

VOCATIONAL RECOVERY

Exploring new approaches to enhance and expand vocational support for young people experiencing mental ill-health

An International Specialised Skills Institute Fellowship.

GINA CHINNERY

Sponsored by Jobs Victoria

© Copyright May 2019



Table of Contents

i. Acknowledgements	3
1. Executive Summary	5
2. Fellowship Background	7
3. Key Findings	10
4. Personal, Professional and Sectoral Impact	17
5. Recommendations and Considerations	18
6. References	20

i. Acknowledgements

Awarding Body – International Specialised Skills Institute (ISS Institute)

The ISS Institute plays a pivotal role in creating value and opportunity, encouraging new thinking and early adoption of ideas and practice by investing in individuals.

The overarching aim of the ISS Institute is to support the development of a “Smarter Australia”. The Institute does this via the provision of Fellowships that provide the opportunity for Australians to undertake international skills development and applied research that will have a positive impact on Australian industry and the broader community.

The International Specialised Skills Institute was founded 28 years ago, by Sir James Gobbo AC, CVO, QC, and former Governor of Victoria, who had a vision of building a community of industry specialists who would lead the up-skilling of the Australian workforce. The Fellowship Program builds shared learning, leadership and innovation across the broad range of industry sectors worked with. Fellows are supported to disseminate learning's and ideas, facilitate change and advocate for best practice through the sharing of their Fellowship learning's with peers, colleagues, government, industry and community.

Since its establishment 28 years ago, ISS Institute has supported over 450 Fellows to undertake research across a wide range of sectors which in turn has led to positive change, the adoption of best practice approaches and new ways of working in Australia.

The Fellowship Programs are led by investment partners and designed in a manner which ensures that the needs and goals desired by the partners are achieved. ISS Institute works closely to develop a Fellowship Program that meets key industry priorities, thus ensuring that the investment made will have lasting impact.

For further information on ISS Institute Fellows, refer to www.issinstitute.org.au

Governance and Management

Patron in Chief: Lady Primrose Potter AC

Patrons: Mr Tony Schiavello AO and Mr James MacKenzie

Founder/Board Member: Sir James Gobbo AC, CVO

Board Chair: Professor Amalia Di Iorio

Board Deputy Chair: Katrina Efthim

Board Treasurer: Jack O'Connell AO

Board Secretary: Alisia Romanin

Board Members: John Baker, Camilla Roberts and Mark Kerr.

CEO: Wendy Draayers

Fellowship Sponsor - Jobs Victoria

The Fellow would like to thank Jobs Victoria for providing funding for this Fellowship through the Jobs Victoria Innovation Fund.

Personal Acknowledgements

- » Orygen, The National Centre of Excellence in Youth Mental Health, Melbourne Victoria, Australia.
- » Helen Macpherson Smith Trust, Melbourne Victoria, Australia.
- » IEPA Early Intervention in Mental Health Conference, Boston, USA.
- » The IPS Employment Center, New Hampshire, USA.
- » Foundry Vancouver-Granville, British Columbia, Canada.
- » Stanford Center for Youth Mental Health and Wellbeing, California, USA.

1. Executive Summary

New modes of delivery and new partners

Increasing capacity of mental health services to deliver vocational support to young people experiencing mental ill-health.

Mental illness is a major driver of youth disengagement from work and study. Youth is a critical period for educational achievement, learning vocational skills, and early employment experience and training. Youth is also the time when the majority of mental health problems arise, with 75% of all serious mental health conditions starting before the age of 25.¹

A study examining the prevalence of young people not in education, employment or training (NEET) seeking help for mental health problems found one in five young people were not in any form of education, employment or training.² Since 2005, researchers at Orygen, The National Centre of Excellence in Youth Mental Health (Orygen) have introduced a range of vocational interventions designed to improve engagement in work and study for young people experiencing mental ill-health.

Individual Placement and Support (IPS) is the most evidence-based and effective form of employment support for people experiencing serious mental

illness. Twenty-five randomised controlled trials (RCTs) have shown a significant advantage for the IPS model³, including the first trial of IPS undertaken with a youth cohort at Orygen in Melbourne. Although the IPS model is highly successful, the youth employment landscape in Australia has changed significantly since IPS was introduced at Orygen over a decade ago.

