



CASE WESTERN RESERVE
UNIVERSITY

MANDEL SCHOOL OF APPLIED SOCIAL SCIENCES
& DEPT. OF PSYCHIATRY, SCHOOL OF MEDICINE

systems change
organizational
change
clinical change



CENTER FOR
EVIDENCE-BASED
PRACTICES

Providing technical assistance for



SUBSTANCE ABUSE & MENTAL ILLNESS
strategies for co-occurring disorders



**INTEGRATED
DUAL DISORDER
TREATMENT**
*the evidence-based
practice*



**DUAL DIAGNOSIS
CAPABILITY IN
ADDICTION TREATMENT**
*an organizational
assessment & planning tool*



**DUAL DIAGNOSIS
CAPABILITY IN
MENTAL-HEALTH
TREATMENT**
*an organizational
assessment & planning tool*



**TOBACCO: RECOVERY
ACROSS THE CONTINUUM**
*a stage-based
motivational model*



**SUPPORTED
EMPLOYMENT**
*the evidence-based
practice*



**MOTIVATIONAL
INTERVIEWING**
*the evidence-based
treatment*



BENEFITS PLANNING
*relationships supporting
recovery*

What can I say?

Disclosure, Privacy and Informed Choice

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Presentation Outline

- Definition of disclosure
- When to bring it up
- Pros and cons
- How do I bring this up?
- 5 steps to helping with disclosure decisions
- Word choice in employer contacts




DEFINITION

What is disclosure?



Definition Continued.....

- A process
- A personal decision
- Neither right nor wrong
- Not something only related to mental illness: Nearly everyone has something they wish not to tell: weight, drinking, family problems, past mistakes. (Donoghue, Siegel, and Van Abel, 1994.)



So.....

Why are we even
talking about this?



When do I bring this up?

- On more than one occasion
- With each job experience
- If someone is experiencing problems with job search or on the job



PROS

**Why would someone
want to disclose?**



PROS

- To request accommodation
- Need help with job search
- Explain gaps in work history
- May find supports/those who approve
- May be easier to manage any potential future issues
- Sense of personal empowerment
- Deliberate choice to combat stigma
- Have legal issues



CONS

Why would someone
NOT want to disclose?



CONS

- Gossip
- Social isolation
- Special treatment (good or bad)
- Real discrimination
- Worrying what people are thinking
- Potential for increased scrutiny if relapse should occur—feeling ‘everybody’s watching’ more carefully
- Sense of respect for family or to avoid angering family



How do I bring this up?

- Get **comfortable** talking about this and do it **often**.
- Use your MI skills with people who may be unsure.
- Explain that it is not all or nothing. (levels)
- Reinforce that the choice is up to the person (and that they can change their mind!)
- Remind the person that you will work with them regardless of their choice



How do I help someone decide?

5 steps to disclosure decisions

Determine.....

1. What is the need?
2. Who is going to say it (if at all)
3. When to say it and to whom
4. What to say and why
5. What NOT to say and how to revoke permission



Step # 1

Determine the
NEED for
disclosure.



Step # 1: Is it necessary?

Assess:

- job search skills
- need for accommodations
- comfort level interacting with employers on one's own
- presence of legal issues that will need to be explained/addressed?



Step #1 Is it necessary?

Informational interview

- Check out the environment.
- Do other people with disabilities work here and do they appear to be happy and comfortable?

VR counselors: Exceptions to Confidentiality

- Danger and legal requirements, contagious life-threatening diseases, court-ordered disclosure
- Always use minimal amount of disclosure necessary and inform person of intent to disclose prior to disclosing



Step # 2

Decide who
is going to say it.



Step # 3

Determine **WHEN**
to disclose and **TO**
WHOM



Step # 3: Determine WHEN to disclose and TO WHOM

What are some ways
that someone can
disclose?



Step # 3: Determine WHEN to disclose and TO WHOM

What are some ways that someone can disclose?

- On a resume
- In an interview
- By presenting a strength
- Indirectly such as by requesting income verification forms
- Working with a job coach
- Others?



