

# Nothing About Us Without Us



## Partnership in Supported Employment

Ruth Leitner

Director of Supported Employment  
Enosh, The Israeli Mental Health Association  
Refocus on Recovery, London 2010  
[ruth@enosh.org.il](mailto:ruth@enosh.org.il)

**Enosh**  
The Israeli Association for Mental Health

# The Challenge and the Process



*Nothing about us without us*

- Who?
- How?
- When?
- Where?

Engaging consumers in the process requires creative and unique interventions.

# Enosh – The Israeli Association for Mental Health



## *Our Mission:*

- To promote awareness of mental health issues and improve quality of life for people dealing with psychiatric disability and their families.
- To initiate, create and maintain quality services in the community, focusing on best practice recovery and well being of the individuals.
- To provide support in the process of rehabilitation and recovery according to individual needs and abilities.
- To emphasize prevention and advocacy, fight stigma and discrimination on an ongoing basis.

# Enosh – The Israeli Association for Mental Health



- Established in 1978 by parents needing services for family members
- Current Status of Organization
  - Non-profit organization, national board of directors and local boards
  - 55 branches throughout Israel
  - Services provided to 5,500 people: supported housing, vocational rehabilitation, social rehabilitation, family counseling, advocacy
  - 650 Multi-Disciplinary Employees: social workers, psychologists, employment specialists, etc.
  - 600 Volunteers

# Enosh: Supported Employment Services



- 2000 : Passage of Rehabilitation Law for people with mental health disabilities providing funds for development of new services
- Services provided for over 1000 people
- 20 branches throughout Israel
- Constantly growing service
- Recently passed laws promoting increased cooperation
- 2008: focus on recovery principles of active participation of consumers
- 2010: Full consumer participation in first professional training course for supported employment specialists

# Principles of Recovery



- The right to self-definition
- The right to take risks
- The right to failures and successes
- Commitment to change

*The process is unique to each individual, requiring courage, commitment, hope and belief. (Deegan, 1996)*

# Building the Partnership – Joint Responsibility for All Stakeholders



- The Consumer
- The Family
- Employers
- The Mental Health Support System
- The Supported Employment Specialist
- Support System in the Community

# The Consumer – Actively Involved in All Stages of the Process



- Building Trust
- Goal Setting
- Building Rehabilitation Plan
- Job Search
- Integration into Work
- Evaluation
- Reaching Independence

# Building Joint Responsibility



## Stage One

- Presenting the Model
- Coordinating Expectations
- Accepting Mutual Responsibility
- Creating Trust
- Building a Long - Term Vision
- Mapping Strengths and Assets
- Opening New Options
- Choosing Career Directions
- Developing Willingness to Take Risks

# Building Joint Responsibility



## Stage Two: Job Search

- Joint Decision on Division of Tasks
- Providing Tools to Execute Tasks
- Coaching and Practice
- Feedback and Support
- Follow-up and Supervision
- Tools for Coping with Frustration
- Constant Message of Hope and Belief