The Foundation for Young Australians New Work Order report outline some of these changes, including: an increased demand for applicants with strong enterprising or 'soft' skills; an increase in the use of automation in many entry-level work settings; a marked decrease of young Australians in full-time work with increases in insecure and casual employment arrangements; and, a greater need for young people to develop career management skills to enable effective economic participation throughout their working life.⁴

Given the new challenges experienced by young people to gain and maintain work in Australia, even more so for young people experiencing mental ill-health, there is scope to not only enhance the IPS model but also introduce new approaches that directly target these challenges and improve employment outcomes for young people.

This report reviews vocational interventions used in Canada and the United States to enhance employment and educational outcomes for young people with mental ill-health. It also describes new vocational interventions introduced

1 Analysis and Policy Observatory, Counting the cost: the impact of young men's mental health on the Australian economy, [website], 2012, <https://apo.org.au/node/29848>, (accessed 7 April 2019).

2 B. O'Dea et al., 'A cross-sectional exploration of the clinical characteristics of disengaged (NEET) young people in primary mental healthcare', *BMJ Open*, 2014, 4:e006378, doi:10.1136/bmjopen-2014-006378.

3 The IPS Employment Center, Evidence for IPS, [website], 2019, <https://ipsworks.org/index.php/evidence-for-ips/>, (accessed 7 April 2019).

4 Foundation for Young Australians, New Work Order Report Series, [website], 2015, <https://www.fya.org.au/our-research/#report-downloads>, (accessed 15 March 2019).

at Orygen designed to address some of the challenges described, as well as how the Fellowship provided the opportunity to share initial findings and explore partnership opportunities with internationally based research teams and service providers.

2. Fellowship Background

Orygen is Australia's leading youth mental health research centre and has been integral in influencing change to vocational support services available to young people with mental ill-health. Many mental health disorders develop between the ages of 15–25 years, a time when many young people are also transitioning from education to employment and starting their career journey. Research identified early vocational support can have a significant effect on the long-term functional outcomes of young people experiencing mental illness.⁵

In Victoria, Orygen manages four headspace centres and partners with Orygen Youth Health, collectively servicing over 5,000 young people in the west and north-west of Melbourne suffering from mental ill-health per year. Orygen's vocational recovery team has been implementing the IPS model for employment in Orygen Youth Health (clinical program) since 2005 and a modified version of IPS in headspace centres in Sunshine and Glenroy through the Jobs Victoria program since 2016.

IPS employment workers hold small caseloads to ensure intensive, individualised vocational support is provided to those in need. Unfortunately, this can limit access to evidence-based employment support for a number of young people due to the high level of demand and limited resources to provide intensive employment programs in mental health service settings.

Innovative approaches are needed to ensure young people with mental ill-health can obtain vocational support early in their period of care and have more choice

and control over how and when this support is accessed. Orygen is currently trialling two new approaches to enhance and expand vocational support available to young people:

1. Embed youth vocational peer workers into IPS teams.
2. Introduce a moderated online career platform – Youth Online Training and Employment System (YOTES) – in local headspace centres.

Orygen's Jobs Victoria IPS employment program introduced youth vocational peer workers to work collaboratively with vocational specialists and clinicians supporting young people looking for work. Peer support can be defined as social, emotional or practical support that is mutually offered and reciprocal. In an employment context, peer work can involve discussions about disclosing mental health to employers, practicing interview or work-based communication skills, or developing strategies to maintain good mental health when balancing work and study.

There is growing demand for increasing the lived-experience workforce to provide services such as peer support and advocacy, and to support consumer and carer engagement.⁶ In Victoria, the Department of Health and Human Services (DHHS) has provided program funding for the expansion of post-discharge support by peer workers and is developing a lived-experience workforce strategy for Victoria.

⁵ M. Álvarez-Jiménez et al., 'Road to full recovery: longitudinal relationship between symptomatic remission and psychosocial recovery in first-episode psychosis over 7.5 years', 2012, *Psychological Medicine*, vol. 42, no. 3, p. 595–606.

⁶ Victorian Government, Department of Health and Human Services, *Mental health workforce strategy*, [website], 2016, <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/mental-health-workforce-strategy>, (accessed 7 April 2019).

In 2018 Mental Health Australia and KPMG released Investing to Save with recommendations focused on opportunities that provide strong economic benefits in addition to positive health and social outcomes for people experiencing mental ill-health. Key recommendations included: increasing supports for people with mental ill-health to gain employment by increasing supported employment programs, such as IPS, and implementing peer workforce trials; identifying peer work as an opportunity to increase employment rates; and, reduce reliance on income support for people with mental ill-health.⁷

In Australia there is limited evidence on vocational peer work programs; however, in the United States, where the IPS model of employment support was developed, there are several IPS vocational programs that have introduced peer workers to their IPS teams. These roles operate as either an additional form of support to the overall vocational program, or in some settings peer workers have been trained to provide direct vocational support to clients.

