

## Impact of Follow-Along Support on Job Tenure in Evidence-Based Supported Employment

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## Outline for Presentation

- Background
  - Some things we know about evidence-based supported employment
  - Some things we don't know
- Current study
  - Longitudinal study of clients after obtaining first competitive job

## Evidence-Based Supported Employment

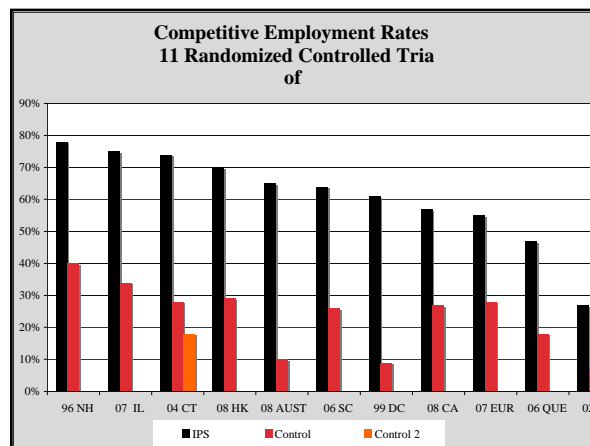
- Individual Placement and Support (IPS) is a supported employment model developed for clients with severe mental illness
- IPS has been established as an evidence-based practice

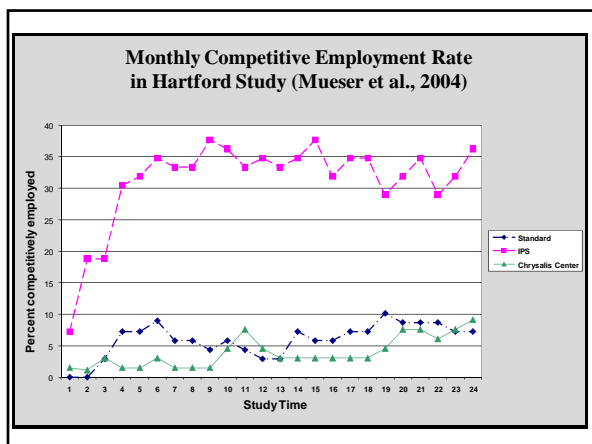
## IPS Supported Employment: 7 Evidence-Based Principles

- Open to anyone who wants to work
- Focus on competitive employment
- Rapid job search
- Client preferences guide decisions
- Individualized long-term supports
- Integrated with treatment
- Benefits counseling provided

## What We Know About IPS

- IPS has better competitive employment outcomes than other vocational approaches
  - Overall, more clients get jobs
  - IPS clients have higher monthly employment rates
  - IPS clients get jobs sooner
  - Half of IPS clients become “steady workers” over long term





### IPS Stresses Rapid Job Search

	IPS (N = 317)	Control (N = 161)
Days to First Competitive Job	138	206

Source: Bond, Drake, & Becker (2008)

### 2 Long-Term IPS Follow-up Studies (Salyers 2004; Becker, 2007)

Steady Workers (> 50% Follow-up)	52%
Length of Follow-up	10 years
Sample Size	74

*Steady worker concept:*

It's not how long you work in a single job, it's the proportion of time working overall.

### What We Don't Know About IPS: Three Research Questions

After clients start their first job...

1. What are the typical employment patterns?
2. What are the typical patterns of employment specialist support?
3. Does intensity of support affect job tenure?

### After Starting First Job, What Is the Course of Employment ?

- How long do IPS participants work after obtaining their first job?
- What happens if job ends?

### Common Criticism of IPS: Jobs Are Short Term

	IPS (N = 317)	Control (N = 161)
Months Worked Longest Job	5.1	3.8

Source: Bond, Drake, and Becker (2008)

### IPS and Job Tenure

- In the IPS model, job loss is seen as a transition and not as failure
- Multiple job starts common
- Cumulative duration of employment across all jobs is a more valued indicator than tenure in a single job

### What is Typical Pattern of Ongoing Support?

- What is role of IPS team?  
How does “individualized support” work?
- What is the intensity and location of support?
- When does support end?

