **Provide coaching and motivation, aid in building self-confidence**
- \* Utilize assessment tools that motivate clients by showing their progress at various times throughout process
- \* **Provide an employment readiness group – that is more than just resumes and learning job search skills**
- \* Provide ongoing opportunities/resources with community employers, and partnerships

# Placing Value on Community Partnerships

- \* Our commitment generates client opportunities
- \* ***Engages our clients in positive experiences***
- \* Adding to our clients abilities to obtain professional references and gain employment opportunities
- \* ***Exposing clients to what is available in their communities and introducing resources available***
- \* Assisting clients to improve their social skills and increase their networks

# Case Study

- \* MALE – 20'S
- \* Graduate of POST SECONDARY EDUCATION
- \* SOME HISTORY WITH EMPLOYMENT - FAMILY BUSINESS/labour
- \* DIAGNOSES - Bipolar
- \* INDEX OFFENCE – Assault with a Weapon
- \* APPROX LENGTH OF STAY IN HOSPITAL – 6-9 months
- \* WORKED WITH OT ON REHAB WITH SCHED; MOTIVATION SELF CONFIDENCE; HAD GENERAL EMPLOYMENT GOALS BUT LACKED READINESS; DEMONSTRATED SOME FEARS OF RETURNING TO WORK WORLD
- \* CLIENT ENGAGED WELL WITH CASE MANAGER AS WELL AS RT FOR REC PARTICIPATION
  
- \* REFERRED TO OUTPATIENTS BEGAN WORKING WITH OT AND VOC – ON GOALS
- \* **ATTENDED EMPLOYMENT READINESS GROUP 16 WEEKS AND COMPLETED**
- \* **IDENTIFIED AND CONFIRMED HIS GOAL TO BECOME TRADESMAN DURING GROUP**
- \* **5 MONTHS LATER SECURED PREAPPRENTICESHIP TRAINING – MASONRY PROGRAM**
- \* **6 MONTHS BEGAN PAID PRE APPRENTICESHIP HOURS/PLACEMENT**
- \* **CONTINUES IN THE TRAINING PROGRAM ; SHOWS EXCELLENT PARTICIPATION AND ATTENDANCE**
- \* **TRAINING GOAL TO BE COMPLETED IN 2018**
- \* **UPON COMPLETION WILL BE A RED SEAL CERTIFIED TRADESMAN**

**CONTINUES TO EXCEL AT BEING A PRODUCTIVE AND CONTRIBUTING MEMBER OF SOCIETY**

# FIRST Voc Rehab Achievements

- \* From July 2015 – (35) Program Referrals
- \* **16 Have participated in the Employment Readiness Group and now demonstrate improved readiness**
- \* 2 Clients engaged in Pre Apprenticeship/ Employment Placement Trades re-training programs – *1 successfully continues*
- \* *2 Clients are attending post secondary education*
- \* **19 Clients have been successful in regards to securing employment – only 2 did not retain/maintain their job starts due to health**
- \* 3 Clients have maintained and are engaged in volunteering roles in community on weekly basis
- \* 7 Clients identified lack of interest in engaging, and or were readmitted to hospital

# Continued Focus of FIRST

FIRST TEAM AND FIRST VOCATIONAL REHAB AND EMPLOYMENT SERVICES

- \* Place emphasis on “*working together*” with other disciplines and Doctors within the team, to assist client with work/life balance
- \* Continual Education

# Feedback From Area Employers

- \* “If you have any more guys as committed as [client] let me know. I could use more employees like this.”
- \* “One of the most hard working employees I have on staff.”
- \* “Your guy has set a new standard in the position.”

# What are the Plans Moving Forward

- \* Exploration and possible development of Social Enterprise for Forensic Clients whose needs are not being met within current system
- \* Continued development of vital Community Partnerships
- \* Continued job development to bring on-board new community Employers

# Question Time



Questions  
are  
guaranteed in  
life;  
Answers  
aren't.