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A Study about the Development of the Support Method Coping with the Needs and the Change of the Work Support Process for Schizophrenic Person

[Survey Report No. 90] Summary

1. Coauthors

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2. Research period

Fiscal 2007 to 2008

3. Composition of the survey report

Overview
Chapter 1   Background and purpose of the research
Chapter 2   Method
Chapter 3   Results and observation
Chapter 4   Comprehensive observation

4. Overview of the research

Background of the research
- Calculating the employment quota of persons with mental disabilities
- Enforcement of the Services and Supports for Persons with Disabilities Act

➡ **"Growing demand for work supports"**

Purpose of the research
- To clarify the work support process of supporters and share know-how for work supports.

Analysis method

The qualitative research method (a modified grounded theory approach) is used to analyze interview data (a word-for-word record) from work supporters.

Results and observation
- **Implementation process for work supports:** Instead of being progressively implemented, work supports are provided together with supports designed for medical treatment and life. Programs of work supports are implemented in succession, closely related and mutually effective while being implemented.
- **Supportive action process for supporters in work supports (Fig. 1):** A number of supportive actions are implemented during the same period, circulate through different routes, interact with one another, and lead to a new set of supportive actions based on decisions made by persons with disabilities.   Moreover, those actions are flexible.
- **Supportive process for decision-making (Fig. 2):** Supports are provided to allow persons with disabilities to make decisions in a beneficial manner according to the actual conditions while respecting the decisions that they make.

Summary

The analysis revealed that: (1) work supports are not progressive developments but circulatory ones; (2) on the precondition of their circulative developments, multiple supports are provided during the same period and in a undulated manner according to the purpose in each stage of work supports; (3) in all that, supporters provide supports while helping persons with disabilities make decisions; and (4) supportive programs that seem to be different do have a common process.

Comprehensive observation
- It is presumably the significance of this research that allowed the coauthors to present the process for the entire set of actual work supports in the form of charts.
- The analysis findings apparently serve as useful information in providing effective supports in the sense of being applied to actual scenes and proving useful when put to practice.

5. Purpose and method of the survey

■ Background and purpose

The reality of persons with disabilities at work in recent years reveals the following.   Due to partial revision of the "Law for Employment Promotion, etc. of the Disabled," the real employment quota was initially calculated in April 2006 to include not only persons with physical disabilities and persons with intellectual disabilities, but also persons with mental disabilities as well.   As a result, there is a growing trend in the numbers of job-seekers and those employed.

Table 1-1   Numbers of job-seeking applications and employment of persons with mental disabilities

	Fiscal 2000	Fiscal 2007
Number of job-seeking applications	4,803	22,804
Number of persons employed	1,614	8,479

Source: "The Status of Job Introductions to Persons with Disabilities in Fiscal 2007"
As announced by the Section for Employment Measures for Persons with Disabilities,   Employment Security Bureau, Ministry of Health, Labour and Welfare

Against that background, the Ministry of Health, Labour and Welfare has been taking various employment support measures for persons with mental disabilities.   These measures will presumably continue to be effectively used, thereby promoting the employment of such persons.   At the same time, in view of the work support status regarding persons with disabilities, efforts to support a shift to work began in areas of medical treatment, social welfare and others as the Services and Supports for Persons with Disabilities Act came into effect in 2006.   Given these developments, more institutions are now newly providing work supports.   Moreover, the facilities that provide such enterprises for work supports are supposed to be provided with service management representatives, work supporters and vocational guidance providers.   Although training is provided for service management representatives, no special training is provided for work supporters and vocational guidance providers; as a result, the way has yet to be paved for training supporters engaged in work supports.   In such a transitory period, the demand for work supports for persons with mental disabilities is rising even further.

Today, work supports for persons with mental disabilities are provided by hospitals (i.e., psychiatry departments) and other medical treatment and health institutions, rehabilitation facilities and other social welfare institutions, public placement offices (Hello Work) and other vocational rehabilitation institutions, and various other establishments.   Work supports are provided as the central service in vocational rehabilitation institutions.   Medical treatment and health institutions, social welfare institutions and other establishments conduct all that together with central activities according to the purpose and regulations of the respective institutions.   These establishments respectively organize work supports in the form of providing information and conducting exercises regarding job-seeking, vocational life and other aspects, vocational preparatory training, skill training, job-seeking supports, workplace experience and practical training, group work, job coaching, supports for becoming established in the workplace, and related activities.   These activities are conducted as a "work support program."