Step # 3: Determine WHEN to disclose and TO WHOM

What are some ways
that providers can
unintentionally
disclose?



Step # 3: Determine WHEN to disclose and TO WHOM

What are some ways that providers can unintentionally disclose?

- Name badges
- Business Cards
- Voicemail
- Words/comments
- Showing up somewhere



Step # 3: Determine WHEN to disclose and **TO WHOM**

Who can the
information be
disclosed to?



Step # 3: Determine WHEN to disclose and **TO WHOM**

Who can the information be disclosed to?

- **Supervisor or manager** if he or she must provide an accommodation.
- **EEO/Affirmative Action Officer** or **Human Resources Staff** if no immediate accommodation is needed, but the worker wants the protection of the ADA.
- **Interviewer** or **Human Resources Staff** if an accommodation is needed immediately in the hiring process.
- **Employee Assistance Program Staff** if the person is already on the job and needs some help deciding whether or not to disclose, when, what to say and to whom.



Step # 4

**Decide WHAT to
say (and WHY)**



Step # 4: Decide WHAT to say (and WHY)

Be clear about what it is you hope
to accomplish by disclosing.

Explain the challenge AND offer a
potential solution.



Step # 4: Decide WHAT to say (and WHY)

May choose disclosure to explain some possible *employment challenges*:

Poor work record
Memory challenges
Meeting deadlines
Fatigue
Anxiety
Anger management

Poor concentration
Specific job tasks
Pacing
Stamina
Stress
Active symptoms

* May ask for allowance of job coach on-site



Step # 4: Decide WHAT to say (and WHY)

Legal background issues—

1. say what happened briefly
 2. take responsibility
 3. tell employer how one is trying to move on
 4. quickly move into skills and qualifications
- Best if done face-to-face (client and employer)
 - Letter of explanation can be used with application or resume
 - Answer questions honestly



Step # 4: Decide WHAT to say (and WHY)

Practice how would you describe things to an employer **in advance—use everyday language.**

Avoid jargon or clinical language.

- distracted vs. hearing voices,
- having trouble concentrating vs. obsessing over things,
- needs to get his/her bearings vs. in a manic phase

****Always use minimal amount of disclosure necessary**

Controlled disclosure vs. *blurted out everything*



Step # 4: Decide WHAT to say (and WHY)

Example:

“Sometimes Raja feels anxious and it may be helpful for her to take an unscheduled break. In this case, she has agreed to work a bit longer or come in a few minutes early in order to compensate for the time.”



Step # 4: Decide WHAT to say (and WHY)

Another example:

“You may notice that Rolland wears earplugs/headphones while he is working in order to block out distractions. It really helps him stay focused and they help improve his concentration.”



Step # 4: Decide WHAT to say (and WHY)

One more example.....

“I am Patricia Green. I work with people who are trying to get back to work. I am currently working with Shane, a very motivated person who is enthusiastic about doing a good job. I think that Shane would be an excellent employee for you; he has many years of welding experience. Would you be interested in meeting him?”



Step # 5

Discuss what will NOT
be said and ways to
revoke permission for
disclosure



Discrimination...the other 'D' word

MYTH:

Employers will not hire someone if they are aware that the person is working with an employment specialist or has a disability.



Discrimination...the other 'D' word

FACT:

Discrimination happens with or without us.

In one study, clients were FOUR TIMES as likely to receive a job offer when accompanied by the employment specialist during the interview than those who went into the interview alone.

(Gervey & Kowal, 2005.)



Word Choice in Employer Contact:

1. Can I help you? (Introduce yourself.)
2. What do you do?
3. Where do you work?
4. Why would someone have an ‘employment specialist?’
5. What is wrong with the people you work with?
6. Is he or she dangerous?
7. What is the benefit of hiring someone you work with versus hiring anyone else?



For more information:

- The Center for Evidence Based Practices
 - www.centerforebp.case.edu

- The Dartmouth Supported Employment Center
 - <http://dms.dartmouth.edu/dsec/>

- Becker & Drake (2003): A Working Life; Individual Placement and Support (IPS) model



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