Survey on Actual Support Conditions for Persons with Mental and/or Developmental Disabilities who were Concluded to be Difficult to Support

- Regarding use cases in which support request was made from the regional support agency to the local vocational centers for persons with disabilities -

(Research Report No.144) Summary

[Keywords]

Difficult to support, mental disability, developmental disability, public employment security office, employment and life support centers for persons with disabilities,

local vocational centers for persons with disabilities, work transition support providers for disabled persons, PAC analysis

[Points for Practical Purpose]

This report is a fundamental material in which factors related to support difficulties were organized to a certain level and indicated. It is expected that it will be utilized in organizations such as employment support agencies, including administrative agencies.

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2. Research Period

FY2017 to 2018

3. Composition of the Research Report

Introduction: Background and Purpose of Research

Chapter 1: Survey on Actual Support Conditions for Persons with Mental and/or Developmental Disabilities who were Concluded to be Difficult to Support

Chapter 2: Investigation through Interview Regarding Factors which led to Conclusions of being Difficult to Support

Chapter 3: Study

Documents

4. Background and Purpose of Research

The way in which persons with mental and/or developmental disabilities received support from organizations such as public employment security offices, work transition support providers and employment and life support centers for persons with disabilities (hereinafter referred to as "other agencies"), and as a result, what kind of support difficulties existed and resulted in a request for professional support from the local vocational centers for persons with disabilities (hereinafter referred to as "local centers"), and the background of the support request and actual support conditions such as what kind of support was provided are unclear, and prior research in the field of vocational rehabilitation related to support difficulty is centered on case studies, and there is no systematization or conceptualization of support difficulty itself. In the field of vocational rehabilitation, to focus on local centers that are positioned as core institutions of vocational rehabilitation in the community, to have quantitative understanding of "cases with support difficulty" requested by other agencies, grasp the actual condition of the factors and problems leading to support difficulties among the characteristics of persons with mental and developmental disabilities, and further, to grasp how the staff responsible for the actual support are understanding the difficulty of support at the employment and life support centers for persons with disabilities, which plays an important role as the core of the local employment support network in conjunction with the local centers, is thought to be important in order to organize the "cases with support difficulty" to a certain level

and to promote appropriate support action. Therefore, the purpose of this research was to enhance the function of the local centers by organizing cases with support difficulty, and contribute to the development of effective support techniques in line with the image of the target.

5. Research Method

(1) Survey on Actual Support Conditions for Persons with Mental and/or Developmental Disabilities who were Concluded to be Difficult to Support

We conducted a survey to investigate actual conditions of the local centers by obtaining responses to the questionnaire, and grasped the needs for the local centers from the public employment security office, work transition support providers and employment and life support centers for persons with disabilities. At the same time, for cases in which support difficulty was concluded at their own institution and support was requested to the local centers, we grasped 1 mentally disabled and 1 developmentally disabled case from each local center location. The survey was conducted between October and November 2017.

(2) Survey by Interview

From the results of the survey to investigate actual conditions, we selected five areas and conducted interviews with a total of 10 staff members, one each from the employment and life support center for persons with disabilities and the local center, and grasped "how the staff in charge of the actual support are conceiving the support difficulty." The survey was conducted between February and August 2018.

(3) Other

We examined the literature of other areas regarding support difficulty.

6. Summarized Results of the Study

(1) Survey on Actual Support Conditions for Persons with Mental and/or Developmental Disabilities who were Concluded to be Difficult to Support

Based on the survey to investigate actual conditions for the local centers, we identified the needs from the public employment security office, work transition support providers and the employment and life support centers for persons with disabilities to the local centers. Regarding the free-form questions related to needs, due to the semantic similarity of the content, they were organized into (1) 19 items as the person's situation leading to the support request, (2) 9 items as the situation of the support request agency, and (3) 33 items as the direct essential needs of the support request agency to the local centers. Based on the above, we summarized the needs of the local centers identified in the survey to investigate actual conditions as follows.

- Advice or vocational counseling for dealing with those who are unsure about how to grasp their disorder due to being diagnosed very recently or having a long disease duration
- Providing information and vocational counseling to those who have not obtained a disability certificate
- Advice and vocational counseling for those who do not know how to deal with people such as rapid cyclers who repeat the diseased state frequently among people with bipolar disorder, and people with developmental disorders who have multiple disabilities, at their own institution
- Advice, vocational counseling, and formulation of vocational rehabilitation plans concerning caring to persons whose matching is difficult when done within their own organization due to lack of understanding of their influence to work history, characteristic, and aptitude

  *Employment history (lack of employment history, repeated job changes, applying for a disability hiring for the first time, etc.)