These efforts have been presented in many cases of prior research and are divided into: (a) implementation of the work support process and support techniques based on cases using the "work support program" at medical treatment and health institutions, social welfare and vocational rehabilitation institutions, (b) presentation of the contents of work support techniques and practical considerations thereof, and (c) field surveys with a narrowed focus on characteristics of the work and work support techniques of persons with mental disabilities.   Most of the documents, however, are designed to clarify the realities of work supports within the scope of work and the roles of respective institutions.

As discussed above, since prior research has been limited to case studies and summaries of actual situations, the system on the supporters' side that upholds the work supports is not yet sufficiently ready, as described above.   A common understanding of the specific know-how for work supports is therefore quite inadequate.

This study is therefore designed to: (1) analyze the structure and contents of work supports for persons with disabilities as provided by vocational rehabilitation institutions and some medical treatment and

social welfare institutions, and the judgments and actions of supporters according to changes in the needs and actions of the persons concerned (i.e., persons with disabilities) in the process of supports; (2) present the knowledge and expertise necessary for work supports, based on which the process for work supports is presented as formal knowledge in written form; and (3) aim to share know-how in work supports regarding persons with mental disabilities. Provided that, in view of the strictness of analysis, this study will focus on one category of persons with mental disabilities (i.e., schizophrenic persons) in an attempt to share support know-how in the process of work supports.

■ Method
The grounded theory approach is defined as "a theory that is effective in explaining and predicting human actions and, at the same time, which has excellent explanatory power within the limited scope based on a research theme whose significance has been clearly confirmed by the researcher involved (Kinoshita, 2003a)." The coauthors decided to use the modified grounded theory approach (hereafter the "modified M-GTA"), which was developed based on that theory in view of its practical use. Moreover, the coauthors decided to use the modified M-GTA as the analysis method for this research because it visualizes analysis findings as a diagram of results, easily applies the analysis findings to actual scenes, and leads to understanding, verification and application in actual scenes. The method of research used was to: (1) interview 17 supporters engaged in work supports for schizophrenic persons regarding the supports they provide on a daily basis; (2) convert contents of the interviews into the form of data as a word-for-word record; and (3) analyze it.