The vocational peer work component of Orygen's Jobs Victoria IPS program has been very well received by young people participating in that component of the program; however, there have been some implementation and workforce challenges that would benefit from insight from services with more established vocational peer work teams.

Orygen has also developed an online-moderated web platform, YOTES, currently being trialled in four headspace centres in Victoria. YOTES is designed to assist any young person with mental ill-health wanting support to explore their career, education and employment opportunities in a safe online space. The system provides users with access to a team of online career specialists and peer workers and supports young people to build career confidence and 'soft' skills, while encouraging social interactions with other young people experiencing similar challenges.

YOTES has the capacity to support young people that often fall through the cracks, missing out on Centrelink or other employment services. As YOTES can reach large numbers of young people, including those in regional or remote areas, and its content is easily adaptable to meet the needs of a local community, it supports socially isolated young people, young people that are working part-time and studying, or young people who are underemployed and seeking ongoing expert career support.

The innovative use of technology to address unemployment for young people with mental ill-health is an emerging area of research in Australia. Technology can be a cost-effective, flexible and engaging medium but is currently underutilised in youth mental health services considering young people's high use of technology more generally. The evidence for online supports in mental health is growing but there are challenges implementing this type of intervention, such as user engagement and acceptability issues and online safety concerns.

Although Orygen has implemented IPS programs for several years, the vocational peer work component and YOTES platform are still new but hold considerable potential for use with other job-seeking cohorts in Victoria. The Fellow sought to learn from services with similar cohorts of job seekers to understand how they addressed these challenges and to seek opportunities for international collaboration.

Fellowship period

Over a four-week travel period, the Fellow met with a range of youth mental health researchers and program administrators to understand successes and opportunities that could translate well in an Australian context. This included The IPS Employment Center in New Hampshire, The Foundry in Vancouver, and Stanford Center for Youth Mental Health and Wellbeing in California.

⁷ Mental Health Australia and KPMG, 'Investing to Save: the economic benefits for Australia of investment in mental health reform', [website], 2018, <https://mhaustralia.org/publication/investing-save-kpmg-and-mental-health-australia-report-may-2018>, (accessed 7 April 2019).

The Fellow also attended and presented at the IEPA Early Intervention in Mental Health Conference in Boston, a leading youth mental health conference with a large number of functional and vocational recovery presentations. Attendance at IEPA enabled the Fellow to build on connections with international researchers and provided an opportunity to present on youth vocational peer work and the YOTES platform in a symposium session promoting functional recovery of young people experiencing mental illness.

Fellow's biography

Gina Chinnery, the Fellow, has over 14 years' experience implementing, evaluating and promoting Individual Placement and Support (IPS) in the youth mental health sector, both in Australia and internationally. This has involved authoring and co-authoring several papers and manuals on vocational recovery in youth mental health and speaking at a variety of local and international conferences on IPS for youth. Gina leads teams at Orygen implementing the Jobs Victoria employment program, YOTES, and an International Student Welfare Project funded by Study Melbourne.

The Fellows' involvement in IPS research at Orygen formed the basis for a 2014 advocacy campaign that included the Tell Them They're Dreaming report and a concurrent media campaign to change how young people with mental ill-health access employment supports in Australia. This strategy resulted in the federal Australian Government committing \$16.7 million to trial IPS in 14 headspace centres across Australia that commenced in January 2017. The trial has recently received further federal Government funding of \$17 million to expand the number of sites to 24, due to commence in June 2019.

The Fellow is a qualified career practitioner and in 2015 was awarded the Career Development Association of Australia (CDA) Career Practitioner of the Year and the Long Term Unemployment Conference Employment Officer of the Year. Gina holds a professional membership with the Career Development Association of

Australia (CDA) and has qualifications in Career Development, Business and Disability Work and owns the career practice, Custom Fit Careers.



3. Key Findings

This section outlines the key findings made during the Fellowship experience through a series of visits made to the USA and Canada in the month of October 2018. Themes emerged during the Fellowship, which will be elaborated on throughout this section, relating to topics discussed at a major youth mental health conference and from visits to services during the course of the Fellowship.