  *Characteristics of disability (In addition to impairment characteristics, other characteristics such as cognitive aspects)

  *Occupational aptitude (in addition to occupational aptitude, job suitability, strengths and weaknesses, environment, working hours, job type, work content, etc.)
- Advice and work consultation concerning caring for persons whose physical condition and behavior are unstable until now and the possibility of finding employment cannot be judged by their own organization
- Advice and information sharing concerning caring for persons who have a fixed concept regarding the acceptance of desired job types and support, vocational counseling, vocational-assessment
- With regard to the individual's job readiness, (1) challenges (management of physical condition and fatigue, achieving a healthy lifestyle, mental control such as emotions and impulses, stress coping, etc.) are clear, and vocational rehabilitation plans are formulated concerning the appropriate support, (2) vocational-assessment for those who cannot identify the challenges within the support menu of their own organization, (3) although the challenges were organized, encourage further self-understanding, and conduct vocational-assessment for those who need to reorganize challenges in a multifaceted approach, (4) support offered by job coaches (In order to assist persons with intellectual disabilities and persons with mental disabilities in smoothly adjusting to the workplace, the centers dispatch job coaches to workplaces to provide direct and professional support to such persons and their employers based on individual disability traits) for those who have many challenges or expected challenges upon employment or returning to work are complex
- Collaborative support to those whose prospects for support are hard to foresee due to the

wide range of requests, or environmental challenges surrounding the individual (such as neglect)

- Regarding the supporter side's situation, poor support experience, lack of knowledge and support skills, and vocational-assessment, the support offered by job coaches, and support requested for business owner support due to challenges with support systems and time constraints
- Support request when the role assignment is clear in the regional network, and use of business of local centers is considered appropriate

At the same time, for cases in which support difficulty was concluded at their own institution and support was requested to the local centers, we grasped 1 mentally disabled and 1 developmentally disabled case from each local center location. When the difficulty factors were organized based on semantic similarity, the difficulty factors for the disabled persons amounted to 92 items, and those particularly identified from 20% or more of the cases were as follows.

Persons with Mental Disability
[Body function]
- Anxiety toward new environments, high stress
- Anxiety toward interpersonal relationships, high stress
- Feeling stressful in interpersonal situations
- Lack of confidence (low self-esteem)

Persons with Developmental Disability
[Body function]
- Poor understanding of one's own characteristics and medical condition
- Lack of confidence (low self-esteem)
- Difficulty in suppressing emotions
[Activity, Participation]
- Difficulty in accepting indications and scolding at work
- Difficulty in understanding verbal instructions
- Difficulty in working multiple tasks in parallel
- Difficulty in working flexibly according to the circumstances
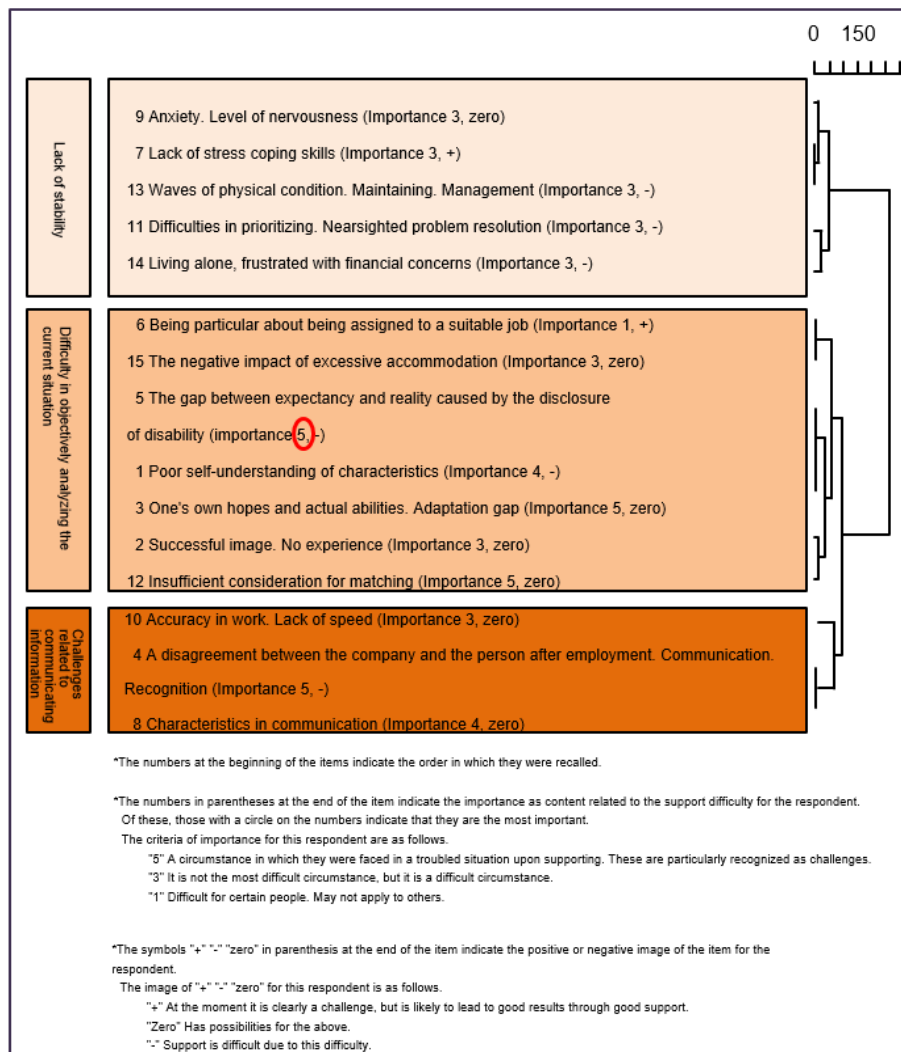- Difficulty in understanding the intention and feelings of others
- Unhealthy lifestyle