6.　Contents of the survey

The modified M-GTA was utilized to conduct analysis from the following three perspectives so that a single item of interview data could be used to identify the issues from various viewpoints.
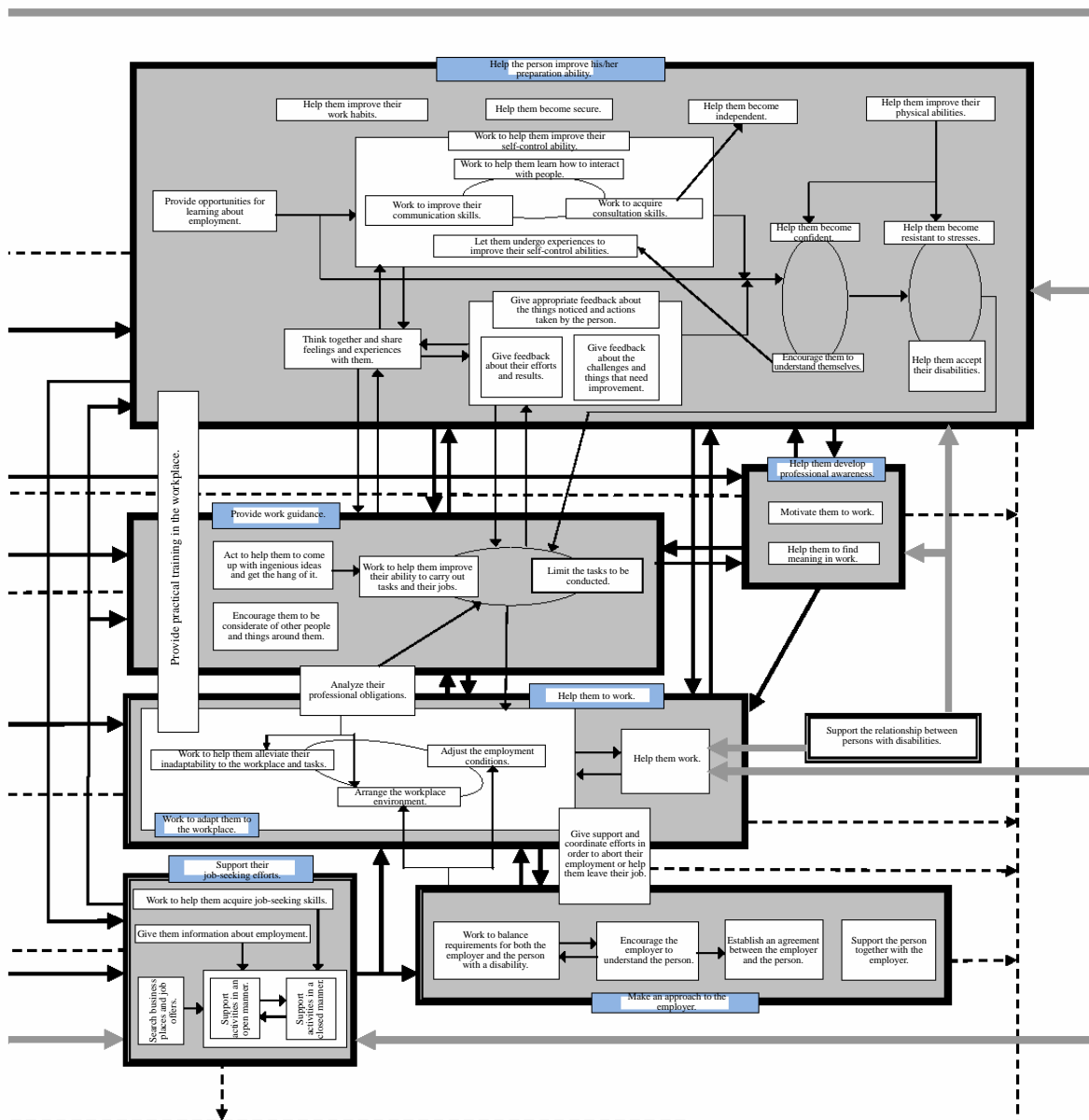- Process for providing work supports for schizophrenic persons
  The coauthors decided to review this process yet again, partly to reconfirm how work supports are provided for schizophrenic persons in actual scenes when the supports are presented in time series, and thus characterize the process of work supports for schizophrenic persons.
- Process for support actions of supporters in work supports for schizophrenic persons
  The coauthors decided to clarify the status judgments and prospects of supporters for persons with disabilities and their environments, and the process of specific work supports regarding those persons. The coauthors considered clarifying the moves of support actions according to the needs and challenges of persons with disabilities, instead of treating support actions as the support systems and menus clarified thus far, thereby presenting the support actions as know-how common to work supports.
- Support process for upholding decision-making in work supports for schizophrenic persons
  For schizophrenic persons having disability characteristics that developed in their youth and who find it difficult to make decisions, the process toward obtaining a job entails a series of decision-making steps. Supports for upholding decision-making are therefore considered to have important significance. For that reason, the coauthors decided to clarify what kind of supports the supporters provide in the process for persons with disabilities to help them make decisions in actual scenes.

■ Process for providing schizophrenic persons with work supports
The process for providing work supports for schizophrenics was analyzed with the elapse of time serving as the axis. One can hardly say that the result diagram shows a pattern peculiar to the work supports for schizophrenic persons. Therefore, the program for work supports is implemented similarly to those designed for other kinds of persons with disabilities. However, it was made clear that, instead of being provided progressively, the work supports are provided together with supports designed for medical

treatment and life, and that programs for work supports are implemented in succession, closely related and mutually effective while being implemented.   Moreover, the decisions made by persons with disabilities tend to be emphasized, so that the principles and contents of support are changed from time to time and flexibly provided according to changes in the symptoms, needs, intentions and other aspects of the persons with disabilities.

■ Process of support actions of supporters in work supports for schizophrenic persons
The process for support actions of supporters in work supports for schizophrenic persons were divided into three sub-processes: [process for determining principles based on judgments of the supporters and the decisions made by persons with disabilities], [process for actions concerning specific supports for persons with disabilities], and [process for support actions affecting the work supports].   When viewed from the perspective of support actions, a number of support actions are provided during the same period instead of being shifted progressively.   Each circulates through a different route and interacts with one another.

Fig. 1   Process for support actions in work supports

New information is also constantly accumulated, coupled with a demand for a new understanding and judgment of persons with disabilities, thereby leading to a new support action based on the decisions made by persons with disabilities.   In other words, the process for support actions was found to involve multiple supports interacting with one another during the same period while acting in a complex manner. The support actions for schizophrenic persons also showed the characteristics described below. Supporters were found to be providing mutually-opposite supports (that is, "observing the person without intervention" and "acting positively on the person") for schizophrenic persons who chronically find it difficult to control themselves in life, according to the purpose of the moment and in a varied, flexible manner.   Moreover, even in case of things unintended or considered inappropriate by the supporters, they were found to accept the challenges and trial and error that reflect the decisions made by persons with disabilities, allow those persons to develop an appropriate self-understanding based on appropriate feedback of the results, and aim to provide supports that suit the persons with disabilities.