The use of technology to support young people

One highlight of the IEPA conference in Boston was the number of presentations on the use of technology to support young people, with several presentations outlining a variety of web, app and virtual reality-based projects. Recommendations from several presenters included ensuring co-design principles and service user involvement from initiation and throughout planning processes, and addressing staff and clinician concerns early on in relation to data security, risk management and workload flows when considering introducing new technology into services.

Researchers identified any online clinical tools are competing with an abundance of wellbeing apps, many with little or no evidence of effectiveness and that the sheer number of apps and online tools available in the open market could result in low user uptake post-trial. Apps were reported as very popular with mental health service users, with many using multiple applications, further reiterating the need for any digital tools in development to be engaging, functional and adaptive to compete in the youth sector.

Presenters also strongly recommended extensive consideration be given to implementation processes such as the infrastructure, funding and staff resources to introduce an effective digital tool beyond a trial and that translation of in-person

support to digital or mobile applications requires extensive user feedback and ongoing adaptations to stay relevant. Most importantly, careful consideration needs to be given to patient privacy and data collection in the development of any tools connected to mental health service information.

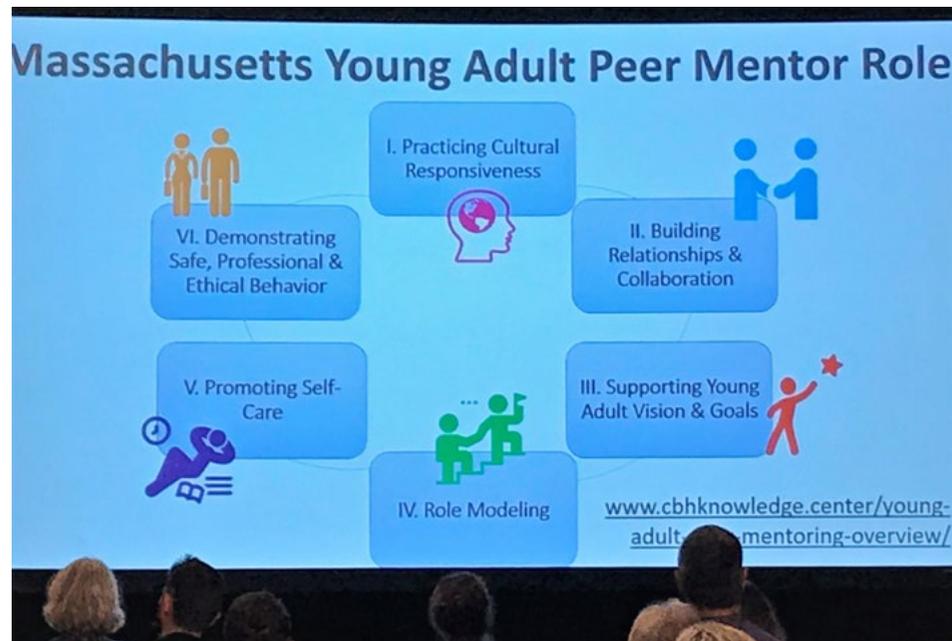
The YOTES online platform, currently in trial at Orygen and used by several young people in the Jobs Victoria employment program, is designed to assist young people experiencing mental health challenges with their career, education or employment goals. Many of the recommendations made by researchers at IEPA were very relevant when considering the expansion of YOTES into other settings such as schools, universities or employment services as they will experience similar implementation and user engagement challenges.

Youth participation

Another highlight of the conference was the number of presentations by young people and the increasing emphasis on involving peers and young people in research projects and program development. Orygen has vocational peer workers embedded in their Jobs Victoria team who provide their unique perspective and offer peer support to young people participating in the employment program. It was interesting to hear service leaders and users discuss their peer work programs, including some of the challenges they have experienced in developing and implementing peer workforces, specifically with mentoring and supervising young adults in peer work roles.

Effective supervision practices and processes

Vanessa Klodnick from Thresholds Research in Chicago presented on the effective supervision practices and processes guidebook developed in partnership with the University of Massachusetts for Young Adult Peer Mentor supervisors. Vanessa provided an overview of a guidebook developed for supervisors to understand and facilitate reflective supervision, build a working alliance, and provide developmentally focussed supervision to youth peer workers.⁸



Support built on other non-mental health related categories

In the same Symposium session, Sacha DuBrul from the New York State Psychiatric Institute presented on a service user led project finding a wide range of views on shared treatment or diagnostic experiences among young adults. Sacha and his team found some young people expressed a preference for relationships and support built on other non-mental health related categories, challenging some of the assumptions that peer support should be sharing experiences of specific diagnoses and mental health specific challenges.