### Does Amount of Support Affect Job Retention?

- Few published studies
- Leff (2005) study:
  - # employer contacts ↑ new jobs
  - # follow-along contacts ≠ improved job tenure
- McGuire (2005) study
  - # IPS contacts ↑ job tenure

### Current Study:

Relationship of  
Employment Specialist Contact to  
Duration of Employment  
After 1st Job Start

### Design and Methods

Prospective observational design

- Identified high fidelity IPS sites
- Recruited clients soon after they obtain competitive work
- Tracked clients monthly for two years
- Employment specialists recorded:
  - Service contacts
  - Employment outcomes

### Study Sites

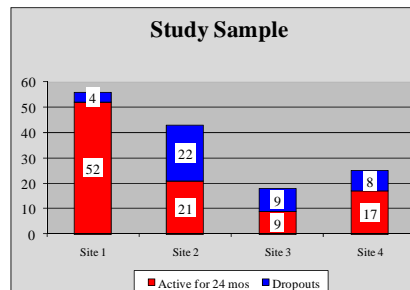
- 4 agencies in 3 Midwestern states
- All located in urban areas
- All had participated in national IPS initiatives
- Rigorously assessed services using IPS Fidelity Scale
- 3 sites rated at very high fidelity 1 site rated at moderate fidelity

### Data Collection Procedures

- At 3 sites, employment specialists entered data via a web survey
- At 1 site, data collected locally
- Employment specialists (N = 35) received \$5/month per client entered
- Sites provided friendly reminders and encouragement
- 98% completion rate for active clients

### Sample

- 142 clients entered study
- 99 (70%) in IPS for 24 months



### Sample Characteristics (N = 142)

<b>Mean Age</b>	39.7
<b>Sex:</b>	
Male	51%
Female	49%
<b>Race:</b>	
African American	27%
Hispanic	3%
White	67%
<b>Diagnosis:</b>	
Schizophrenia Spectrum	49%
Bipolar Disorder	32%
Depression	14%
<b>Education:</b>	
Not Graduated H.S.	17%
H.S. Grad/GED	45%
Some College	25%
College Graduate	9%
<b>Social Security</b>	
No Entitlements	18%
SSDI only	33%
SSI only	27%
SSI and SSDI	12%
<b>Prior Competitive Job</b>	60%

### Employment Outcomes:

1. What are the typical employment patterns after clients obtain their first job?

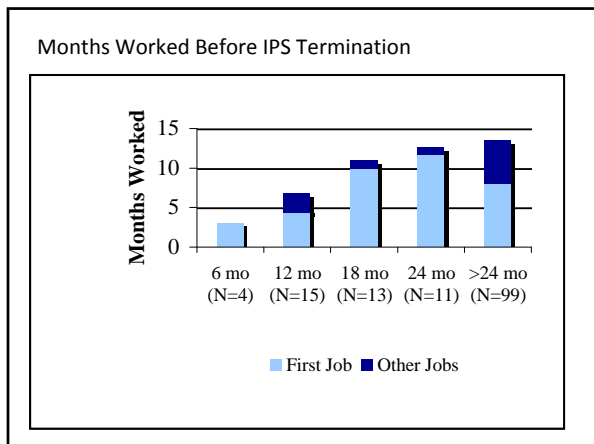
### Job Characteristics

- Means: \$7.89/hr, 23.5 hrs/wk
- Most common jobs:

Food Service	27%
Retail	16%
Janitorial	10%
Professional	8%
Clerical	6%
Customer Service	6%
Other	29%

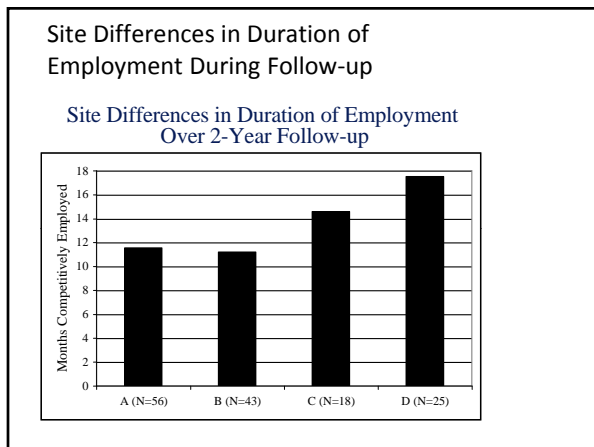
### What Happens After 1st Job?

