

IPS-Q

Directions: The Individual Placement and Support (IPS) model of supported employment is a program that provides employment services to persons with a mental illness. For each question, please select the answer that is most consistent with the practices and principles of IPS. If you are unfamiliar with the IPS model that's OK, please answer each question based on your knowledge of how employment services should be provided.

[Note to reviewers: Correct answers are *italicized*]

1. Employment specialists may have caseloads:

- A. Of up to 50 clients
- B. *Of up to 20 clients*
- C. Of up to 10 clients
- D. Of any size; it will vary depending on how much service the different clients on the caseload need

2. Employment specialists:

- A. *Should only provide employment services*
- B. Should provide both employment and case management services
- C. May have a small case management caseload in addition to their employment duties
- D. May provide other services (e.g., assisting with an illness management and recovery group) in addition to employment services, depending on the needs of the agency

3. In the IPS model, benefits counseling is considered:

- A. *An integral part of employment services that should be offered to every client*
- B. A supplemental service that should be provided to clients who request it
- C. Important, but beyond the scope of services provided by the employment program
- D. Important only for clients who are working

4. Employment specialists:

- A. Should specialize in one or two specific employment program areas, such as job developing or job coaching
- B. *Should not specialize in a particular employment area, but instead should provide all phases of employment services*

- C. Are hired to carry out several job functions, but do not necessarily do the entire employment process
- D. Will have varying responsibilities depending on the structure of the agency

5. Susan was recently fired from her job for repeatedly showing up late. According to the IPS model, this:

- A. Indicates that Susan is not ready to go back to work yet
- B. Demonstrates Susan's unwillingness to return to work
- C. *Is viewed as a positive learning experience*
- D. Is a good time to refer Susan to a training program that will teach her the skills she needs to succeed in the future

6. Employment specialists:

- A. Work completely independently of the mental health treatment team
- B. Function independently of the mental health treatment team and attend treatment team meetings on an as-needed basis
- C. Serve as consultants to mental health treatment teams and occasionally provide input in treatment team meetings
- D. *Are full members of the mental health treatment team and attend all of the treatment team meetings*

7. Clients who have co-occurring disorders (a mental illness and substance use disorder):

- A. Are eligible for employment services if they show some willingness to be abstinent
- B. Are eligible after 90 days of abstinence
- C. *Are eligible for employment services even if they are unwilling to be abstinent*
- D. Are not eligible for employment services

8. Given the following scenario, please select the best answer from below:

April is a 42-year-old woman with bipolar disorder who hasn't worked for several years. She was recently referred to an employment program and says that she would like to try working as a flight attendant, even though all of her previous job experience has been as a mechanic. Her employment specialist should:

- A. *Help her investigate a job as a flight attendant because that is what she wants to do*
- B. Encourage her to look for a job as a mechanic because of her prior work history

- C. Get her a job in the local factory because several clients have already been successfully placed there
- D. Start her out in a transitional job to help her get back into the workforce

9. Research has found that approximately what percentage of people with a mental illness say that they want to work?

- A. Less than 25%
- B. 25%-50%
- C. 51% -75%
- D. 76%-100%

10. A career profile can be helpful in finding a good job match for the client. Which of the following best describes the initial career profile process?

- A. A simple battery of paper and pencil tests along with information from the clinical chart
- B. Placing the client in a sheltered setting or in a volunteer job for a brief period of time to find out about their work habits
- C. *Gathering information from the client, the clinical chart, previous employers, school records and other staff*
- D. It is best to skip an initial assessment and get the client working because the first job is likely to be brief

11. As a general rule of thumb, employment specialists should have:

- A. *No more than 15% of their clients employed in the same type of job*
- B. No more than 30% of their clients employed in the same type of job
- C. Over 50% of their clients employed in the same type of job
- D. None of the above, the percentage depends on the job market

12. Employment specialists help clients begin a job search:

- A. *Within one month of starting the employment program, after gathering initial assessment information*
- B. After the client's psychiatrist or other mental health providers decide that a client can work
- C. After a thorough assessment has been completed, using both standardized instruments and work samples

D. After VR provides authorization

13. Employment specialists conduct job searches primarily by:

- A. Searching on the internet and in newspapers because this is an efficient way to find a variety of jobs
- B. Going out in the community and meeting employers to develop a large job network so there are available jobs for clients
- C. *Meeting face to face with employers to learn about jobs in the community that reflect the individual preferences of clients*
- D. Employment specialists usually do not conduct job searches, the agency supplies the jobs

14. Which of the following best characterizes an early employment program goal?

The client is:

- A. Regularly attending skills training classes
- B. *Working in a competitive job*
- C. In a transitional job placement
- D. Working in a volunteer job

15. In the employment program:

- A. If a client has difficulty finding a job opening, the employment specialist should wait patiently until the client is able to locate one in order to give the client a sense of empowerment when a job is finally secured
- B. *Employment specialists encourage clients to take the lead in the job search as much as possible, and provide as much help as necessary to secure the job*
- C. Employment specialists encourage clients to accept at least some responsibility when clients do not follow through with homework assignments because they shouldn't be working harder than the job seeker on the job search
- D. Employment specialists should provide clients with job leads, but then it is up to the client to take the initiative and contact employers

16. In the IPS program, a vocational evaluation:

- A. Occurs prior to job placement and consists of a wide variety of assessment batteries
- B. Is conducted by watching the client perform various simulated job tasks
- C. Is a stepwise process that includes standardized testing, followed by transitional employment