(2) A Survey by Interview Regarding Factors to be Concluded as Cases with Support Difficulty

We grasped how the staff at the local centers and employment and life support centers for persons with disabilities in charge of the actual support are conceiving the support difficulty.

From the results of the survey to investigate actual conditions, we selected five areas and conducted interviews with a total of 10 staff members, one from each facility. The purpose of this interview was to further explore the cognitive structure in which the staff perceives cases as "cases with support difficulty". The method was based on PAC (Personal Attitude Construct) analysis*, by creating a tree diagram constructed by similar ratings of free association items, grouping situations of support difficulty into 2 or 3 clusters, and confirming the specific support content corresponding to its interpretation. *As a result, the tree diagram composed by free associations for cases with support difficulty in the workplace was highly individualized, and no common cognitive structure could be found. For each of the clusters that constitute the tree diagram, although the regional characteristics were not prominent, sorted by support agency, in interviews from the employment and life support centers for persons with disabilities, many people have requested support for challenges related to health management and the aspect of living as a feature of support difficulty, and as a characteristic of the support difficulty from the interviews with the local centers, some mentioned the difficulty of finding compromise in the limits of environmental adjustment of the workplace and the working condition aspect regarding job type selection.

* A method developed by Tetsuo Naito (former Professor at Shinshu University) in 1993, which analyzes the attitude and structure of the research theme for each individual. The procedure is a combination of qualitative analysis and quantitative analysis, such as "free association of the research theme," "assessment of similarity between association items (ex: 1: very dissimilar to 10: very similar)," "cluster analysis by similarity distance matrix," "report of image and interpretation of cluster structure by research collaborator," and "general interpretation by investigators." Its characteristic is that it can clarify the problem recognition of research collaborators on research themes, and their cognitive structure can be further explored.

On the other hand, the points of support difficulty which were common to both sides were points such as difficulty when basic vocational readiness issues are large, difficulty in supporting the family, difficulty in supporting various instabilities such as lifestyle and physical conditions, difficulty in dealing with challenges that are caused by the personality aspect of the person rather than problems caused by the diagnosis or disability, and difficulty in deeply understanding the person's characteristics, and in particular, the difficulty in establishing relationships with the supporter was noted by many.

Lack of stability

9 Anxiety. Level of nervousness (Importance 3, zero)

7 Lack of stress coping skills (Importance 3, +)

13 Waves of physical condition. Maintaining. Management (Importance 3, -)

11 Difficulties in prioritizing. Nearsighted problem resolution (Importance 3, -)

14 Living alone, frustrated with financial concerns (Importance 3, -)

Difficulty in objectively analyzing the current situation

6 Being particular about being assigned to a suitable job (Importance 1, +)

15 The negative impact of excessive accommodation (Importance 3, zero)

5 The gap between expectancy and reality caused by the disclosure of disability (importance 5, -)

1 Poor self-understanding of characteristics (Importance 4, -)

3 One's own hopes and actual abilities. Adaptation gap (Importance 5, zero)

2 Successful image. No experience (Importance 3, zero)

12 Insufficient consideration for matching (Importance 5, zero)

Challenges related to communicating information

10 Accuracy in work. Lack of speed (Importance 3, zero)

4 A disagreement between the company and the person after employment. Communication. Recognition (Importance 5, -)

8 Characteristics in communication (Importance 4, zero)

*The numbers at the beginning of the items indicate the order in which they were recalled.

