I. **Introduction**

Understanding that mental illness affects individuals differently, the Minnesota Department of Human Services designed the Stay Well, Stay Working (SWSW) program as an individually tailored, strengths based, client driven intervention that was flexible enough to meet the array of needs of the target population. This report presents case studies to illustrate the experiences, goals, and accomplishments of six diverse SWSW participants. The goal of these case studies is to illustrate that the SWSW intervention was responsive and flexible enough to yield positive outcomes across a broad spectrum of individuals with mental illness.

The SWSW program enrolled 1,494 participants in the intervention group with different demographic characteristics, health and mental health conditions, health and behavioral health service utilization histories, and employment experiences prior to enrolling in the program. As a result, the experience of SWSW participants varied according to their needs, motivations, and levels of engagement. The six case studies presented below illustrate the diversity of participants in terms of age, gender, geographic region, diagnosis, physical health status, and education.

Methodology: Participants were selected for the case studies from the 367 individuals enrolled in the intervention group in 2007. Selection criteria included: 1) completion of an Annual Review of the Wellness and Employment Success Plan; 2) regular or consistent contact with a Navigator (10 or more contacts in a year); 3) documented health care and employment support utilization; 4) geographic region; 5) demonstrated improvement in mental health or financial status; and 6) prior application for Social Security Disability Insurance. The six individuals selected met the majority (but not necessarily all) of these criteria.

A variety of data sources were integrated to develop and compile the case studies. Participant experiences prior to SWSW are documented from the Initial Assessment and the Baseline SWSW
Survey. Participant goals and experiences during the SWSW program are compiled from the Wellness and Employment Success Plans (WESP), the Navigator Encounter Database, State of Minnesota claims data, and employment service utilization data. Outcomes are based on the Annual Review, Navigator encounter data, and the Second Annual SWSW Survey. **Table 1** summarizes the data sources and variables used for the case studies.

<table>
<thead>
<tr>
<th>Information Type</th>
<th>Data Sources</th>
<th>Variables</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demographics</td>
<td>DMIE Central Data Base</td>
<td>Age, gender, region, GAF, education, diagnosis</td>
</tr>
<tr>
<td>Experience Prior to SWSW</td>
<td>Initial Assessment, Baseline SWSW Survey</td>
<td>Health and behavioral health treatment history, impact of mental health condition, employment history, job satisfaction</td>
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<tr>
<td>Experience During SWSW</td>
<td>WESP, Navigator Encounter Database, MMIS claims data, employment support utilization data</td>
<td>Navigator contacts, wellness and employment goals and referrals, health care and employment support utilization</td>
</tr>
<tr>
<td>Outcomes</td>
<td>Second Annual SWSW Survey, WESP Annual Review, Navigator Encounter Database</td>
<td>Income, SF-12, quality of life</td>
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</table>

### II. Case Studies of Stay Well, Stay Working Participants

The following section presents case studies of six SWSW participants, detailing pre-enrollment experiences, experiences during the program, and outcomes achieved as a result of program participation.

**Tables 2 and 3** provide a detailed summary of key characteristics of the six individuals featured in the case studies.

<table>
<thead>
<tr>
<th>Pseudonym</th>
<th>Gender</th>
<th>Age</th>
<th>Region</th>
<th>GAF</th>
<th>Education</th>
<th>Applied for SS prior to SWSW</th>
<th>Primary Diagnosis</th>
<th>Secondary Diagnosis</th>
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<tbody>
<tr>
<td>Sarah</td>
<td>Female</td>
<td>30-39</td>
<td>Duluth</td>
<td>55</td>
<td>College</td>
<td>No</td>
<td>Post Traumatic Stress Disorder (PTSD)</td>
<td>Major Depressive Disorder, Recurrent</td>
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<tr>
<td>Edith</td>
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<td>Metro</td>
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<td>2-yr Degree</td>
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<td>Major Depressive Disorder, Recurrent, Moderate</td>
<td>none</td>
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<tr>
<td>Ben</td>
<td>Male</td>
<td>40-49</td>
<td>Metro</td>
<td>48</td>
<td>&gt; College</td>
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<tr>
<td>Emily</td>
<td>Female</td>
<td>20-29</td>
<td>Duluth</td>
<td>55</td>
<td>High School</td>
<td>No</td>
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<td>Schizoid Personality</td>
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<tr>
<td>Sam</td>
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<td>Metro</td>
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<td>2-yr Degree</td>
<td>Yes</td>
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<tr>
<td>Jane</td>
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<td>50-59</td>
<td>Metro</td>
<td>53</td>
<td>Graduate Degree</td>
<td>Yes</td>
<td>Major Depressive Disorder, Recurrent, Moderate</td>
<td>Panic Disorder with Agoraphobia</td>
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Source: DMIE Central Database and SWSW Survey
Sarah

