

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**

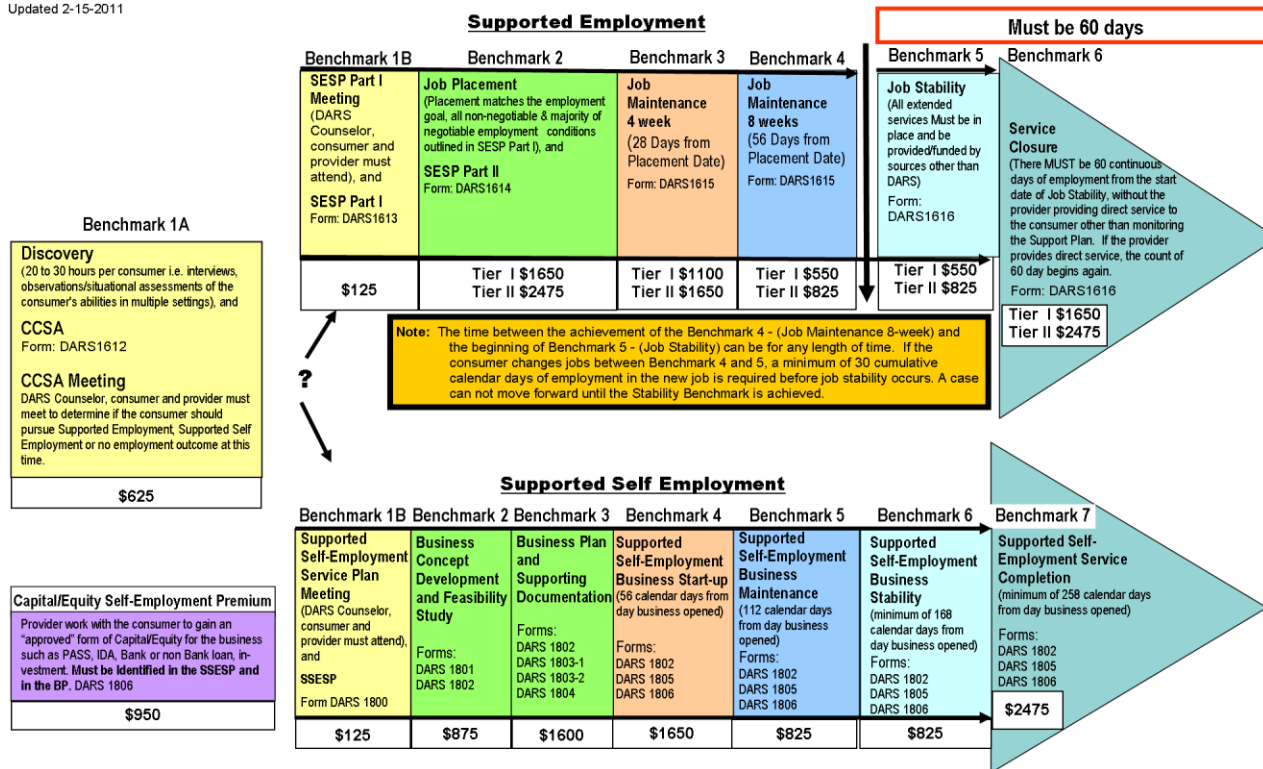
Factors Reviewed for Program Development