# Building Joint Responsibility

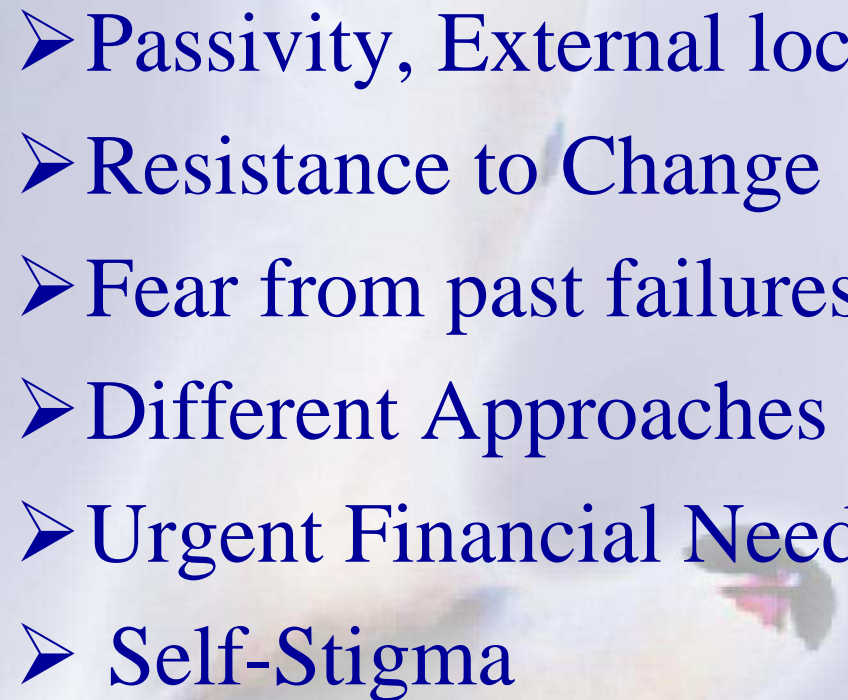


## Stage Three: Integrating into Work

- Strengthening Work Skills
- Creating Appropriate Accommodations
- Decision on Types of Intervention
- Building Tools for Problem Solving
- Building Tools for Interpersonal Communication
- Coping with Disappointments and Frustrations
- Broadening Areas of Interest
- Career Development
- Decision about Disclosure of Disability
- Supporting Employers

# Obstacles → Need for Creative Interventions



- Passivity, External locus of control
  - Resistance to Change
  - Fear from past failures
  - Different Approaches in Mental Health Staff
  - Urgent Financial Need
  - Self-Stigma
- 

# Professional Training – Strive 2010



## ➤ Goals of the Course

- Providing tools based on pro-active approach
- Creating a common language
- Consumers are their own best experts
- Undertaking long term growth process from job search to career development

## ➤ Format of the Course

- Six day - long training sessions (once a month)
- 30 participants: 25 staff members (academic degrees, field experience), 5 consumers (no academic degrees, little or no field experience)

# Professional Training – Strive 2010

## Unique contributions of consumers

- Process of Selection:
- 10 candidates, 5 accepted: Resume, interview, group discussion, recommendations
- 5 began the course, one dropped out after first meeting
- 4 successfully finished the course, fulfilling all requirements
- 3 interested in developing careers in Supported Employment as consumer providers

# Professional Training – Strive 2010

## Unique contributions of consumers

“At first I felt a big gap between me and the workers but I overcame it and took part in the role plays and expressed my opinions. The course gave me a lot of strength and confidence as well as professional tools . I believe I will be able to apply these tools and support other consumers serving as a role model and using my own personal experience to understand and guide them.”

# Professional Training – Strive 2010

## Unique contributions of consumers

“As a result of participating in the course, I gained a wider perspective, strengthened my belief in the vision and the path and acquired tools I can use as a service provider.”

# Professional Training – Strive 2010

## Unique contributions of consumers

“At the first meeting I felt “lost”. Slowly my feeling changed and I gained self-confidence. Today I am at the opposite end and consider myself a “service provider” with the ability to look at a situation professionally. New horizons have opened and I am planning to build a career in the field. My ability to tell my personal story and serve as a role model enables me to show that there is HOPE, that one can aspire to and reach high goals.”

# Professional Training – Strive 2010



## Results of Participation in the Course:

- Deepening understanding of significance of proactive approach
- Acquiring practical tools for field application
- Beginning of usage of common professional language
- Changing staff perceptions
- Changing self perceptions
- Long term results as yet undetermined

# Long Term Objectives



- Integrating consumers as supportive employment specialists in Enosh
- Incorporating unique perspective of consumer as provider
- Complex Issues
  - Staff perceptions
  - Self perceptions
  - Boundaries between consumers as service providers and consumers as service recipients
  - Ability to handle stress and frustration

# Summary and Recommendations



- Unique opportunity to put theory into practice
- Limitations –very small group, one time
- Challenges for the future
  - Changing self-perception
  - Changing attitudes
  - Providing appropriate support to enable consumers to integrate into the complex, demanding role of SE specialist