*The numbers in parentheses at the end of the item indicate the importance as content related to the support difficulty for the respondent.
Of these, those with a circle on the numbers indicate that they are the most important.
The criteria of importance for this respondent are as follows.
   "5" A circumstance in which they were faced in a troubled situation upon supporting. These are particularly recognized as challenges.
   "3" It is not the most difficult circumstance, but it is a difficult circumstance.
   "1" Difficult for certain people. May not apply to others.

*The symbols "+" "-" "zero" in parenthesis at the end of the item indicate the positive or negative image of the item for the respondent.
The image of "+" "-" "zero" for this respondent is as follows.
   "+" At the moment it is clearly a challenge, but is likely to lead to good results through good support.
   "Zero" Has possibilities for the above.
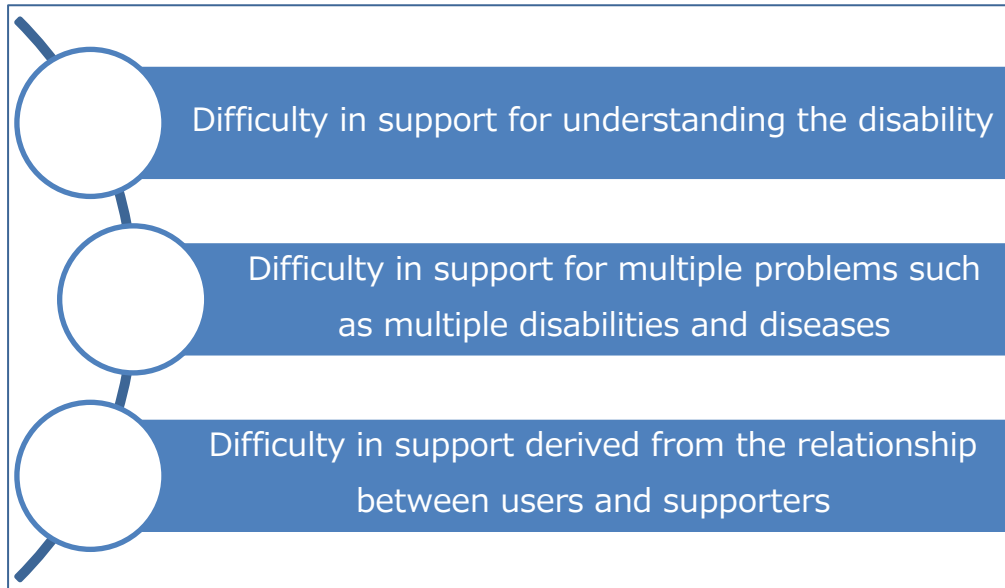   "-" Support is difficult due to this difficulty.

With regard to the specific support content, in areas where the ratio of requests from the employment and life support centers for persons with disabilities is high with respect to the local centers, we were able to infer from the remarks of the employment and life support centers for persons with disabilities that both sides were sharing case studies to support specific cases with support difficulty. When sorted by support agency, we were able to see characteristics that as a whole, the employment and life support centers for persons with disabilities refer to the network with the relevant organizations in the area, while the local centers focus on the support they provide, and in terms of topics such as life support, they cooperate with the network. These are considered to be reflecting the role of the institutions. In addition, the employment and life support centers for persons with disabilities have inferred to case meetings but local centers have not. This is considered to be attributable to the fact that the local centers have made it clear to conduct case meetings for all users. It can be considered that examination of support plans and support methods such as by supervising through intra-organizational case meetings, and linking of support and sharing of goals based on each role by means of case meetings with related organizations are an important and basic

effort.

(3) Study

From the results of the surveys and interviews, it was considered that "difficulty of support" was widespread and highly individualized. With that in mind, we focused on the study of the following three types of support difficulties:

Difficulty in support for understanding the disability

Difficulty in support for multiple problems such as multiple disabilities and diseases

Difficulty in support derived from the relationship between users and supporters

In addition, we introduced ways such as how to arrange cases with support difficulty from prior research in the area of elderly care.

Lastly, as future challenges, it was noted that although the nature of support difficulty has been widely confirmed, narrowing down of its factors and frameworks may still be considered as ambiguous, and it was also noted that it is possible to make the research target to cases where employment, returning to work, cases that do not lead to settling into the workplace, and cases where fade out of support occurred. Taking this research as the first step, it is expected that further progress on research on support difficulties will be made.