- * 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

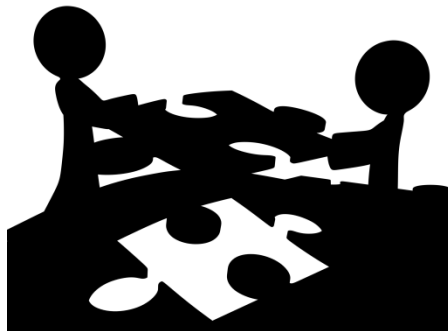
UPON REFERRAL TO FIRST VOC REHAD/EMPLOYMENT SERVICES

- * 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

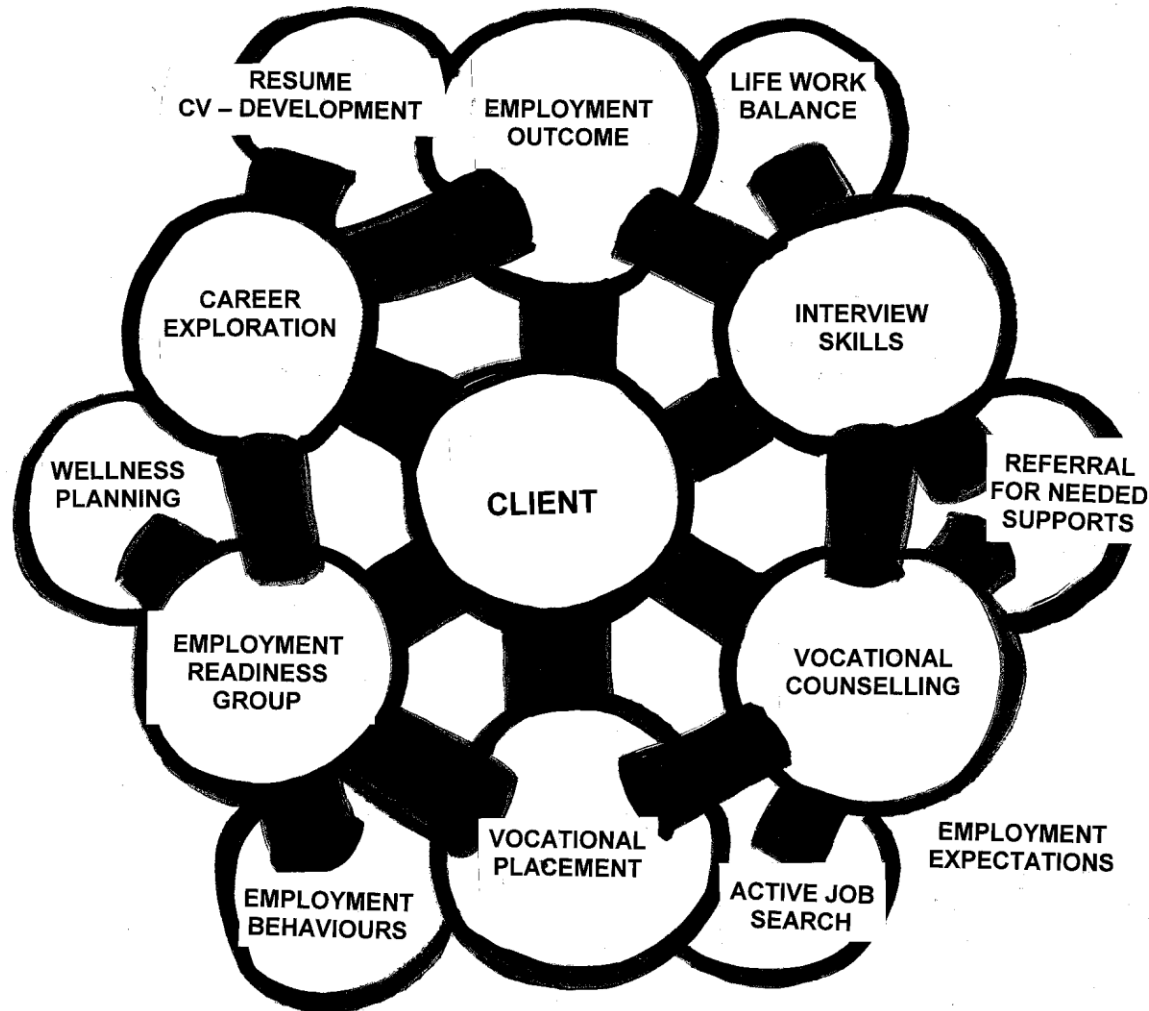
Service Delivery Model

- * 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

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



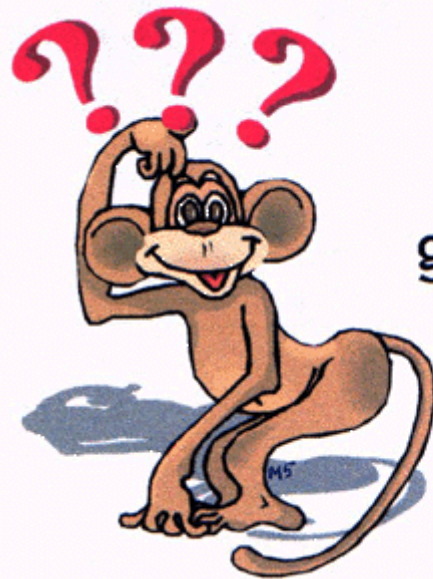
Feedback From Area Employers

- * “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.