Sarah is a female in her 30s living in the Duluth area. She suffers from Post Traumatic Stress Disorder and Major Depressive Disorder. Sarah is college educated and has never been married.

1. Experiences Prior to SWSW

Sarah has struggled with mental health problems since childhood. In 2006, her depression deepened and she frequently experienced difficulty “just getting through the day.” She had problems with anger management and dealt with feelings of self-doubt. She admitted to having a “history of running from problems.”

Health and Mental Health Care Utilization: In the year prior to enrolling in SWSW, Sarah used a range of health and mental health care services, including dental and eye exams, pharmacy services (antidepressant prescription), and psychiatrist and therapist visits. She also saw a primary care provider for birth control and a Well-Woman Exam.

Employment Experiences: Sarah has held a variety of jobs, including working as a clerical worker, retail salesperson, and waitress. She quit the most recent of these jobs prior to being fired for reporting to work intoxicated. At the time of SWSW enrollment, Sarah worked approximately 30 hours per week as a direct social service provider. She liked her job, but was dissatisfied with the low pay and part time hours and had problems taking time off to attend mental health appointments. She was discouraged that her career was not falling into place faster and was eager to find a job with more responsibility.

Baseline Survey Results: On her Baseline SWSW Survey, Sarah reported negative feelings about her quality of life. She noted feeling “terrible” about her financial situation. She felt “mostly dissatisfied” with her health in general and “unhappy” about her emotional well-being. Sarah also reported feeling dissatisfied with the kinds of jobs she gets and feeling that her family and friends were disappointed in the types of jobs she gets.

2. Experiences during the SWSW Program

Goal Setting: When she enrolled in SWSW, Sarah made many goals related to her health and wellness. She wanted to continue with therapy, to continue taking her medications, to take personal time, to work on anger management, and to improve her finances. Sarah’s Navigator referred her to Medica

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Behavioral Health (MBH) for her mental health needs and to Optum for work-related questions and financial counseling. Sarah's employment goals included keeping her current job and advancing her career. She was also interested in pursuing a Master's degree. Sarah was referred to EASE for assistance with her longer term employment goals.

**Navigator Contact:** Sarah and her Navigator meet or talk on the phone about once a month to discuss Sarah's employment situation and her financial difficulties, as well as her mental and physical health status. Sarah and her Navigator discuss Sarah's concerns and possible solutions, including resources offered though SWSW or in the community. In addition to the monthly meetings, Sarah also initiates contact with her Navigator when she is dealing with a specific problem.

**Health Care Utilization:** Sarah has used a variety of medical services while enrolled in SWSW. She regularly used mental health services until early 2009 when she had a conflict of interest with her therapist. Sarah has recently started seeing a new therapist. Sarah also took an antidepressant for her first six months in SWSW. She has used acupuncture and physical therapy to treat chronic pain and uses an inhaler to manage her asthma. In late 2008, Sarah ended up in the emergency room after a serious leg injury and received regular follow-up treatment for several months.

**Service Referrals and Follow-Up:** Sarah has used many of the referrals provided by her Navigator. She was very satisfied with her interactions with MBH and MBH's assistance in finding a mental health professional. She also used Optum for assistance with a workplace related conflict and found the service helpful. Sarah followed through on the EASE referral and was happy with the services; off-site job support was helpful in maintaining and finding suitable employment and the CareerScope allowed her to verify that her career path corresponds with her interests and abilities. Instead of using Optum for assistance managing her finances, Sarah found two community resources in the Duluth area that have provided assistance.

