Employment in Your Community

Presenters: Alyse Smith & Debbie Davis
Ohio Department of Mental Health & Addiction Services
Objectives

• Understand a person’s desire and need to work regardless of history, current circumstances, and barriers.

• Identify what work barriers are and the ways to address them.

• Identify and access local supports within your community – such as, Ohio Means Jobs (OMJ) Centers, State Vocational Rehabilitation, IPS Supported Employment Programs within Community Mental Health Centers, etc.
What are reasons work is important to you?
Common Answers To Why I Work:

- Money/ Supporting ourselves/family/children
- Pride: how do we introduce ourselves to people
- Giving back/being a contributing part of our community
- Improving or bettering ourselves or our situation
- Socialization/engagement

- Health; both physical and mental
- Schedule
- Accountability
- Needs
- Wants
- Sense of achievement
- Interests/passion
Why do you think employment is important to individuals with severe mental illness, substance use disorders, and/or other disabilities?
Why individuals with SMI, SUD, or other disabilities want to work:

• Money/Supporting ourselves/family/children
• Pride: how do we introduce ourselves to people
• Giving back/being a contributing part of our community
• Improving or bettering ourselves or our situation
• Socialization/engagement
• Health; both physical and mental
• Schedule
• Accountability

• Needs
• Wants
• Sense of achievement
• Interests/passion
• Re-connect with family
• Reduction of symptoms
• Having a schedule, this allows for a better schedule for medication as well
• Helping with boredom
• Less hospitalizations
ASK YOURSELF

What do you see are barriers to employment for the individuals you are serving?
• Legal History or court mandated requirements
• Fear of failure
• Disclosure, is there a need for the employer to be aware of anything
• Transportation, to interviews and to work
• Communication or social barriers
• Work History
• Work Tolerance, having an accommodation

• Hygiene
• Knowing how to ask for an accommodation
• Fears of losing government benefits
• Fears of not having medical benefits
• Finding Local Supports
• Being able to create or print resumes
• Technology, access or how to use it
• Childcare
Addressing the barriers

- Work Incentives Planning
- Ohio Means Jobs
- State Vocational Rehabilitation
- Legal Histories
- Goodwill
- Salvation Army
- IPS Supported Employment Programs within Mental Health Agencies
- Other Local Resources like Dress for Success, etc.
Ohio Means Jobs
County Offices

• There are 88 Ohio Means jobs Centers around the state
• OhioMeansJobs centers assist job seekers, employers and youth with job search assistance, employee recruitment, job training, and more.
• https://jobseeker.ohiomeansjobs.monster.com/
Ohio Means Jobs Website
Occupation Search
<table>
<thead>
<tr>
<th>Occupation</th>
<th>Ohio Average Yearly Pay (US average)</th>
<th>Number of openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Clerks, General</td>
<td>$25,340 - $41,600</td>
<td>10408</td>
</tr>
<tr>
<td>First-Line Supervisors of Office &amp; Administrative Support Workers</td>
<td>$42,630 - $67,270</td>
<td>4520</td>
</tr>
<tr>
<td>Telecommunications Equipment Installers &amp; Repairers</td>
<td>$40,610 - $67,050</td>
<td>856</td>
</tr>
<tr>
<td>Medical Secretaries</td>
<td>$28,540 - $39,200</td>
<td>5278</td>
</tr>
<tr>
<td>Administrative Services Managers</td>
<td>$66,630 - $111,390</td>
<td>884</td>
</tr>
<tr>
<td>Executive Secretaries &amp; Executive Administrative Assistants</td>
<td>$45,630 - $67,450</td>
<td>1859</td>
</tr>
<tr>
<td>Medical Assistants</td>
<td>$27,290 - $36,730</td>
<td>3146</td>
</tr>
<tr>
<td>Medical &amp; Health Services Managers</td>
<td>$71,860 - $118,700</td>
<td>1570</td>
</tr>
<tr>
<td>Medical Records &amp; Health Information Technicians</td>
<td>$32,520 - $52,420</td>
<td>718</td>
</tr>
<tr>
<td>Secretaries &amp; Administrative Assistants</td>
<td>$28,100 - $43,570</td>
<td>7758</td>
</tr>
<tr>
<td>Receptionists &amp; Information Clerks</td>
<td>$21,700 - $32,030</td>
<td>3394</td>
</tr>
<tr>
<td>Electronics Engineers</td>
<td>$75,650 - $116,120</td>
<td>258</td>
</tr>
<tr>
<td>Property, Real Estate, &amp; Community Association Managers</td>
<td>$39,100 - $75,350</td>
<td>799</td>
</tr>
<tr>
<td>First-Line Supervisors of Non-Retail Sales Workers</td>
<td>$51,550 - $96,100</td>
<td>1242</td>
</tr>
<tr>
<td>First-Line Supervisors of Mechanics, Installers, &amp; Repairers</td>
<td>$49,500 - $79,700</td>
<td>1499</td>
</tr>
<tr>
<td>Sales Representatives, Wholesale &amp; Manufacturing</td>
<td>$40,070 - $83,020</td>
<td>5121</td>
</tr>
<tr>
<td>Inspectors, Testers, Sorters, Samplers, &amp; Weighers</td>
<td>$30,760 - $50,330</td>
<td>3014</td>
</tr>
<tr>
<td>General &amp; Operations Managers</td>
<td>$62,260 - $150,720</td>
<td>5791</td>
</tr>
</tbody>
</table>
Office Clerks, General