Help the person improve his/her preparation ability.

Help them improve their work habits.

Help them become secure.

Help them become independent.

Help them improve their physical abilities.

Work to help them improve their self-control ability.

Work to help them learn how to interact with people.

Provide opportunities for learning about employment.

Work to improve their communication skills.

Work to acquire consultation skills.

Help them become confident.

Help them become resistant to stresses.

Let them undergo experiences to improve their self-control abilities.

Give appropriate feedback about the things noticed and actions taken by the person.

Think together and share feelings and experiences with them.

Give feedback about their efforts and results.

Give feedback about the challenges and things that need improvement.

Encourage them to understand themselves.

Help them accept their disabilities.

Provide practical training in the workplace.

Help them develop professional awareness.

Provide work guidance.

Motivate them to work.

Act to help them to come up with ingenious ideas and get the hang of it.

Work to help them improve their ability to carry out tasks and their jobs.

Limit the tasks to be conducted.

Help them to find meaning in work.

Encourage them to be considerate of other people and things around them.

Analyze their professional obligations.

Help them to work.

Work to help them alleviate their inadaptability to the workplace and tasks.

Adjust the employment conditions.

Help them work.

Support the relationship between persons with disabilities.

Arrange the workplace environment.

Work to adapt them to the workplace.

Give support and coordinate efforts in order to abort their employment or help them leave their job.

Support their job-seeking efforts.

Work to help them acquire job-seeking skills.

Give them information about employment.

Work to balance requirements for both the employer and the person with a disability.

Encourage the employer to understand the person.

Establish an agreement between the employer and the person.

Support the person together with the employer.

Search business places and job offers.

Support activities in an open manner.

Support activities in a closed manner.

Make an approach to the employer.

■ Support process that upholds the decisions of schizophrenic persons in work supports
The analysis findings of the support process that upholds decision-making revealed that: (1) work supports also emphasize the decisions made by persons with disabilities; (2) supports are not only provided according to judgments made by the supporters; (3) supporters respect the decisions made by persons with disabilities; (4) supporters provide support while repeating supports that help those persons become independent and supports that expand their thoughts and values; and (5) support programs that allow persons with disabilities to make beneficial decisions that suit reality are used to proceed with work supports.   More specifically, supporters must have insight into what kind of supports to provide for the decision-making of persons with disabilities, and also provide those persons with opportunities to collect and examine information that are easily hampered by disabilities.   Moreover, support actions that respect the intentions of persons with disabilities, and wait for them to make independent judgments and take independent actions were also found to be important in supports that uphold the decisions made by persons with disabilities.
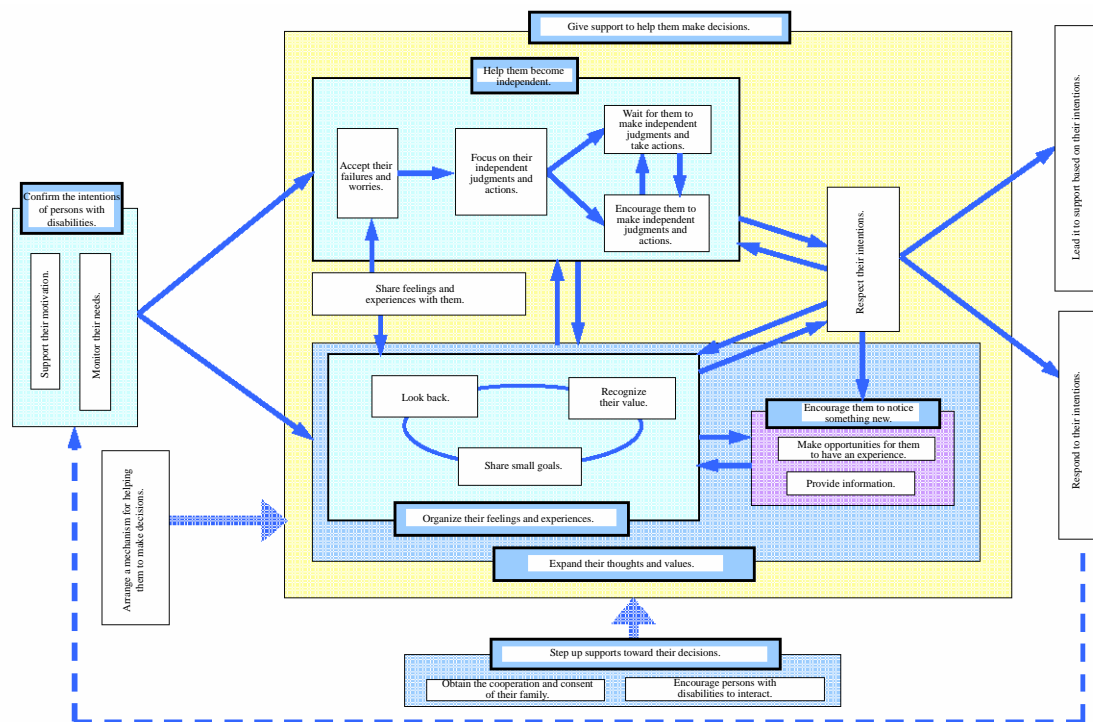