**Goals for Year 2 in SWSW:** After 12 months in SWSW, Sarah wanted to continue to work on managing her mental health. She also was still interested in pursuing additional education and in advancing her career. Her new goals included participating in more work related training and improving her active listening skills.

### 3. Outcomes

Sarah was able to accomplish many of her wellness and employment goals during her first year in SWSW. She saw her therapist bi-weekly and consistently took her medications. Sarah's score on the Mental Health component of the SF-12 increased over 150 percent (from 21.60 to 56.48 ([Table 2](#))). She also took the initiative to address her financial situation and found a community-based financial counseling service to help her manage her finances. Sarah received a raise at her job three months after enrolling in SWSW. Three months later, she found a new job with a higher salary and better hours, achieving her career advancement goal. More recently, Sarah found another new job with more responsibilities and turned to her Navigator for help with the transition. She feels positive about her communication with her new supervisor and is very happy with the job training she has received. Sarah's salary has increased by over 77 percent since the start of the program.

Sarah has a medical provider that she visits regularly for health care and received a Well-Woman Exam and an eye exam during her first 12 months in SWSW. She was consistent in using therapy until early 2009 and has recently started therapy again.

On her Second Annual SWSW Survey, Sarah reported a more positive outlook on employment, and felt less disappointed in the types of jobs she gets and more satisfied with her financial situation from working. She also reported improvements in her quality of life, feeling happier about her living situation, social life, job, salary, financial well being, and health. In contrast, during her first year in SWSW, Sarah's feelings regarding her life in general went from “mixed” to “pleased.”
B. Edith

Edith is a female in her 60s living in the Minneapolis/St. Paul metro area. She has been diagnosed with Major Depressive Disorder. Edith also struggles with a myriad of physical health problems including high blood pressure, Type 2 diabetes, sleep apnea, atrial fibrillation, and knee pain. Edith has never been married.

1. Experiences Prior to SWSW

Health and Mental Health Utilization: Edith has a history of depression. She saw a therapist and was on medication (antidepressant), but was unhappy with the side effects. In addition to the antidepressant, Edith was also taking several other medications to help manage her physical health problems.

Employment Experience: Edith has held a variety of jobs over her lifetime, mainly in the fields of accounting or telemarketing. Most recently, Edith worked as a telemarketer approximately 22 hours a week. She liked the environment at the call center and enjoyed certain aspects of the job, but was not pleased with the sales portion of the job. She said she would prefer a job with more challenges and responsibilities, but felt that she just needed to continue to work so she could pay her rent and health care co-pays.

Housing Issues: Prior to finding her most recent job, Edith experienced a period of homelessness. She was evicted from her apartment and had suicidal thoughts for the first time in her life. She went through partial hospitalization and then moved into a safe house. Edith lived in a shelter until she found her current position.

Baseline Survey Results: On her Baseline SWSW Survey, Edith indicated that she thought “most jobs are pretty boring and routine.” She reported having mixed feelings about her life in general. Edith also indicated on her survey that she applied for Social Security Disability Insurance in early 2006.

2. Experiences during the SWSW Program

Goal Setting: Edith and her Navigator came up with many goals for Edith to work on during her time in SWSW. Edith’s health and wellness goals included improving her mobility, losing weight/increasing exercise, improving her nutrition, and arranging a sleep study. Edith’s Navigator referred her to Optum for healthy eating tips and Medica for medical appointments. Edith was also referred to Medica Behavioral Health (MBH) for therapy. Edith made two employment goals; to find another job and to improve her computer skills. Edith was referred to both a vocational rehabilitation counselor and EASE services for help in preparing to look for another job.

Navigator Contact: Edith and her Navigator meet or speak on the phone a little less than once a month. They discuss Edith’s physical and mental health as well as Edith’s anxiety surrounding her job. When Edith first enrolled in SWSW, she turned to her Navigator for help understanding her prescription coverage under the SWSW health insurance.

Health and Mental Health Care Utilization: Edith receives treatment for a variety of physical health conditions including Type 2 diabetes, high blood pressure, high cholesterol, and atrial fibrillation. Edith was hospitalized in late 2007 for a knee replacement. She also has been tested and received treatment for sleep apnea and other sleep disturbances. She has been seeing a dentist regularly and recently had several teeth removed. Edith also recently started seeing a therapist. She takes a number of medications including antidepressants, cholesterol medication, diabetes medication, high blood pressure medication, and an anticoagulant.

