



**INDIVIDUAL PLACEMENT AND  
SUPPORT PROGRAM  
PERSONNEL POLICIES,  
PRACTICES AND PROCEDURES**

**Creating innovative and genuine opportunities for people with disabilities or disadvantages to support their community participation.**

Copies of this addendum are available in all languages on our website at [www.mymrci.org](http://www.mymrci.org)

## **MRCI Values:**

- At MRCI we are committed to working together to build a strong client-focused workforce founded on equality of opportunity which celebrates the rich diversity of our staff population. MRCI establishes goals for increasing the diversity in each department. The achievement of genuine equality of opportunity is at the heart of our mission as a provider of high quality service to our clients. We aim to build a workforce which exhibits a diverse range of skills and experience. In pursuing this goal, we want our work community to value and to be at ease with its own diversity and to reflect the needs of the community.
- We value relationships. Successful outcomes are founded on individual relationships between the people we serve and our staff members. We believe that both our staff and clients have the right to be treated with respect and dignity.
- We value individualized planning. We provide the supports necessary in assisting everyone to reach their goals and dreams and to lead self-directed lives.
- We value interdependence and collaboration. To be integral and successful community members, we all need the support of others. We believe in working together and forming partnerships to achieve successful outcomes.
- We value leadership and accountability. We believe in a decision-making process that is creative and responsive to the ever-changing needs and desires of the people we serve. To do this, we seek input from our participants in all program areas

# **INTRODUCTION**

Individual Placement and Support (IPS) is an evidence-based practice that helps people with serious mental illness work in regular jobs related to their work preferences. To work with the IPS program through MRCI a person must have a documented mental health diagnoses, a county case manager, and be ready to start looking for a job.

The IPS Program uses eight principles to guide the services that are provided, they are listed below:

1. Every person who wants to work is eligible for IPS- Zero Exclusion
  - People who want to work are able to succeed with IPS in spite of problems with drugs or alcohol, ongoing symptoms, homelessness, or other barriers. IPS programs welcome any person who expresses interest in work and are never excluded for the following reasons
    - Legal histories
    - Symptoms of mental illness
    - Decisions about treatment, including decision not to use medication
    - Personal presentation
    - Missed appointments
    - Substance use disorders
    - Cognitive disorders
    - Homelessness or unstable housing
    - Past problems with employment
2. Competitive jobs are the goal
  - Employment specialists help their clients find regular jobs in the community because most people say they want regular jobs, not jobs set aside for people with disabilities. Competitive jobs are ones in which the workers are paid directly by their employers.
3. IPS Services are integrated with mental health
  - The IPS team is part of a mental health agency and provides services to clients of that agency. MRCI uses the counties and their mental health case management as their mental health agencies. Employment specialists meet multiple times with the rest of the mental health team to discuss people on their shared case load, suggest different ideas about work for people, and discuss possible referrals.
4. Personalized benefits planning is provided
  - Each person who participates in the IPS program is offered an opportunity to learn how their benefits would be affected by an earn income. People are offered help accessing this information prior to starting a job and also as they make decisions that will affect their work income. The purpose of benefits counseling may be to help a person retain their benefits while working or it may be to help a person make plans to support themselves through work and exit the benefits system.
5. The job search starts soon after a person expresses interest in working
  - People are not asked to complete any prevocational activities. When a person enters the IPS program they usually spend the first few weeks meeting their employment specialist and sharing information about their goals, past work experience, education, and other work-related issues. Within 30 days of their first meeting the employment specialist and/or job seeker has in-person contact with an employer to talk about a job.

## 6. Employment specialist build relationships with employers based upon their clients' work preferences

- Employment specialists view employers as their customers. Employment specialists make multiple in-person visits to employers to learn about their business needs. After an employment specialist has had time to learn about the needs and hiring preferences of an employer they will return to talk about a job candidate who is a good match for that business. Building relationships with employers can help job seekers who do not have recent work experience or other barriers to employment; i.e. legal history.

## 7. Individual job supports are time unlimited

- Employment specialists tailor job supports to fit each person's preferences for support, current job, work history, current issues related to mental illness or substance use disorders, and personal strengths. Someone who has been working for several months and is comfortable in their job may want to meet with employment specialist twice a month to work on social situations or to think of career development. A person who is having problems with a job would have more frequent job supports.

## 8. Client preferences are honored

- IPS strives to empower people, not to tell them where they must work or the type of services they must receive. Employment specialists ask people about their preferences throughout the employment process. Employment specialists try to understand what is most important to each person and what motivates each person.

### Expectations of the client

- To meet with employment specialist weekly until a job is obtained
- To be on time and ready for meetings
- To search for job leads independently between meeting times
- To be dressed and groomed appropriately and ready to go into the community to fill out applications and possibly talk with employers.
- To maintain open communication with employment specialist about career choices and assistance needed from employment specialist.
- To continue managing mental health by working with case management, therapists, and all other mental health team members.