Perform duties too varied and diverse to be classified in any specific office clerical occupation, requiring knowledge of office systems and procedures. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of answering telephones, bookkeeping, typing or word processing, stenography, office machine operation, and filing.

Related:
- Gaming & Sports Book Writers & Runners
- Gaming Cage Workers
- Hotel, Motel, & Resort Desk Clerks
- Receptionists & Information Clerks
- Telephone Operators

Industries:
- Education
- Health & Counseling

Work Activities

Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.

Answer telephones, direct calls, and take messages.

Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.

Collect, count, and disburse money, do basic bookkeeping, and complete banking transactions.

Complete and mail bills, contracts, policies, invoices, or checks.

Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.

Compile, copy, sort, and file records of office activities, business transactions, and other activities.

Open, sort, and route incoming mail, answer correspondence, and prepare outgoing mail.

Review files, records, and other documents to obtain information to respond to requests.

Process and prepare documents, such as business or government forms and expense reports.

Compute, record, and proofread data and other information, such as records or reports.

Complete work schedules, manage calendars, and arrange appointments.
Select Interests

Select the answer that best describes how you feel about each activity or job. Click NEXT to proceed. If NEXT does not appear then you have missed a question. Note: Your answers are not stored or saved until you click NEXT on the bottom of each page or SAVE on the scores page. Remember, this is not a test! There are no wrong answers, and your answers shouldn’t depend on your education or the salary you want. Just be honest and think about what you really like to do.