Referrals and Follow-Up: Edith used a number of referrals she received from her Navigator and reported satisfaction with the assistance offered by Medica and MBH. Edith worked with a
rehabilitation counselor at the Minnesota Workforce Center for assistance in finding a new job. She also followed through on the EASE referral for additional assistance meeting her employment goals. Edith has developed a resume and is working closely with her EASE worker for job placement.

**Goals for Year 2 in SWSW:** Edith made one new goal after 12 months in SWSW -- to get dentures—and plans to continue working on her remaining goals from Year 1 that she has not yet accomplished. Edith’s Navigator referred her to Delta Dental for assistance getting dentures.

3. **Outcomes**

At the end of her first year in SWSW, Edith is still working on many of her wellness goals. Her mobility has improved with knee surgery, but she still has some pain and stiffness. She has made progress in improving her level of physical activity and nutrition (e.g., eating more fruits and vegetables, and cutting back on fast food and soda consumption). She participated in a sleep study and started treatment for sleep apnea. Edith has not successfully found another job, but is working closely with EASE services to improve her computer knowledge and typing skills. She picked up additional hours at her job, resulting in a 24 percent increase in salary.

Edith engaged in preventative health care during her first year in SWSW, including receiving a Well-Woman Exam and mammogram, an eye exam, and a dental exam. She was proactive about completing needed tests and procedures, such as a sleep study and knee replacement surgery. Edith has consistently filled the many medications she needs to maintain her physical and mental health. She started seeing a therapist to help manage her mental health. Over the first year in the program, engaging in therapy and medication compliance contributed to a 14 percent improvement in Edith’s mental health score on the SF-12.

Edith has a more positive outlook on employment and life in general after one year in SWSW. She “strongly agreed” with the statement “working makes me feel good about myself,” and “disagreed” with the statement that most jobs are boring and routine. Edith reported that she is “mostly satisfied” with her life in general, an improvement from “mixed” feelings regarding her life in general on the Baseline Survey.

C. **Ben**

Ben is a male in his 40s who lives in the Minneapolis/St. Paul metro area. He has never been married and has schooling beyond a four-year college degree. Ben has been diagnosed with Major Depressive Disorder; he has a history of chemical dependency, but has been sober for almost 20 years.

1. **Experiences Prior to SWSW**

**Health and Mental Health Utilization:** Ben has dealt with mental health issues since childhood. He identified several events in his childhood that he described as “traumas.” Ben is a victim of sexual abuse and violent crime, and has experienced Post Traumatic Stress Disorder, feelings of paranoia, anxiety, impulse control issues and unhealthy sleep patterns. Ben’s mental health condition has affected his work timeliness and performance, social relationships, and his ability to concentrate and follow through on goals. He enrolled in two different graduate school programs over the years, accruing significant student loan debt, but was unable to maintain the work load and earn a degree. Ben was not seeing a therapist or psychiatrist prior to enrolling in the SWSW program. His earnings exceeded the income threshold for Minnesota Care eligibility so he was not able to access consistent treatment for his mental health or physical health conditions. Ben also has an STD that requires ongoing treatment, which he only treats when he has insurance coverage.

**Employment Experience:** Ben’s mental health condition has affected his employment over the years. He was fired from past jobs for tardiness, disorganization, and problems with his colleagues and
supervisors. At the time of enrollment, Ben was working 40 hours a week as an office manager for a non-profit organization, a job he has held since 2004. Prior to this job, his longest tenure in employment was 2.5 years. Although he believes in the philosophy and mission at his current employer and values his position, Ben struggled with tardiness and disorganization, and was often at odds with his boss and would lose his temper. In fact, his boss once told him that he would be “unemployable in the real world.”

Baseline Survey Results: On his Baseline SWSW Survey, Ben indicated that he is disappointed in the kinds of jobs he gets. He also reported feeling “mixed” about his job and “unhappy” with his salary. Ben marked “mostly agree” on the statement “I see myself holding a paying job in the next year”.

