

Preparing Consumers for Success in a Supported Employment Job

The first scale was developed by David Loveland at the Human Service Center in Peoria, IL and is based on the Transtheoretical Model of Change and the principles of motivational interviewing (<http://www.bhrm.org/guidelines/motiveint.pdf>)

Stage of readiness to work can be assessed by using a simple 5-point scoring range, such as:

- (1) **Pre-contemplation about working:** Consumer is not interested in looking for a competitive job and does not have a goal of acquiring one in the future. It is not uncommon for consumers to move down to this stage of readiness even after voicing a desire to acquire a job. Consumers can be encouraged to move out of this stage while keeping them engaged in SE.
- (2) **Contemplation for working:** Consumer has a long-term goal of employment (verbally reports the goal), but is not ready to begin looking for a job and is hesitant about working with the employment specialist. Case managers can work with employment specialists to help consumers in this stage address barriers to work (psychological or sociological barriers).
- (3) **Determination/preparation for working:** Consumer is verbally voicing a desire to acquire a job in the foreseeable future and is willing to begin working toward the goal, except for actually applying for a job. Consumer probably needs help overcoming barriers that need to be addressed, such as fear of losing SSDI, a need to manage symptoms, or ambivalent about abstaining from illicit drugs.
- (4) **Active stage of job seeking:** Consumer is fully participating in the IPS model and is looking for a job (e.g., completing & submitting job applications, & attending job interviews). Consumer is willing to address substance use issues to improve chances of acquiring a job.
- (5) **Maintaining job seeking activities or working:** Consumer has remained in the active stage of job seeking for at least six months. The consumer does not need to have a job to be in this phase, but he or she needs to be actively looking for a job and actively addressing any existing barriers that are undermining the acquisition of a job (e.g., needs to complete GED or manage symptoms more effectively)

A consumer's readiness to work is a fluid state that can and probably will cycle through the course of SE. Many consumers who need SE services will occasionally struggle to maintain their readiness to work. The goal of the IL-SE team is to help consumers stay in and progress toward the action stage of job development. It is useful to continuously monitor consumers' readiness to work, so that SE interventions can be effectively tailored to their needs. For instance, individuals who are in stages 1, 2 or 3 will benefit more from motivational interviewing techniques that help them resolve their ambivalence about entering the workforce. Moreover, case management services can be used in the first three stages of job readiness to help participants remove psychological or sociological barriers that are hindering their move toward job hunting.

The two scales provided below are from the Employment Improvement Demonstration Project and be acquired for free at <http://www.psych.uic.edu/eidp/default.htm>

Understanding of benefits

If the consumer receives SSI or both SSI and SSDI, ask questions 1-7. If the consumer receives SSDI only, ask questions 8-14. If the consumer receives neither SSI or SSDI, skip this set of questions.

	Question	Disagree	Not Sure	Agree	Don't Know	Refused
1	As soon as people start working they stop getting their benefit check(s).	1	2	3	8	9
2	I can make more money just collecting my benefit check(s) than if I work while on benefits.	1	2	3	8	9
3	As soon as people start working they lose their medical (Medicaid) coverage.	1	2	3	8	9
4	Unless a job offers coverage of mental health and prescriptions, I can't afford to take it.	1	2	3	8	9
5	If I go to work, get off benefits and get sick right away, I will have a hard time getting back on benefits.	1	2	3	8	9
6	I can't afford to get training to help me get a better job.	1	2	3	8	9
7	If I knew that I wouldn't lose all of my benefits, I would try to get a job or get a better job.	1	2	3	8	9
For SSDI only						
8	As soon as people start working they stop getting their benefits check(s).	1	2	3	8	9
9	I can make money at a job and still collect my benefits check.	1	2	3	8	9
10	As soon as people start working, they lose their medical (Medicaid) coverage.	1	2	3	8	9
11	Unless a job offers coverage of mental health and prescriptions, I can't afford to take it.	1	2	3	8	9
12	If I go back to work and get sick right away, I will lose my benefits and will have a hard time getting them back.	1	2	3	8	9
13	I can't afford training to help me get a better job.	1	2	3	8	9
14	If I knew that I wouldn't lose all of my benefits, I would try to get a job or get a better job.	1	2	3	8	9

Work Motivation Scale

The following statements reflect people's attitudes about work. We would like to know how you feel about them. If you are not currently employed, please respond with your past jobs in mind.

	Question	Disagree	Somewhat Agree	Mostly Agree	Strongly Agree	Don't Know	Refused
1	I want my work to provide me with opportunities for increasing my knowledge and skill.	1	2	3	4	8	9
2	I want other people to find out how good I can really be at my work.	1	2	3	4	8	9
3	Working helps me cope with my mental illness.	1	2	3	4	8	9
4	I have more dignity and self-respect when I am working.	1	2	3	4	8	9
5	Having a job helps me forget for a while that I have a mental illness.	1	2	3	4	8	9
6	Sometimes I feel that I have to work because it is expected of me, and not because I really want to.	1	2	3	4	8	9
7	I worry that people at work will be able to tell that I have emotional problems.	1	2	3	4	8	9
8	I am disappointed in the kinds of jobs I get.	1	2	3	4	8	9
9	I feel that most jobs are pretty routine and boring.	1	2	3	4	8	9
10	Sometimes I feel like my friends or family are disappointed in the kinds of jobs I get.	1	2	3	4	8	9
11	I worry that the jobs I've had will mean that I'll have to do the same kind of work for the rest of my life.	1	2	3	4	8	9
12	Working makes me feel good about myself.	1	2	3	4	8	9
13	I see myself holding a paying job in the next year.	1	2	3	4	8	9