### Expectations of the employment specialist

- To assist with filling out applications
- To help put a resume together
- To practice interviewing questions and interviewing skills
- Discuss disclosure on a weekly basis until a job is obtained and then at least monthly thereafter
- To talk with employers to assist with finding jobs that would be a good fit

After an employment specialist has assisted you to obtain a job in the community that company will have their own policies, procedures, rules, and regulations that you will be expected to follow. Some topics that may be included regarding policies include; work

hours, dress code, smoking policies, absences, etc. Please be sure to read and understand your employer's policies and if you have questions reach out to your employer or MRCI staff representative.

## **REVIEW OF UPDATING THIS BOOK**

The policy and procedure of this manual will be updated with input from workers and management and the revised manual will be reviewed with all workers within the IPS program.

## **CONDITIONS OF EMPLOYMENT**

1. To be involved with the IPS program the applicant must complete an orientation review and be accepted by the IPS counselor.

2. Holidays\*

The following holidays are observed by MRCI

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving and the day after

December 24 through December 31<sup>st</sup>.

## **ADVOCACY SERVICES**

1. Information: Will explain your rights, benefits, and responsibilities as a client or potential client of a program providing services under the Rehabilitation Act of 1973.
2. Referral: May suggest other community service programs or resources to meet your rehabilitation needs if appropriate.
3. Service suggestions: Will help you review the eligibility decisions and rehabilitation service plans affecting your program with the Division of Vocational Rehabilitation, State Services for the Blind, or local rehabilitation programs providing services under the Rehabilitation Act of 1973.
4. Problem Solving: Will mediate discussion between you and the staff or administrators of rehabilitation programs to improve understanding and communication about the rehabilitation process and the options available to you under the Rehabilitation Act of 1973.
5. Legal Advocacy: Will represent you in administrative reviews, appeals, fair hearings, or other appropriate legal remedies.

# MINNESOTA STATEWIDE ADVOCACY SERVICES

<p>Social Security Disability Determination          PO Box 64709          St Paul MN 55164          877-457-1734  <a href="http://www.ssa.gov">www.ssa.gov</a></p>	<p>Website offers information on applying for SS or disability. The Ticket to Work program, retirement calculators and other tools. All locations are listed on website</p>
<p>Autism Society          2380 Wycliff St#102          St Paul MN 55114          651-647-1083  <a href="http://www.ausm.org">www.ausm.org</a></p>	<p>Website offers information on a variety of classes, camps and services including advocacy, counseling, therapists, social skills and support groups.</p>
<p>Minnesota Dept. of Employment and Economic Dev          332 Minnesota St Suite E200          St Paul MN 55101          952-838-9000  <a href="http://www.mn.gov/deed">www.mn.gov/deed</a></p>	<p>Website offers help for job seekers to find employment, help businesses find workers and help anyone at any stage to explore and plan careers.</p>
<p>Brain Injury Assoc. of America          2277 MN-36 #200          Roseville MN 55113          612-378-2742  <a href="http://www.biusa.org">www.biusa.org</a></p>	<p>Website offers information and referral. The Minnesota contact is: <a href="mailto:braininjuryinfo@biusa.orrct@umn.edu">braininjuryinfo@biusa.orrct@umn.edu</a></p>
<p>U of M Institute on Community Integration          Rachel Freeman, PH.D.          Patee Hall 110A, 150 Pillsbury Dr. DE          Minneapolis MN 55455          541-979-3409  <a href="mailto:Freem039@umn.edu">Freem039@umn.edu</a></p>	<p>Offers training-centered thinking and planning and other community integration topics .</p>
<p>MN Dept. of Human Services          1295444 Lafayette Rd          St Paul MN 55155          651-431-2000  <a href="http://www.DHS.info@state.mn.us">www.DHS.info@state.mn.us</a></p>	<p>Website: <a href="https://mn.gov/dhs">https://mn.gov/dhs</a>. The Minnesota Department of Human Services strives to help people live as independently as possible so they can continue to be a part of the communities in which they live.</p>
<p>State Services for the Blind          A2200 University Ave W #240          St Paul MN 55114          651-259-7114  <a href="http://www.mn.gov/deed">www.mn.gov/deed</a></p>	<p>Training and advocacy for services for individuals who are blind.</p>
<p>Minnesota Help Info          1-800-333-2433</p>	<p>Training on navigating assistance with Minnesota's 10,000+ support agencies</p>
<p>Minnesota Disability Law Center          430 First Ave N Suite 300          Minneapolis MN 55401          612-332-1441  <a href="http://www.mylegalaid.org">www.mylegalaid.org</a></p>	<p>Provides professional legal help to Minnesotans with disabilities and others who traditionally lack access to the American justice system and cannot afford the services of a private attorney.</p>
<p>The Senior LinkAge Line          1-800-333-2433</p>	<p>Minnesota Board on Aging's free statewide information and assistance service. The service is provided by six area agencies on aging that cover all 87 counties on Minnesota and helps connect you to local services.</p>