2. **Experiences during the SWSW Program**

**Goal Setting:** Ben made several goals relating to his wellness at the start of SWSW. He wanted to manage and reduce his mental health symptoms, be regularly active, get better at keeping a schedule, tackle projects around the house, and be more tidy and organized. Ben was referred to Medica Behavioral Health (MBH) for therapy to help manage his mental health symptoms. Ben’s Navigator also referred him to Medica for STD treatment. Ben made three employment goals: to maintain his current job, to find a better job, and to improve his relationship with his supervisor. Ben was referred to EASE for help achieving his employment goals.

**Navigator Contact:** Ben interacts with his Navigator about once a month. They meet in person, speak on the phone, or communicate via email. Ben tells his Navigator about stressors in his life. They often discuss Ben’s employment situation and his mental health. The Navigator and Ben brainstorm ideas for helping Ben get rid of stressors in his life or overcome obstacles that are preventing him from achieving his goals.

**Health and Mental Health Care Utilization:** Ben has used SWSW health coverage to take care of small physical health issues. He saw a therapist a few times during his first year in SWSW, but more recently has been receiving mental health services on a regular basis. Ben has been taking an antidepressant regularly. Ben has been to the dentist once for a check-up and received treatment for sensitive teeth. He also had a cavity filled.

Ben has used many of the services offered in SWSW. He used MBH for help finding a therapist and was satisfied with the services. Ben was also satisfied with Medica’s services and was pleased to get consistent treatment for his STD. Ben used two EASE services, the Careerscope and Staying on the Job Support. He found the Careerscope helpful in evaluating his career path. Ben identified that Staying on the Job Support was very helpful in minimizing conflicts in the workplace and improving his timeliness.

**Goals for Year 2 in SWSW:** Ben made one new goal after 12 months in SWSW. He would like to get some dental issues resolved. Ben’s Navigator referred him to Delta Dental for assistance finding a dentist. The Navigator also referred Ben to the Minnesota Workforce Center for Vocational Rehabilitation Services for additional help finding a job with greater opportunity to advance into a career.

3. **Outcomes**

Ben is still working on his wellness goals. He is seeing a therapist to help manage his mental health symptoms. He has joined a gym and is working out several times a month, but would like to be working out even more. Ben has been doing better at having a regular routine and schedule. He is also starting to complete projects around the house.

Ben has achieved his primary employment goal, to keep his job. He has received two raises, an income increase of 20 percent. He is also managing more people and enjoys the additional responsibility. Ben has made progress on improving his relationship with his supervisor. He enjoys work more now because there is less conflict. He feels that if he were to choose to leave he would be able to get a good
recommendation from his supervisor. Ben has not met his goal to find a new job. He identifies the need to be networking and applying if he is interested in finding a new job.

Ben has addressed his physical and mental health concerns while in SWSW. He has a regular medical provider that he can visit for care. He has been seeing a therapist consistently and regularly takes his antidepressant. Ben also received routine dental care and pursued treatment for an STD.

On his Second Annual SWSW Survey, Ben had a more positive outlook on his employment. His feelings about his job changed from “mixed” to “pleased” and his feelings about his salary changed from “unhappy” to “mixed”. He disagrees with the statement “I’m disappointed in the kings of jobs I get.” Additionally, Ben is confident that he will hold a job in the next several years.

D. Emily

Emily is a female in her 20s who lives in the Duluth area. Emily has been diagnosed with Dysthymic Disorder and Schizoid Personality Disorder. She is a high school graduate.

1. Experiences Prior to SWSW

Health and Mental Health Utilization: Emily has suffered from depression since childhood. She began taking medication at age 17, and has tried a variety of antidepressants over time. She has seen several therapists in the past, but does not think they have been helpful. At enrollment in SWSW, Emily was not seeing a therapist. She was taking an antidepressant, but disliked the side effects of the medication. Emily has a history of substance abuse issues. She received a DUI in mid-2007 and reported that her drinking has caused problems, including frequent black-outs, showing up late for work, and disruptions in relationships. Emily also admitted to trying marijuana and cocaine.

Prior to enrolling in SWSW, Emily saw a doctor several times, took allergy medication, and visited the emergency room once for chest pain, which led to follow-up lab work to diagnose the cause.