- 21 (15%) worked same job for 2 years
- 48 (34%) held one job for less than two years
- 73 (51%) worked 2 or more jobs



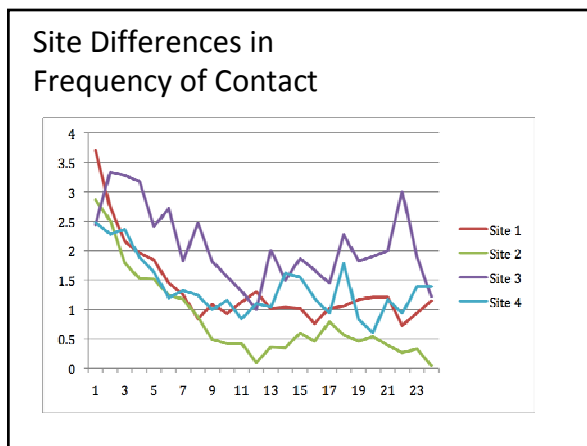
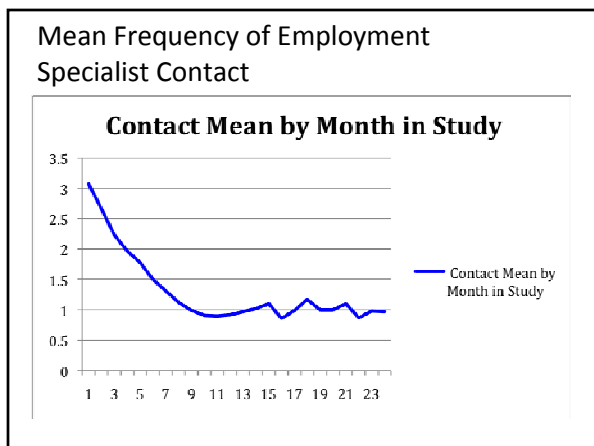
### Tenure in 1st Job & Total Duration of Employment During Follow-up (N = 142)

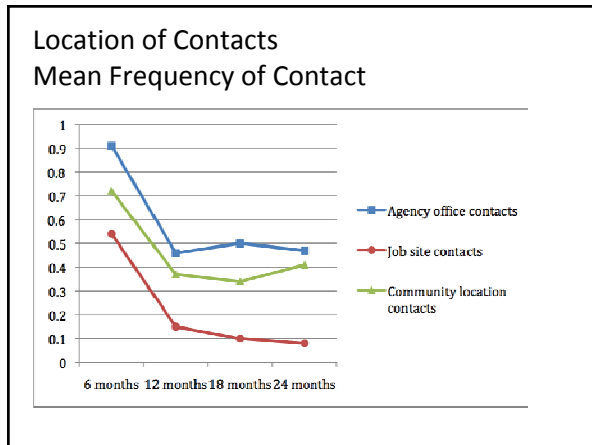
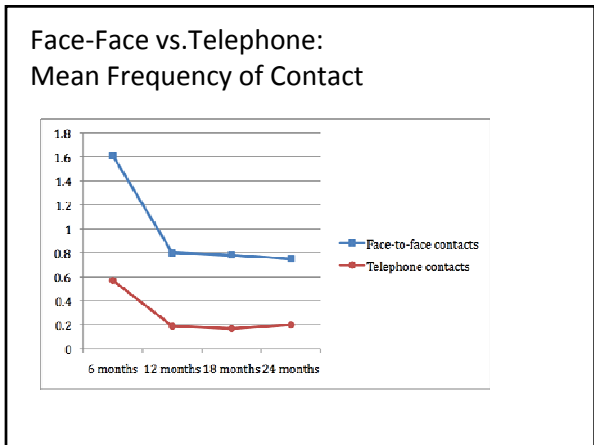
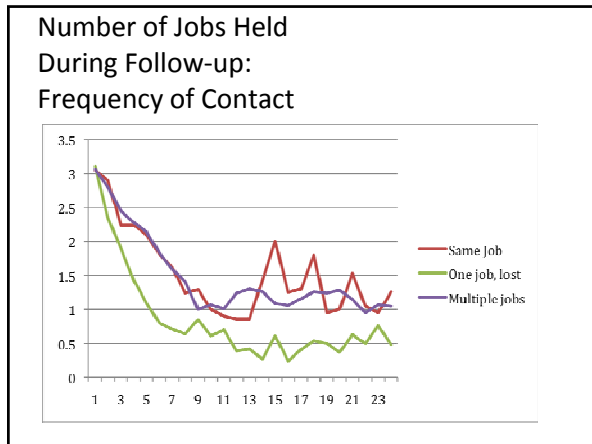
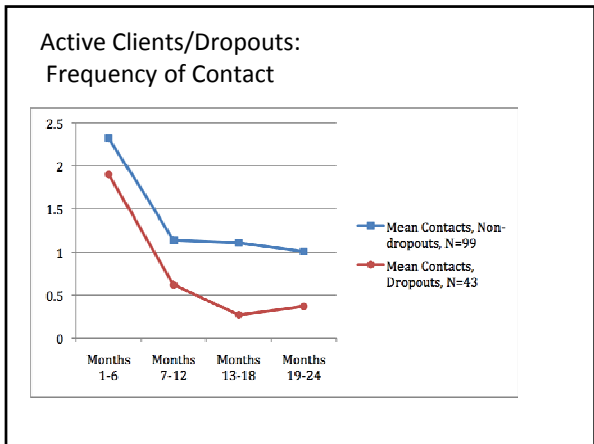
	M (SD)
Months Employed in First Job	10.0 (8.6)
Months Between 1st & 2nd Job	2.9 (3.7)
Number of Jobs	1.9 (1.2)
Months Worked (All Jobs)	12.9 (7.7)