1. Build kitchen cabinets
   - Strongly Dislike
   - Dislike
   - Not Sure
   - Like
   - Strongly Like

2. Lay brick or tile
   - Strongly Dislike
   - Dislike
   - Not Sure
   - Like
   - Strongly Like

3. Develop a new medicine
   - Strongly Dislike
   - Dislike
   - Not Sure
   - Like
   - Strongly Like

4. Study ways to reduce water pollution
   - Strongly Dislike
   - Dislike
   - Not Sure
   - Like
   - Strongly Like

5. Write books or plays
   - Strongly Dislike
   - Dislike
   - Not Sure
   - Like
   - Strongly Like

6. Play a musical instrument
   - Strongly Dislike
   - Dislike
   - Not Sure
   - Like
   - Strongly Like
<table>
<thead>
<tr>
<th>Occupation</th>
<th>Ohio Average Yearly Pay (US average)</th>
<th>Number of openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Representatives</td>
<td>$26,810 - $42,030</td>
<td>11757</td>
</tr>
<tr>
<td>Interviewers</td>
<td>$26,760 - $37,940</td>
<td>1060</td>
</tr>
<tr>
<td>First-Line Supervisors of Retail Sales Workers</td>
<td>$30,210 - $50,090</td>
<td>5793</td>
</tr>
<tr>
<td>Hosts &amp; Hostesses, Restaurant, Lounge, &amp; Coffee Shop</td>
<td>$18,590 - $21,200</td>
<td>3526</td>
</tr>
<tr>
<td>Locker Room, Coatroom, &amp; Dressing Room Attendants</td>
<td>$18,910 - $24,210</td>
<td>0</td>
</tr>
<tr>
<td>Nannies</td>
<td>$19,050 - $25,180</td>
<td>6386</td>
</tr>
<tr>
<td>Public Address System &amp; Other Announcers</td>
<td>$21,370 - $38,270</td>
<td>0</td>
</tr>
<tr>
<td>Childcare Workers</td>
<td>$19,050 - $25,180</td>
<td>6386</td>
</tr>
<tr>
<td>Crossing Guards</td>
<td>$21,510 - $36,750</td>
<td>301</td>
</tr>
<tr>
<td>Funeral Attendants</td>
<td>$21,980 - $31,630</td>
<td>357</td>
</tr>
<tr>
<td>Hotel, Motel, &amp; Resort Desk Clerks</td>
<td>$19,280 - $24,140</td>
<td>1028</td>
</tr>
<tr>
<td>Postmasters &amp; Mail Superintendents</td>
<td>$70,060 - $84,810</td>
<td>19</td>
</tr>
<tr>
<td>Reservation &amp; Transportation Ticket Agents &amp; Travel Clerks</td>
<td>$23,370 - $44,200</td>
<td>269</td>
</tr>
<tr>
<td>Retail Salespersons</td>
<td>$19,580 - $20,900</td>
<td>22607</td>
</tr>
<tr>
<td>Waiters &amp; Waitresses</td>
<td>$18,570 - $22,900</td>
<td>18007</td>
</tr>
</tbody>
</table>
### Compare Occupations

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Office Clerks, General</th>
<th>First-Line Support Work</th>
</tr>
</thead>
</table>

### Pay & Education

**Pay**
- Ohio Annual Salary: $32,730/yr
- Ohio Hourly Wage: $15.74/hr

**Training**
- Short-term on-the-job training
- None

**Certificates**
- 4
- 8

**Education**
- High school diploma or equivalent
- High school diploma

**Experience**
- None
- Less than 5 years

**Licenses**
- 0
- 0

### Skill Level Requirements

Every occupation requires a specific set of skills. The following chart shows different skill levels required for these occupations.

<table>
<thead>
<tr>
<th>Skill Level Requirements</th>
<th>Very Low</th>
<th>Medium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of Personnel Resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administration and Management</td>
<td>Low</td>
<td>Medium</td>
</tr>
<tr>
<td>Negotiation</td>
<td>Very Low</td>
<td>Medium</td>
</tr>
<tr>
<td>Learning Strategies</td>
<td>Low</td>
<td>Medium</td>
</tr>
</tbody>
</table>
Work Incentives Planning and Assistance (WIPA)

WIPA projects are community based organizations that receive grants from SSA to provide beneficiaries FREE work incentives planning and assistance.

- Each WIPA projects has counselors called Community Work Incentives Coordinators (CWICS’)
- Available in every state. 3 in Ohio and provide services based on priority and county location (Disability Rights Ohio, COVA, Cincinnati Legal Aid)
- Provide FREE benefits planning to any beneficiary. (Priority-working, client with job offer, transition aged youth)
Ohio WIPA Map

- **Legal Aid Society of Greater Cincinnati**
  215 E. 9th St., Suite 200
  Cincinnati, OH 45202
  513-241-9400 or 800-582-2682
  [www.lascinti.org](http://www.lascinti.org)

- **Southeast, Inc. (COVA)**
  3770 N. High St.
  Columbus, Ohio 43214
  614-294-7117
  [www.southeastinc.com](http://www.southeastinc.com)

- **Disability Rights Ohio**
  50 W. Broad St., Suite 1400
  Columbus, Ohio 43215-5923
  614-728-2553 or 800-858-3542
  [www.disabilityrightsohio.org](http://www.disabilityrightsohio.org)
Education and Training Opportunities

Some examples of education programs include the following:

- High schools
- GED (General Educational Development) classes
- Community colleges
- Joint vocational schools
- Other schools with certificate bearing programs. Examples include dog grooming, cosmetology, culinary, and truck driving schools.
- Four-year colleges and universities
- Internships
- Apprenticeships
  - Apprentice.ohio.gov
What is the Purpose of BVR services

• If you want to work but are having trouble because of your disability, you may qualify for vocational rehabilitation services from the Opportunities for Ohioans with Disabilities (OOD).