Sacha's presentation was particularly helpful when thinking about the role of Orygen's vocational peer workers and how their support centres on young people looking for work. Currently the vocational peer workers use their experiences of work, study and mental health challenges to form relationships and support other young people in the Jobs Victoria program. Anecdotal feedback from young people participating in Orygen's Jobs Victoria program are on par with the views expressed in Sacha's project, with several participants reporting support from another young person about their job and other interests outside of work as extremely helpful.

Integration of supported education

Another symposium attended focussed on the integration of supported education into the IPS model of employment and raised some interesting questions on career development – a theme that continued throughout the conference in other vocationally focused presentations including the iFEVR functional recovery half-day event. Many questions to the panel focused on the lack of career development support available in IPS and enquired about opportunities to enhance this aspect of the model.

⁸ J. Delman, V. Vorhies Klodnick, 'Effectively employing young adult peer providers: a toolkit, tools and resources for supervisors of young adult peer mentors', The Learning and Working Center Transitions RTC, CBH Knowledge Center, <http://www.cbhknowledge.center/yapm-supervisor-tool-kit>, (accessed 7 April 2019).



Miles Rinaldi, Head of Recovery and Social Inclusion at South West London & St George's Mental Health NHS Trust

Several IPS presentations at iFEVR received similar feedback from attendees asking about career development and career transition of young people receiving IPS or other employment supports. Several presenters talked specifically about placing equal emphasis on educational outcomes in IPS, with one presenter highlighting work underway on an adapted IPSed fidelity scale for this purpose.



From left to right: Gina Chinnery; Luana Turner (UCLA Aftercare Research Program); Dr Amal Abdel-Baki (Professeur titulaire, Directrice adjointe aux études supérieures, Département de psychiatrie, Faculté de Médecine, Université de Montréal); Jonathan Delman (Vocational Specialist, Young Adult Team, Massachusetts Mental Health Center); Nev Jones (Assistant Professor, Department of Mental Health Law & Policy, University of South Florida & Clinical Assistant Professor, Yale University School of Medicine, Program for Recovery and Community Health).

After presenting YOTES and vocational peer work at the iFEVR functional recovery symposium, there was strong interest from attendees in exploring the use of web-based technology to further support the career aspirations of young people experiencing mental health challenges. As YOTES provides a space for users to build core work skills in addition to providing real-time career support to assist with career exploration and transition, there was plenty of interest in how the system could be coupled with existing in-person supported employment programs or as a standalone support.



services and sharing learnings on the introduction of vocational peer work and YOTES at Orygen.

IPS Employment Center

The IPS Employment Center was the first visit and is the team that developed IPS and oversees the fidelity and monitoring of IPS programs in over 20 states in the USA. They are world leaders and best positioned to provide guidance and information on any vocational peer work or other developments, including use of digital applications in IPS employment programs. The IPS model is one of the most recognised models of employment support in mental health services worldwide.

The Fellow met with Gary Bond, Senior Research Fellow, Valerie Noel, Policy Researcher, and Jackie Pogue, Project Coordinator from The IPS Employment Center and discussed YOTES and advised on the progress of current IPS projects within Orygen, including the Jobs Victoria IPS program.

There was also strong interest in the vocational peer work aspect of the Orygen Jobs Victoria program with several practical questions posed both during the conference and since returning to Australia, many relating to training needs and skills required when recruiting vocational peer workers and how vocational peer workers specifically support vocational specialists in IPS programs.

Service visits

The Fellow spoke to three leading youth mental health teams while in the USA and Canada, including The IPS Employment Centre in New Hampshire, Stanford Center for Youth Mental Health and Wellbeing in California, and The Foundry in Vancouver. Visits involved discussing vocational interventions for youth in those



From left: Valerie Noel, Policy Researcher, Jackie Pogue, Project Coordinator, Gina Chinnery, Gary Bond, Senior Research Fellow.

The Fellow also provided an overview of how career development supports are being integrated into vocational recovery programs at Orygen and provided details on qualifications and training available to career practitioners in Australia through the Career Development Association of Australia (CDAA). Gary advised that there were some IPS programs in the United States with peer workers in their teams but a limited evidence base on peer work in IPS at this stage. Gary also indicated that he would be releasing a new youth-focused fidelity scale in 2019 to better support educational and employment outcomes in youth-specific IPS programs.