Employment Experience: At enrollment, Emily was working 40-50 hours per week at a restaurant where she has worked since she was 18. She worked several shifts a week as a server and one or two as manager. In general, Emily liked her job, but reported that her mental health condition sometimes had a negative effect on her job performance, including interactions with customers and coworkers. She noted that her job offered the flexibility for her to go home when she was having a “bad day” (e.g., feeling irritable or overwhelmed).

Baseline Survey Results: On her Baseline SWSW Survey, Emily reported that she feels friends or family are disappointed in the kinds of jobs she gets. She also indicated that she disagrees with the statement “I feel working contributes to my ability to achieve important goals in my life.” Emily noted feeling “mixed” about her job and “mostly dissatisfied” with her emotional well-being. She also reported feeling “mostly dissatisfied” with life in general.

2. Experiences during the SWSW Program

Goal Setting: Emily’s wellness goals are all related to mental health. She wanted to find a good therapist, follow through on attending her appointments, and find the appropriate medication and dosage to manage her mental health condition. Emily’s Navigator referred her to Medica Behavioral Health for help finding a therapist and to Optum for support and stress management. The Navigator also suggested that Emily find a psychiatrist for medication management. For her employment goals, Emily wanted to maintain her current employment and to pay better attention to and manage her emotions. She also wanted to go back to school. Emily was referred to Optum for support on achieving her employment goals.
Navigator Contact: Emily and her Navigator speak more than once a month. They discuss Emily’s mental health, family issues, housing, classes, and other stressors in Emily’s life. In addition to referrals to providers in the SWSW network, the Navigator provides supportive consultation to Emily by discussing issues Emily raised in past encounters to assess progress. The Navigator also discusses Emily’s frequency and patterns of alcohol use, and encourages her to develop alternative coping skills for the stressors in her life.

Health and Mental Health Care Utilization: Emily has used a variety of health care services to maintain her wellness, including preventative care (e.g., Well Woman Exams, dental, and vision services) and maintaining a consistent medication regimen (antidepressant, allergy medication, and birth control). Emily was diagnosed with a sleep disorder in early 2008 and takes medication to address this condition. She has seen both a therapist and psychiatrist, but visits neither regularly.

Emily followed through on referrals from her Navigator for Medica Behavioral Health services to locate a therapist and psychiatrist. Emily has not used Optum.

Goals for Year 2 in SWSW: After 12 months in SWSW, Emily wanted to add “earning an Associates Degree” to her employment goals. Her Navigator referred Emily to the EASE for a CareerScope to help determine an area to pursue for her degree.

3. Outcomes
Emily successfully accomplished one of her wellness goals, to find the appropriate medication to manage her mental health condition. She has seen a therapist several times, but continues to look for a different provider with a better fit to improve her satisfaction and engagement. Although Emily is still working on her mental health status, she improved 12.18 points on the mental health portion of the SF-12 from the Baseline to the Second Annual SWSW Survey. Emily achieved her primary employment goal to maintain her employment at the restaurant. She also received a pay raise resulting in a 33 percent increase in her income. Emily started taking courses at a local college and is working to complete her Associate’s Degree. Emily has maintained a course load of at least 10 credits a semester while working a minimum 35 hours per week. She is also making progress on her goal of managing her emotions.

Emily has demonstrated a commitment to her health and wellness by engaging in preventative screens and routine exams, and through her compliance with her medication regimen. She has found an effective medication to manage her mental health condition and has been consistent in filling her prescriptions.

Emily’s outlook on her health and employment was more positive on her Second Annual SWSW Survey. Emily noted that she is “mostly satisfied” with her job. She also reported that “working contributes to her ability to achieve important goals” and that “working is a way to stay independent.” Emily’s perception of her emotional well-being changed from “mostly dissatisfied” to “mostly satisfied” over the course of her first year in SWSW.

E. Sam
Sam is a male in his early 40s living in the Minneapolis/St. Paul metro area. He has never been married. Sam suffers from Schizoaffective Disorder.

1. Experiences Prior to SWSW
Health and Mental Health Utilization: In 2006, Sam intentionally drank too much, was hospitalized for 8 days, and was treated for psychosis. Upon discharge, Sam attended day treatment before engaging in out-patient therapy to manage his mental health. Sam applied for Social Security Disability Insurance shortly after his hospitalization, but was denied. Prior to enrolling in SWSW in 2007,
Sam was seeing a therapist, a psychiatrist, and was taking both antidepressant and antipsychotic medications.