• OOD's Bureau of Vocational Rehabilitation (BVR) assists eligible people, beginning at age 14, with physical, mental and emotional disabilities by providing direct, personalized services to assist them in finding and retaining meaningful work and personal independence.
How can you qualify for BVR Services

Eligibility for vocational rehabilitation services is based on four factors:

1. You have a physical, cognitive, or mental impairment documented by the appropriate qualified professional (doctor, psychologist or other)
2. Your documented impairment causes a substantial impediment (barrier) to employment
3. You can benefit from vocational rehabilitation services that lead to an employment outcome
4. You require vocational rehabilitation to prepare for, secure, retain or regain employment
Click on your county to find the office that services your area. If you have questions about your services or want to refer yourself or someone you know to OOD, please contact the appropriate office below based on your county of service. https://ood.ohio.gov/Core-Services/BVR/Regional-Offices
3 Faces, 3 Lives

https://ipsworks.org/index.php/video-library/
Need for employment supports

• Over 60% clients with severe mental illness want to work, but less than 20% employed.

• Only 2% of people who could benefit have access to effective employment services.
People are almost 2.5 times more likely to get a job with IPS than other vocational approaches.

IPS was originally developed for people with mental health challenges.

In recent years shown to be effective for people receiving Temporary Aid for Needy Families (TANF), people who have substance use disorders, PTSD, spinal cord injuries, older adults, people who are homeless, people with criminal justice involvement, and young adults.
<table>
<thead>
<tr>
<th>Principles of IPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zero Exclusion</td>
</tr>
<tr>
<td>Integrated Employment &amp; Treatment</td>
</tr>
<tr>
<td>Competitive Employment</td>
</tr>
<tr>
<td>Rapid Job Search</td>
</tr>
<tr>
<td>Systematic Job Development</td>
</tr>
<tr>
<td>Time-Unlimited Support</td>
</tr>
<tr>
<td>Client Preferences</td>
</tr>
<tr>
<td>Work Incentives/Benefits Planning</td>
</tr>
</tbody>
</table>
Ohio IPS programs

- 26 providers/36 counties
- Counties in red have qualified IPS programs
- Some counties have multiple IPS programs
- We expect continued interest and expansion in Ohio in the future