It was identified that the Rehabilitation Research and Training Center (RRTC) at the Center for Psychiatric Rehabilitation at Boston University have developed a training program specifically for peer workers wanting to develop skills in supporting people to achieve their vocational goals. The program is called Vocational Peer Support (VPS). Training is aimed at peer workers either already working in a peer work role or those that have completed peer work training and includes modules on partnering for vocational recovery, building motivational foundations, supporting choice in work and school, scaffolding getting into preferred environments, and keeping jobs, school and social security work incentives.⁹

VPS training is the only training program the Fellow has found specific to vocational peer work and, after reviewing the outline of the program online, feels aspects of this training would be beneficial to vocational peer workers in Australia.

During the visit to The IPS Employment Center, the Fellow also met briefly with Deborah R. Becker, Senior Research Associate and Director of the IPS Learning Community, and was invited to attend the International IPS Learning Community Annual Meeting conference in Denver, USA in May 2019. The conference will include speakers covering topics on new research findings in employment programs, career advancement, peers and international updates.

Foundry Vancouver-Granville

Following on from the visit to the IPS Employment Center, the Fellow visited the Foundry Vancouver-Granville and met with Grace Lui, Occupational Therapist. The Foundry provides young people from ages 12 to 24 access to primary care, mental health and substance use services, psychosocial rehab supports, peer support, supported employment and recreational activities – all under one roof.¹⁰



Foundry Vancouver-Granville offices

⁹ D. Nicoletti, L. Legere, 'Vocational peer support: a new specialization for peers supporting employment, recovery & rehabilitation newsletter', [website], Center for Psychiatric Rehabilitation at Boston University, 2014, vol. 14, no. 1, <https://cpr.bu.edu/resources/newsletter/vocational-peer-support/>, (accessed 15 March 2019).

¹⁰ Foundry Vancouver-Granville, 'About', [website], n.d., <https://foundrybc.ca/vancouver-granville>, (accessed 15 March 2019).

Grace oversees the supported employment program at the Foundry Vancouver-Granville, working closely with a local YMCA and its job development team to provide holistic and individualised support to young people with mental ill-health looking for work. The Foundry also employs a peer worker who supports young people attending vocationally focused groups in addition to providing one-to-one peer support.



Grace Lui, Occupational Therapist, Foundry Vancouver-Granville

There was a strong focus on having a skilled, multi-disciplinary team involved in the support of young people in the employment program at the Foundry. This included staff providing individualised sessions or group workshops on sleep hygiene, housing support and life skills in addition to job readiness skills, job placement and post-employment support provided through the partnership with YMCA. A unique addition to this program was participants being offered a six-month fitness membership, daily breakfast and public transport travel cards.

At the time of this visit, Dr Steven Mathias, Executive Director of Foundry, and Dr Skye Barbic, Assistant Professor at The University of British Columbia and lead for Research and Innovation at the Foundry, were unavailable, but email contact identified similarities with the Foundry and Orygen's employment programs, namely the inclusion of peer work in their vocational team. Fortunately, Dr Mathias visited Orygen in January 2019, so the Fellow was able to provide an overview of the Jobs Victoria IPS program plus the peer work employment program and discussed opportunities for future collaboration.

Stanford Center for Youth Mental Health and Wellbeing

The final visit planned was to the Stanford Center for Youth Mental Health and Wellbeing, but flight changes limited the Fellow to a phone meeting with Dr Steve Aldershein, Director, and his team. The team are in the initial stages of establishing a headspace-like service in the Santa Clara County area, including education and employment support as a key part of program delivery, and have secured \$15m to open two sites to support young people aged 12–25 years with mild to moderate mental health issues.¹¹

There was interest in YOTES or other online systems for young people wanting to access career support, specifically platforms that are adaptable to include localised content and can be coordinated and moderated in-house. The Fellow

¹¹ E. Kadwany, 'State approves \$15M for mental health centers', [website], Palo Alto Weekly, 29 August 2018, <https://www.paloaltoonline.com/news/2018/08/23/state-approves-15m-for-youth-mental-health-centers>, (accessed 29 March 2019).

agreed to provide further information on the development and findings from the YOTES trial, due for completion in 2019.