### Employment Specialist Contacts:

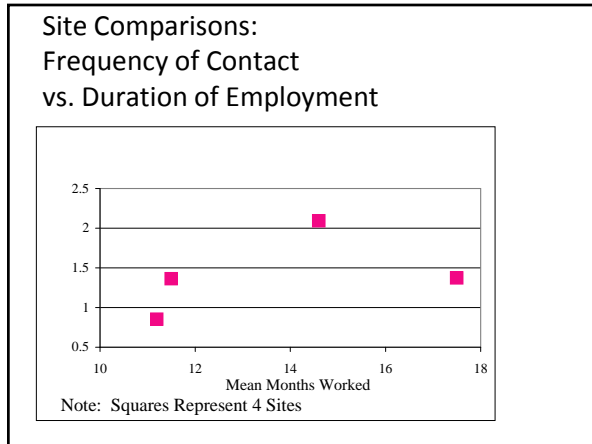
2. What are the typical patterns of employment specialist support?





### Correlations Between Frequency of IPS Contact & Employment Outcomes:

3. Does intensity of support affect job tenure?



### Correlations: Frequency of Contacts with Duration of Employment for Active Clients During Follow-up

Variable	Months Worked at first job (N = 99)	Total Months Worked (N=99)
Number of Contacts	.10	.27**
<u>Type of Contact</u>		
Face-to-Face	.13	.26**
Telephone	-.05	.13
<u>Location</u>		
Agency Office	.09	.26**
Job Site	.21*	.18
Other Community	-.05	.08

### Summary of Findings

- Job tenure at 1st job = 10 months: **twice** the mean job tenure reported in the literature
- The norm was one contact per month once client stabilized on job
- 70% received IPS contacts for all 2 years of follow-up
- Among clients who lost initial job, 64% continued to receive IPS support for entire 2-year follow-up

### Summary of Site-Level Findings

- Site differences were found in:
  - Employment outcomes
  - Frequency of IPS contacts
  - Policies regarding when to close clients from IPS
- Though only 4 sites, frequency of contact might be associated with total duration of employment

### Summary of Correlational Findings:

- Frequency of IPS contact predicted cumulative duration of employment (all jobs)
- Job site contact predicted job tenure for first job
- Face-face IPS contact were the most predictive of cumulative duration of employment (all jobs)

### Study Limitations

- Selection bias: Studied clients who were successful getting first job
- Research payments to employment specialists may have altered their behavior
- Did not track service contacts by others outside IPS team, such as treatment team
- Did not examine frequency of contact at time of job loss or job start
- No measures of quality of service

### Take-Home Messages

- Long-term contact by employment specialists is the norm in high fidelity IPS programs
- Ongoing IPS contact is associated with longer duration of employment
- Monthly face-face check-in may be sufficient most of the time

### Take-Home Messages

Since ongoing contact predicts  
better employment outcomes

- Retention in IPS services may be especially important for clients who lose an initial job
- IPS programs should focus on retention strategies
- IPS should increase contact at times of job loss & job starts