**Employment Experiences**: Sam has a history of unstable employment. Over the years, Sam has held a variety of jobs including working at a bank and working as an accountant. He has quit past jobs due to boredom, low energy, and problems with coworkers or his supervisor. In addition, working full-time in these jobs often led Sam to quit because his mental health condition would become unmanageable. At the time of SWSW enrollment, Sam worked approximately 20 hours per week in the hospitality business and in retail. He liked these jobs because the work was solitary and he could work independently. Sam stated that his medication compliance was important in maintaining his attendance at work.

**Baseline Survey Results**: On the Baseline SWSW Survey, Sam marked “somewhat agree” on the statement “I feel working contributes to my ability to achieve important goals in my life.” He reported having “mixed feelings about his job and his salary.” Sam also reported feeling “mostly dissatisfied” with his general health and his emotional well-being.

2. **Experiences during the SWSW Program**

**Goal Setting**: Sam made four wellness goals with his Navigator: 1) take medications at the same time everyday; 2) go to the gym regularly; 3) eat healthier; and 4) save $100/month. Sam’s employment goals included asking his supervisor more questions and being more assertive at work. He also wanted to be more cordial with customers and improve his customer service scores. Several months after enrolling in SWSW, Sam found a new job doing data entry to replace his hospitality job because the hours were better. Sam added two goals related to his new data entry job -- to receive more training and increase his speed to merit incentive pay.

**Navigator Contact**: Sam’s preferred mode of communication with his Navigator is through e-mail. They discuss his mental health and employment status, and the Navigator answers his questions about accessing the SWSW provider network, including verifying that his current psychiatrist is in network. The Navigator has also referred Sam to EASE worker supports to help him improve his socialization and customer service skills.

**Health and Mental Health Care Utilization**: While enrolled in SWSW, Sam has used several healthcare services. He sees a doctor to help treat sleep apnea, regularly visits the dentist, and has engaged in preventative care by getting a flu shot. Sam also periodically sees a therapist and a psychiatrist. He regularly takes three medications to help manage his mental health condition, including an antidepressant and an antipsychotic.

**Referrals and Follow-Up**: Sam has followed through on referrals from his Navigator. Medica Behavioral Health (MBH) helped him to verify that his psychiatrist is in the SWSW network. EASE worker supports helped him become more cordial with customers and more assertive at work.

**Goals for Year 2 in SWSW**: Sam’s new wellness goals after 12 months in SWSW are to build his self-esteem and become more social. Sam made a new employment goal to learn more about running the retail business where he currently works.

3. **Outcomes**

Sam has met several of his wellness goals. He has been taking his medication at the same time everyday and is putting $100 per month into his savings account. Sam is working on eating healthier and walks at least once a week for exercise.

Sam met all of his employment goals and data entry training helped him to increase his speed and efficiency in his new job. EASE services helped Sam to become more assertive at work and to be more cordial with customers. In the first year of SWSW, Sam’s income increased by 17 percent.
Sam has a medical provider he regularly visits for care. He received both a dental exam and a flu shot during his first year in SWSW. Sam has consistently taken his medications and saw a psychiatrist for medication management. During the first year in SWSW, Sam’s score on the mental health component of the SF-12 increased by 35 percent.

On his Second Annual SWSW Survey, Sam reported feeling “mostly satisfied” with his job and his salary. He noted feeling that working provides the financial resources to do the things he likes and that working helps him stay independent. Sam reported improvements in his feelings regarding his health in general, physical condition, and emotional well-being.

F. Jane

Jane is a female in her early 50s. She lives in the Minneapolis/St. Paul metro area, is married, and has a Master’s degree. Jane suffers from Major Depressive Disorder and Panic Disorder with Agoraphobia. Jane also has fibromyalgia and suffers from migraines.