Other observations

While travelling throughout the United States and Canada, there was a large number of entry-level and unskilled jobs advertised in retail shop fronts and restaurants compared to what the Fellow has observed in the Melbourne job market. Melbourne has significantly less employer job openings and postings in shop windows, particularly in the retail sector, as many employers have shifted to online recruitment and assessment processes. Online recruitment is often difficult for young people experiencing symptoms of mental illness, such as a reduced motivation or difficulty concentrating.

It was interesting reflecting on these job postings in the context of Orygen's IPS employment program, which has a large number of young people seeking retail and hospitality work. Orygen's IPS team has experienced increasing difficulty connecting with employers and human resource managers in person and are often directed to make contact via email, employer websites, recruitment agencies or LinkedIn by frontline staff. This pattern has steadily developed since Orygen introduced IPS in 2005 and weakens the employer engagement rating of this component of IPS.

This observation, coupled with feedback expressed by attendees at IEPA on increasing career development support, has led the Fellow to consider if support and training in the use of online job search platforms could be incorporated into the IPS fidelity processes. This could potentially improve service delivery for clients competing in job markets where the bulk of job adverts has shifted online and support the development of career management and tech skills required to stay competitive in an evolving job market.

4. Personal, Professional and Sectoral Impact

Personal impact

The Fellowship provided the opportunity to learn from leaders in the youth mental health sector using supported employment programs in their practice, in particular those with peer work teams and those using digital-based interventions. In terms of technology use, conversations during the Fellowship indicated many services visited were still in the initial stages of considering digital platforms to support young people, particularly for career support, but early indications and interest in YOTES and its use in mental health settings were very promising.

Professional impact

Some examples of opportunities developed or in progress since the Fellowship experience include: collaboration on a project to examine youth-oriented outcomes for youth not engaged in employment; education and training with Dr Joanna Henderson and her team at the Centre for Addiction and Mental Health (CAMH) in Canada; early discussions for opportunities to introduce YOTES in locations including Montreal, South America and California; meetings in Melbourne with Dr Steven Mathias, with possibilities for collaboration on peer workforce projects; and, an invitation to attend the IPS International Learning Community Conference in Denver in May 2019, involving a variety of IPS services and senior research teams.

Sectoral impact

Importantly, the Fellowship has created a platform to promote models of employment support traditionally used in mental health to services working with other cohorts of job seekers experiencing barriers to employment and encouraged the career development workforce to consider new and exciting roles for their profession in mental health services throughout Australia.

Orygen has an organisational culture that encourages information sharing and leadership, particularly with services or industry supporting young people experiencing mental ill-health. The Fellowship experience has led to new international networks and provided a space for the Fellow to identify gaps and new opportunities to enhance existing services to benefit disadvantaged job seekers in Australia.

5. Recommendations and Considerations

Recommendation 1: measure impact of the youth vocational peer work

It was apparent from the Fellowship experience that there is limited evidence on vocational peer work and the value it adds to employment support programs. So, the first recommendation would be to work with the Jobs Victoria policy team and Orygen researchers to measure any impact of the youth vocational peer work component of the Orygen JVEN employment program in Victoria.

The Victorian State Government is currently undertaking a lived-experience workforce review. Orygen and Jobs Victoria are well positioned to evaluate the vocational peer work aspect of the JVEN IPS program and use this information to help inform peer workforce development projects in Australia.

Questions for consideration

Questions for consideration relating to vocational peer work include:

- » Does having vocational peer workers in an employment team improve client engagement in the program?
- » Does vocational peer work have any impact on the number of employment placements and/or the length of time young people remain employed?
- » If young people are linked to a vocational peer worker, does this have any effect on their confidence in managing their career?
- » Do vocational peer workers influence how clinicians view the job readiness of clients and/or their referral rates to employment support programs?

Recommendation 2: develop workforce training and implementation material

In addition to reviewing the impact of vocational peer work, it would be recommended that Orygen develop workforce training and implementation material for use by other mental health or employment support services based on the experience of implementation in Victoria. Work to develop these materials could be informed by the findings out of the Rehabilitation Research and Training Center (RRTC) at the Center for Psychiatric Rehabilitation at Boston University, and adapted for an Australian market. It would be recommended that the Fellow approach the team at the RRTC for advice and possible collaboration on this work.