- D. *Occurs over a few initial appointments and is updated with information from competitive job experiences*

17. Tyrone was fired for using alcohol on the job. His employment specialist should:

- A. *Help him identify ways to prevent alcohol use from interfering with future jobs and help him to find another job*
- B. *Help him identify ways to prevent alcohol use from interfering with future jobs and tell him that they will help him obtain another job after a reasonable period of sobriety, such as 90 days*
- C. *Notify the referring agency and let them know that the employment program can no longer work with Tyrone because of his alcohol use, which precipitated the job termination*
- D. *Refer Tyrone to a chemical dependency/substance abuse program and resume work with him after he completes the program and is sober*

18. Of the following, which is the best way for benefits counselors to provide beneficiaries with information?

- A. *Give beneficiaries a link to an informational website in order to foster their autonomy*
- B. *Hold group meetings so that beneficiaries have the opportunity to learn from questions asked by others in the group*
- C. *Mail beneficiaries a package of information about their benefits so that they always have something to refer back to*
- D. *Meet with beneficiaries individually because each person has a unique situation*

19. After a client secures a job, s/he should continue to receive support:

- A. *For as long as s/he wants and needs the support*
- B. *Until s/he is stable on the job*
- C. *For about 90 days, with occasional phone calls thereafter*
- D. *For up to six months or until s/he is stable on the job, depending on which occurs first*

20. Ideally, employment specialists should be out of the office and in the community:

- A. *Less than 15% of the time*
- B. *15 - 40% of the time*
- C. *41 - 64% of the time*
- D. *65% or more of the time*

21. If a client misses several appointments with the employment specialist, the employment specialist should:

- A. Recommend that the client return to the employment program when s/he is ready to keep appointments and be an active participant
- B. *Continue to try to engage the client*
- C. Contact the case manager and ask that a referral be resubmitted when the client demonstrates an interest in work
- D. Recommend that the client attend a prevocational program to become work ready

22. Given the following scenario, please select the best answer from below:

Jackie has worked as a courtesy clerk in a local grocery store for several months. She had a very tough time adjusting to the job, but she is now doing quite well. Last week, Jackie noticed that another grocery store a few miles away is looking to hire a cashier, and she would like to apply for the position. Her employment specialist should:

- A. Tell Jackie that this isn't a good idea, and that it would be better for her to continue her job as a courtesy clerk because she is finally stable and doing well
- B. Make a referral to Jackie's psychiatrist because he will need to determine if she is ready to make such a change
- C. Congratulate Jackie because this demonstrates that she is now ready to graduate from the program
- D. *Support Jackie's interest in applying for the new job, and encourage her to continue working at her current job until she learns more about the cashier position*

23. A primary purpose of vocational unit team meetings is to:

- A. Take care of administrative business
- B. *Share job leads*
- C. Discuss program development
- D. Update clients' treatment plans

24. Which of the following is an example of competitive employment?

- A. Working for a mental health agency in a position that is reserved for people receiving services from the agency
- B. A temporary job as a sales clerk that pays \$12.00 an hour and is set up by an agency as a short-term work experience
- C. *Working indefinitely as a janitor making minimum wage*
- D. Occasionally babysitting for one's family and friends

25. The IPS coordinator and employment specialists from the agency meet as a group at least:

- A. *Once a week*
- B. Once a month

- C. Once a quarter
- D. Once a year

26. Given the following scenario, please select the best answer from below:

Marco would like to get a job as a cook at a diner located just a few blocks from his home. He is happy about the location and feels comfortable in the diner having eaten there frequently. However, when Marco and his employment specialist meet with the employer, they learn that in addition to cooking, the position consists of taking customers' orders and waiting on tables. Knowing that Marco is very uncomfortable interacting with strangers, the employment specialist should:

- A. Talk to the client about looking for another job because the job at the diner turned out to be a bad fit
- B. Talk to the client about trying the job in spite of his discomfort because jobs are hard to find and the location of this job will be tough to beat
- C. *Talk to the client and employer about the possibility of shifting the customer service responsibilities to another position in exchange for duties with which the client is more comfortable*
- D. Ask VR to pay for a work adjustment program so that the client can build customer service skills

27. Which of the following is NOT an employment specialist responsibility?

- A. Ensuring that a client has information about his/her benefits
- B. *Helping a client apply for housing assistance*
- C. Assisting a client with filling out a financial aid application for college
- D. Communicating with the client's treatment team

28. In the IPS model, assessment is best thought of as:

- A. A task that is completed when a client first enters the program, and is referred back to in order to determine if the client is achieving his/her goals
- B. A battery of several vocational interest inventories that help the client determine what kind of work s/he wants to do
- C. An unnecessary step that wastes both the client's and employment specialist's time
- D. *An ongoing process based on lessons learned from each job*

29. At a minimum, an employment specialist should meet with the client's other mental health providers (e.g., case managers, nurses, clinicians):

- A. *Once a week*
- B. Once a month
- C. Once a quarter

D. Once a year

30. It's best for employment specialists to:

- A. Assist several clients find jobs with a single employer because this is most time efficient
- B. Assist several clients find jobs at the same job site so that they can provide support for one another
- C. *Make decisions about which employers to contact based on client preferences*
- D. Establish a strong working relationship with the major employers in the community so that clients will be able to choose between a few different job options

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