1. Experiences Prior to SWSW

Health and Mental Health Utilization: Jane was first diagnosed with mental illness in the mid 1990s. For the past several years, she saw a nurse practitioner for medication management. She took two medications to help manage her depression and a third medication for anxiety. She stated that the medications keep her stable enough to stay working. Jane is sensitive to changes or breaks in her prescription medication regimen and notices a significant decrease in effectiveness when she takes a generic rather than the name brand pharmaceutical. In addition to addressing her mental health needs, Jane receives regular Well Woman exams and mammograms, and she had lab work done in relation to weight gain prior to program enrollment.

Employment Experience: Jane was working 10 hour shifts four days per week in the medical field as a patient care advocate. Jane was satisfied with her job, but did not have any real “likes.” She noted that the drive to work was very stressful, but once at work, the stress did not affect her job performance. A majority of Jane’s past jobs have been in the social service field. Her duration in these jobs ranged from several months to 5 years. She usually left jobs to pursue better employment opportunities. Jane left the social service field because of burnout and fatigue.

Baseline Survey Results: On her Baseline SWSW Survey, Jane reported negative feelings regarding her work. She disagreed with the statement, “I have more dignity and self-respect when working.” She also disagreed with the statement, “Working makes me feel good about myself.” Additionally, Jane reported that she was “mostly dissatisfied” with both her physical condition and her emotional well-being, and she reported applying for Social Security Disability Insurance in 2001.

2. Experiences during the SWSW Program

Goal Setting: Jane made several wellness goals when she enrolled in SWSW. She wanted to manage her mental health by taking her medication, monitoring the results, and maintaining regular communication with her medical and mental health providers. She also wanted to continue going to physical therapy to help manage her pain. Jane’s Navigator referred her to Medica for help finding a physical therapist that was in network. The Navigator also referred Jane to Optum for financial counseling. Jane’s only employment goal was to start her own business. The Navigator referred Jane to EASE for assistance meeting this goal.

Navigator Contact: Jane meets with her Navigator a little less than once a month, either by phone or in-person. Jane updates her Navigator on her progress towards her goals, as well as other concerns in her life. They problem solve together to come up with solutions to Jane’s problems. The Navigator also refers Jane to network services or community resources to help her overcome obstacles. For example,
Jane was having problems with her car, so her Navigator referred her to the Minnesota Help website as a resource and informed Jane about a high school in the area that offers inexpensive car repairs.

**Health and Mental Health Care Utilization:** Through SWSW, Jane has accessed a variety of health care services to manage her physical and mental health conditions. Jane regularly visits a therapist and sees a psychiatrist for medication management, and she uses pool therapy and biofeedback to manage her pain from fibromyalgia. She also has engaged in preventative health care, including dental, vision, and Well Woman exams. Jane maintains a regular medication regimen for several conditions including, insomnia, migraine headaches, arthritis, chronic pain, and a Vitamin D deficiency.

**Goals for Year 2 in SWSW:** Jane followed through on several referrals from her Navigator, including finding a network physical therapist through Medica to manage her pain. Jane called Optum for business advice and used EASE services for assistance in starting her own business. Jane also contacted a community resource, the Disability Linkage Line, for resources to help with her utility bills.

### 3. Outcomes

Jane has met several of her wellness goals, including managing her mental health, successfully working with her doctors, and establishing a medication regimen. Jane showed a small improvement in her mental health score on the SF-12 after one year in the program. She has been proactive in managing her chronic pain through a combination of therapy, biofeedback, and medication. Jane is still working to meet her employment goal of starting a business. She enrolled in a Masters of Entrepreneurship program to help meet this goal. Additionally, Jane found a better job, which she likes and increased her salary by 74 percent.

Jane had a more positive opinion of work on her Second Annual SWSW Survey. She expressed that she has more dignity and self-respect when working. She also noted that working makes her feel good about herself and that she sees herself working in the next year, two years, and three years. Additionally, Jane’s feelings regarding both her physical condition and her emotional well-being improved during her first year in SWSW.

### III. Conclusion

Stay Well, Stay Working was a strengths-based, client-driven, individually tailored intervention that had a positive impact on the enrolled population. The goal of this report was to illustrate through case studies the range of ways the program affected participants. The information presented in this report indicates that a strength of the SWSW program was the connection between overall wellness (health and mental health) and employment. Overall, the model was effective and flexible enough to meet the array of needs presented by diverse participants.