



Occupational Therapy in a Job-Skills Training and Employment Program for Adults with Mental Health Challenges

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Introduction

- According to the National Alliance on Mental Illness (NAMI), one in five adults have a mental illness in the U.S. (NAMI, 2014).
- To address the high prevalence of adults with mental illness, it has been suggested that obtaining and maintaining a job is one of the best steps to recovery [National Institute of Health (NIH), 2019).

Painted Brain

- Community-based mental health setting in Los Angeles, California. Mainly, comprised of Occupational Therapists and Social Workers
- Mission: “create lasting community-based solutions to mental health challenges and the impact of social injustice through arts, advocacy, and enterprise” (Painted Brain, 2019).

Literature Review

- RCT: Positive results deriving from group therapy that focused on social skills training and social adjustment for participants with schizophrenia (Gibson, et al., 2011).
- Occupational therapists can provide to the mental health population such as compensatory techniques that can improve occupational performance in different settings, use “activity analysis and synthesis to break down cognitive and psychosocial skills into small components” that can serve as achievable steps towards goals. (Gutman, et. al.2009).

Needs Assessment

1. Need for Group-based activities that are specific to developing job skills.
2. Need for Streamlined process of referrals for those who are seeking employment to be trained at the CC along with having available options for job positions at PB.
3. Need for Increase of members coming to PB to grow the community for increased engagement and participation in current and future developed programs.

Purpose Statement

The purpose of the capstone project was to create a group-based program that developed employment skills that would increase occupational and community engagement.

Learning Objectives

- 1st: Job Development**
Develop 50 job positions across six departments at PB: Boutique, media, social media, technology, peer leadership, and development.
- 2nd: Evaluation Process**
Create a structured evaluation process to assess job skills and quality of life of the participants’ throughout the program.
- 3rd: Advocacy**
Advocate the role of OT at PB. PB is predominately comprised of social workers, therefore materials and workshops that support OT practices in community mental health contribute to establishing their role.

Implementation Plan

Recruitment and Evaluation Phase

- 27 Positions for Adults with Mental Health Challenges
- 3 Contracted Agencies
- Pre-test: WHOQoL-BREF (World Health Organization [WHO] 1996), Job Skills Questionnaire

Orientation Phase

- Forms: Flow Chart, Orientation Rubric, Tracking Form, Summary Form
- Model of Human Occupation (Kielhofner, 2002)
- Resume-building and Cover Letter, and Mock Interviews

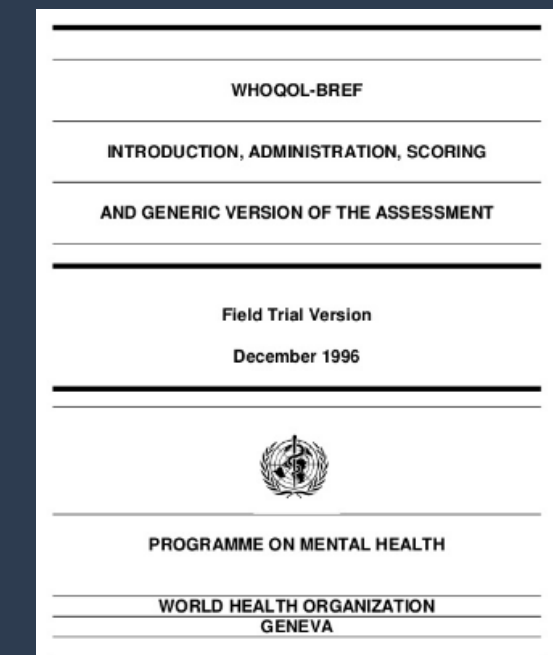
Employment Phase

- Workshop Development and Implementation
- Workshop Survey
- Training to continue program's goals

Data Collection

WHO-QOLBREF (pre-test)