*As of March 29, 2019*
## QUALIFIED IPS PROVIDERS

<table>
<thead>
<tr>
<th>County</th>
<th>Agency</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allen/Auglaize/Hardin</td>
<td>Coleman</td>
<td>16 E Auglaize St. Wapakoneta OH 45895</td>
</tr>
<tr>
<td>Ashland</td>
<td>Appleseed</td>
<td>2233 Rocky Lane Ashland OH 44805</td>
</tr>
<tr>
<td>Ashtabula</td>
<td>Community Counseling Center (Ashtabula)</td>
<td>12801 C. Court Ashtabula OH 44004</td>
</tr>
<tr>
<td>Athens/Gallia/Hocking/Jackson/Meigs/Vinton</td>
<td>Hopewell Health Centers</td>
<td>90 Hospital Drive Athens OH 45701</td>
</tr>
<tr>
<td>Clermont</td>
<td>Greater Cincinnati Behavioral Health – Amelia</td>
<td>43 E. Main Street Amelia OH 45102</td>
</tr>
<tr>
<td>Columbiana</td>
<td>Counseling Center Columbiana</td>
<td>40772 St Rt. 154 Lisbon OH 44432</td>
</tr>
<tr>
<td>Cuyahoga</td>
<td>Frontline</td>
<td>1744 Payne Avenue Columbus OH 44114</td>
</tr>
<tr>
<td>Fairfield</td>
<td>New Horizons</td>
<td>1592 Granville Pike Lancaster OH 43130</td>
</tr>
<tr>
<td>Franklin</td>
<td>North Central (Southeast)</td>
<td>1301 N. High Street Columbus 43201</td>
</tr>
<tr>
<td></td>
<td>Southeast, Inc</td>
<td>16 W. Long Street Columbus OH 43215</td>
</tr>
<tr>
<td></td>
<td>TVBH-CSN (Southeast)</td>
<td>1810 Sullivan Avenue Columbus OH 43222</td>
</tr>
<tr>
<td>Hamilton</td>
<td>Greater Cincinnati Behavioral Health – Hamilton</td>
<td>1501 Madison Road Walnut Hills OH 45206</td>
</tr>
<tr>
<td></td>
<td>IKRON</td>
<td>2347 Vine Street Cincinnati OH 45219</td>
</tr>
<tr>
<td>Lake</td>
<td>Crossroads Health</td>
<td>9220 Mentor Avenue Mentor OH 44060</td>
</tr>
<tr>
<td>Lucas</td>
<td>Harbor</td>
<td>1946 North 13th Street Toledo OH 43604</td>
</tr>
<tr>
<td></td>
<td>Zepf Center</td>
<td>6605 W. Central Avenue Toledo OH 43617</td>
</tr>
<tr>
<td>Lorain</td>
<td>The Nord Center</td>
<td>6140 South Broadway Lorain OH 44053</td>
</tr>
<tr>
<td>Mahoning</td>
<td>Compass</td>
<td>284 Broadway Youngstown OH 44504</td>
</tr>
<tr>
<td>Montgomery</td>
<td>Daybreak</td>
<td>605 South Patterson Blvd. Dayton OH 45402</td>
</tr>
<tr>
<td></td>
<td>Eastway</td>
<td>600 Wayne Avenue Dayton OH 45410</td>
</tr>
<tr>
<td></td>
<td>South Community Behavioral Healthcare</td>
<td>3095 Kettering Blvd. Moraine OH 45439</td>
</tr>
<tr>
<td>Richland</td>
<td>Catalyst</td>
<td>270 Sterkel Blvd. Mansfield OH 44907</td>
</tr>
<tr>
<td>Erie/Huron/Ottawa</td>
<td>Firelands</td>
<td>1925 Hayes Avenue Sandusky OH 44870</td>
</tr>
<tr>
<td>Scioto/Lawrence/Adams/Brown/Clermont/Highland</td>
<td>Shawnee</td>
<td>901 Washington Street Portsmouth OH 45662</td>
</tr>
<tr>
<td>Stark</td>
<td>Coleman</td>
<td>400 West Tuscarawas Street Canton OH 22702</td>
</tr>
<tr>
<td>Summit</td>
<td>CommQuest</td>
<td>625 Cleveland Avenue Canton OH 44702</td>
</tr>
<tr>
<td>Trumbull</td>
<td>Community Support Services - Work Tech</td>
<td>640 Wolf Ledges Pkwy Akron OH 44311</td>
</tr>
<tr>
<td>Wood</td>
<td>Harbor</td>
<td>1033 Devlac Grove Bowling Green OH 43402</td>
</tr>
</tbody>
</table>
Additional resources

- Work Incentives Planning: https://www.disabilityrightsohio.org/benefits-counseling
- Ohio Means Jobs: http://www.jfs.ohio.gov/owd/wioa/map.stm
- State Vocational Rehabilitation: https://ood.ohio.gov/
- Legal Histories: https://www.ohiolegalaid.org/pro-bono/
- Goodwill: http://goodwillohio.org
- Salvation Army: https://www.salvationarmyusa.org/usn/
- IPS Supported Employment Programs within Mental Health Agencies: www.mha.ohio.gov
- Other Local Resources like Dress for Success, etc.
Additional Resources

• Social Security Red Book - Available at any local social security office or can order online [https://www.ssa.gov/redbook/eng/main.htm](https://www.ssa.gov/redbook/eng/main.htm)

• DB101 – online tool that provides tools, estimators, and information on employment, healthcare and benefits. [https://oh.db101.org/](https://oh.db101.org/)
Questions and Discussion
Join our OhioMHAS e-news listserv for all of the latest updates