Recommendation 3: develop an expansion plan for YOTES

Another recommendation is for the Fellow to develop an expansion plan for YOTES, including making this available for international services that indicated interest during the Fellowship but also other mental health services, employment providers or educational institutions with clients that may benefit from online career support. The Fellow should also explore integration of YOTES with IPS, particularly considering the feedback regarding career development at the IEPA conference, as the platform is ultimately designed to support young people in developing career management skills.

Recommendation 4: review the impact of YOTES on participant outcomes

The YOTES trial will conclude in 2019, so there will be an opportunity to review the evidence, make any adjustments and start to introduce the platform to other service settings. As some young people accessing YOTES were also registered as participants in the Jobs Victoria program at Orygen, it would also be recommended that researchers review if YOTES had an impact on outcomes for these participants and share findings with the Jobs Victoria policy team.

Recommendation 5: network to enhance supported employment programs

Finally, the Fellow will attend the International IPS Learning Community Annual Meeting conference in May 2019 as it offers an opportunity to network with hundreds of IPS providers, discuss YOTES and vocational peer work and explore opportunities to enhance supported employment programs mentioned throughout this report.

6. References

1. Analysis and Policy Observatory, Counting the cost: the impact of young men's mental health on the Australian economy, [website], 2012, <https://apo.org.au/node/29848>, (accessed 7 April 2019).
2. B. O'Dea et al., 'A cross-sectional exploration of the clinical characteristics of disengaged (NEET) young people in primary mental healthcare', *BMJ Open*, 2014, 4:e006378, doi:10.1136/bmjopen-2014-006378.
3. The IPS Employment Center, Evidence for IPS, [website], 2019, <https://ipsworks.org/index.php/evidence-for-ips/>, (accessed 7 April 2019).
4. Foundation for Young Australians, New Work Order Report Series, [website], 2015, <https://www.fya.org.au/our-research/#report-downloads>, (accessed 15 March 2019).
5. M. Álvarez-Jiménez et al., 'Road to full recovery: longitudinal relationship between symptomatic remission and psychosocial recovery in first-episode psychosis over 7.5 years', 2012, *Psychological Medicine*, vol. 42, no. 3, p. 595–606.
6. Victorian Government, Department of Health and Human Services, Mental health workforce strategy, [website], 2016, <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/mental-health-workforce-strategy>, (accessed 7 April 2019).
7. Mental Health Australia and KPMG, 'Investing to Save: the economic benefits for Australia of investment in mental health reform', [website], 2018, <https://mhaustralia.org/publication/investing-save-kpmg-and-mental-health-australia-report-may-2018>, (accessed 7 April 2019).
8. J. Delman, V. Vorhies Klodnick, 'Effectively employing young adult peer providers: a toolkit, tools and resources for supervisors of young adult peer mentors', The Learning and Working Center Transitions RTC, CBH Knowledge Center, <http://www.cbhknowledge.center/yapm-supervisor-tool-kit>, (accessed 7 April 2019).
9. D. Nicolellis, L. Legere, 'Vocational peer support: a new specialization for peers supporting employment, recovery & rehabilitation newsletter', [website], Center for Psychiatric Rehabilitation at Boston University, 2014, vol. 14, no. 1, <https://cpr.bu.edu/resources/newsletter/vocational-peer-support/>, (accessed 15 March 2019).
10. Foundry Vancouver-Granville, 'About', [website], n.d., <https://foundrybc.ca/vancouver-granville>, (accessed 15 March 2019).
11. E. Kadvary, 'State approves \$15M for mental health centers', [website], Palo Alto Weekly, 29 August 2018, <https://www.paloaltoonline.com/news/2018/08/23/state-approves-15m-for-youth-mental-health-centers>, (accessed 29 March 2019).



ISS Institute
Level 1, 189 Faraday Street
Carlton VIC 3053

T 03 9347 4583
E info@issinstitute.org.au
W www.issinstitute.org.au

Published by International Specialised Skills Institute, Melbourne | www.issinstitute.org.au

© Copyright ISS Institute May 2019

This publication is copyright. No part may be reproduced by any process except in accordance with the provisions of the Copyright Act 1968.

Whilst this report has been accepted by ISS Institute, ISS Institute cannot provide expert peer review of the report, and except as may be required by law no responsibility can be accepted by ISS Institute for the content of the report or any links therein, or omissions, typographical, print or photographic errors, or inaccuracies that may occur after publication or otherwise. ISS Institute do not accept responsibility for the consequences of any action taken or omitted to be taken by any person as a consequence of anything contained in, or omitted from, this report.