- Physical Health
- Psychological Health
- Social Relationships
- Environment



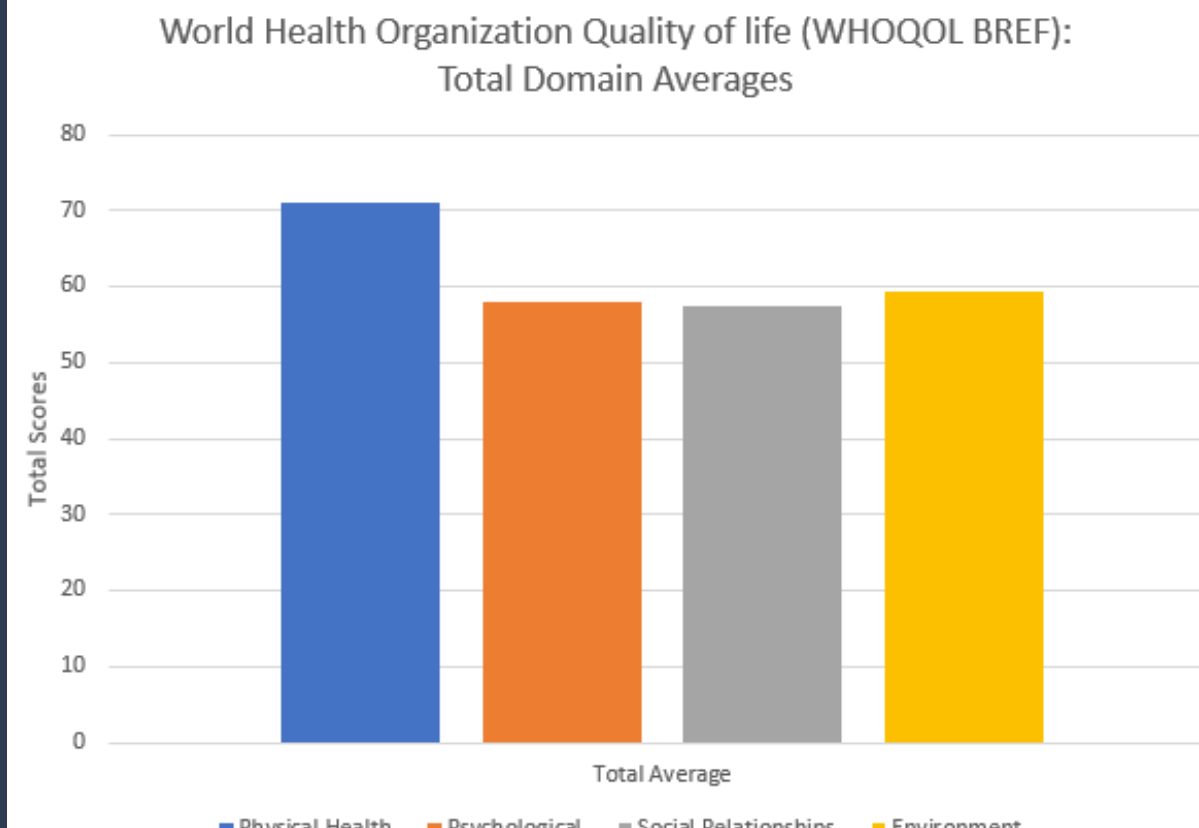
Job Skills Questionnaire (pre-test)

- Likert Scale (1 - Poor, 2 - Fair, 3 - Good, and 4 - Excellent); Comment Section

Job Skills Workshop Survey

- Likert Scale (strongly disagree, disagree, agree, and strongly agree); Open-ended questions

Data Results



Perceived QOL Score: 62
Domain Average Scores

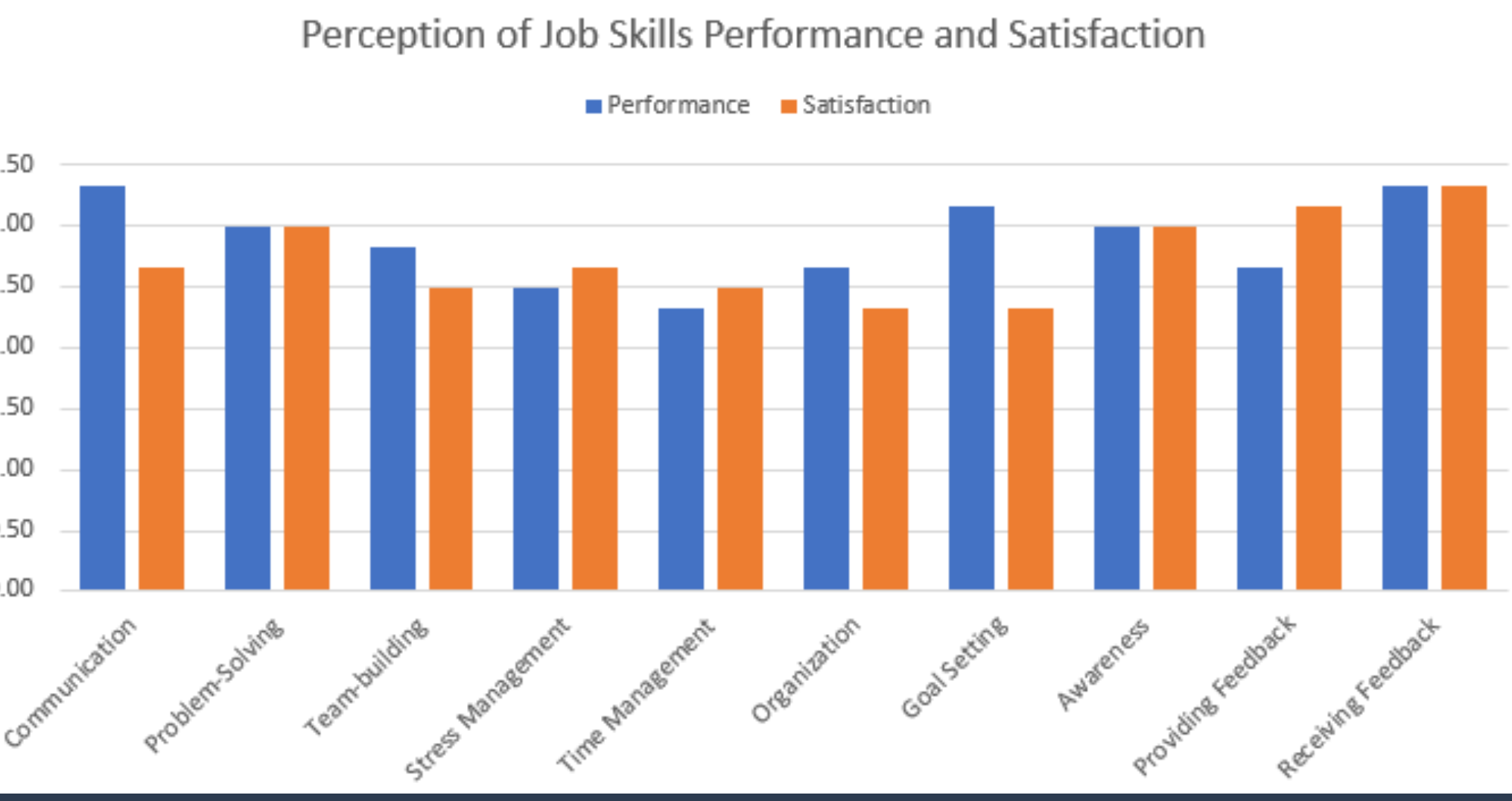
- Physical: 71
- Psychological: 58
- Social Relationships: 58
- Environment: 59