Fig. 2   Support process that upholds decision-making in work supports

■ Summary
Vocational rehabilitation generally reflects a progressive process based on a support program that entails "vocational consultation," "vocational assessment," "training," "job-seeking" and "follow-up."   The present analysis has apparently revealed the actions in the entire set of work supports based on support actions.   The three analyses in this study revealed that: (1) the provision of supports toward the general work of schizophrenic persons involves a circulatory not progressive form of provision; (2) on the precondition of this circulatory provision, multiple supports are provided in a undulated manner during the same period according to the purpose in each phase of the work supports; (3) in all that, the supporters provide supports while upholding the decisions made by persons with disabilities; (4) seemingly different support programs share a common process.   Moreover, regarding the decision-making of schizophrenic persons, many documents discuss the importance of decision-making in medical treatment and nursing as incorporated as one of the support techniques for schizophrenic persons.   The coauthors believe that they have successfully demonstrated that decision-making is also an important factor in work supports as well.

■ The significance of this study in the entire research

In this study, the coauthors interviewed supporters having much experience with work supports for schizophrenic persons, and succeeded in presenting the process (actions) of the entire set of work supports actually conducted in the form of a set of charts.　The coauthors consider that the significance of this study was to clarify how supporters take circulatory and complex support actions where: (1) through those charts, support actions in work supports are taken as a set of actions on persons with disabilities and the environment and as a coordinated form of both; (2) multiple types of support actions are constantly taken simultaneously; (3) the results of those support actions affect changes in the situation stemming from the characteristics of persons with disabilities and those of the environment, and vice versa; and (4) support actions begin based on determining the principles of supports according to judgments made by the supporters and decisions made by persons with disabilities.　The coauthors believe that this study will have even greater significance when work support institutions and supporters consider the analysis results of this study in practical scenes and put those results to practice.

■ How to use the research findings

This study employed the research method of the modified M-GTA.　Here, the analysis findings can be verified through application to actual scenes.　When put to practice in actual scenes and subjected to necessary corrections, these findings will hold as an even more usable theory.　This study aims to apply the analysis findings to actual scenes in that manner.　In this study, the coauthors conducted a hearing of work supporters engaged in the work supports for schizophrenic persons as pertaining to the analysis results obtained, and collected comments from many people.　While referring to those comments as well, the coauthors organized aspects of applying these research findings to actual scenes.　The methods of putting the findings to practice are as follows:

1. Using the findings to understand the actions in work supports
2. Using the findings as material for reaching a common understanding
3. Using the findings to look back on previous supports for reaffirmation
4. Making modifications according to the support process at each institution
5. Establishing a reliable relationship through cooperative work

Based on this report, the coauthors have also developed a handbook compiled in a user-friendly manner that includes some specific cases in order to provide information for work supporters wishing to provide effective supports for schizophrenic persons.　Readers are therefore encouraged to refer to "A Practical Handbook of the Work Support for Schizophrenic Persons."

7. Future prospects

This study allowed the coauthors to ascertain a general image of the support process (actions) in work supports for schizophrenic persons.   The support process for actual work supports, however, involves various supports provided in a complex manner. Therefore, it may be possible to find the actions and know-how for even more detailed support actions by conducting analysis from another perspective of support actions similar to the analysis of support process from the perspective of decision-making.   The coauthors also encourage future debate about how to provide even more effective work supports by putting this system into practice as a comprehensive program.