Perceived Performance:

High: Communication – 3.33 (Good)
 Low: Time Management – 2.33 (Fair)

Perceived Satisfaction:

High: Receiving Feedback – 3.33 (Good)
 Low: Organization and Goal Setting – 2.33 (Fair)



Job-skills Workshop: Feedback

Participant 1 - “It was great and very helpful!! Looking forward to another workshop.”
 Participant 2 - “I feel that this is a great way to help people improve their life skills.”

Scholarly Deliverables

Goal Setting Overview

Definition: Goal Setting involves the development of an action plan designed to motivate and guide a person or group toward a goal.

Goal: The goal of this workshop is to help participants understand the importance of goal setting and provide strategies on how to better create goals in the short and long term.

Preparation: Print out SMART goals worksheet, End Goal Examples, Writing Goals and Objectives, Skills for Controlling Procrastination

Activities: Education and Worksheets

1. Introduction of Topic
 - a. Ask...
 - i. Can someone explain the importance of setting goals?
 - ii. Can someone explain the different types of goals? (looking for answers like short-term goals, long-term goals, SMART goals)
2. Worksheets
 - i. Introduction of End Goals Examples (for administrator)
 1. Administrator to share of the long-term or short-term goals with the group and have them create a plan to achieve that goal (do this 2-3x with the end goal examples worksheet)
 2. Share the SMART goals worksheet and explain each letter to the group
 3. Writing Goals and Objectives
 - i. Have group write their own goals and objectives and encourage them to share
 - ii. Skills for Controlling Procrastination

Job Description

CLERK/SALES ASSOCIATE

FLSA Part Time Supervisor: Ashley Leon

Summary: Under the supervision of the Boutique Supervisor, the Painted Brain Boutique Clerk/Sales Associate works face-to-face assisting and processing sales for customers. The Clerk/Sales Associate should always have a positive attitude and be willing to help in a normal part of the job & to understand the product inventory in order to make sales and answer questions.

Essential Functions:

- Greet customers when they arrive at the store and ask if they need assistance
- Assist in the store and merchandise display and structure
- Provide sales transactions at POS (point-of-sales) counter
- Answering customer questions and cash in cash register
- Becoming a personal shopper to customers on an as needed basis
- Answering customer questions about the Boutique and Painted Brain
- Responsible for being in donations, providing an in-kind receipt to the donor, and giving the donations to the receiving department
- Opens and closes the store
- Performs duties in the appropriate manner to ensure the shop runs smoothly throughout the shift

Minimum Qualifications, Knowledge, Skills and Abilities Required:

- 0-2 years of retail or customer service experience
- Customer and confidential information without necessary supervision (e.g. online computer order, register and bank of cards; sweeping, foot, etc.)
- Strong interpersonal skills
- Able to organize and prioritize work
- Must be courteous
- Must be organized

Workshop Protocol

Limitations

- Development of Questionnaire
- Degree of Literacy of Participants
- Sample Size
- Generalizability
- Limited Staff

Discussion

The overall positive results demonstrate the effectiveness and support the continuation of the workshops. Therefore, the continued role of an occupational therapist is to optimize functioning through interventions that focus on enhancing existing skills, creating opportunities, promoting wellness, modifying or adapting the environment or activity, and preventing relapse.

Implications

As the program continues to support the function and well being of participants in their employment, further investigation and analysis of outcome measures would increase the evidence to support the need for OT interventions in community-based mental health settings.

References

Available upon request.

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