

Supplementary File

Summary of article retrieved

Authors/ Country	Stakeholder group	Study objective	Design	Context	Findings
1. Alverson et al. (1995) New Hampshire, USA	Clients	To understand how people perceive, experience and define their efforts to cope with mental disorders and vocational rehabilitation with the goal to gain competitive employment	<p>Ethnography</p> <p>Observation and interviews</p> <p>Length of follow up: 1 year from the time they began IPS</p> <p>N = 13</p> <p>6 female, 7 male</p> <p>Mean age: 30 (ranging from late 20s to early 60s)</p>	IPS program was located within the same local community health center as the consumers' other mental health services	<p>Yielded 6 themes related to personal coping strategies clients perceived they needed:</p> <ol style="list-style-type: none"> 1. Staying positive through self-encouragement, thinking of role models and communicating with friends 2. Avoiding substance abuse through attending or avoiding support groups 3. Seeking support from various sources (family, friends, pets, case manager, IPS specialist, etc.) 4. Avoiding mental illness symptom relapse 5. Making job-related decisions based on avoiding illness-inducing work settings and workplace stigma 6. Clients revealed their perspectives regarding medication compliance
2. Areberg et al. (2013) Sweden	Clients	To investigate participants' experiences of IPS participation and their experiences of receiving support from their ES	<p>Qualitative study as part of an RCT - content analysis</p> <p>Open-ended interviews</p> <p>Length of follow up: one interview 12 months after their first contact with their ES</p> <p>N = 17</p> <p>7 female, 10 male</p>	IPS participants received IPS run by 3 employment specialists that were employed by this research project which was affiliated with the mental health care team	<p>Yielded 6 categories describing participants' positive experience of being at the center of the IPS process:</p> <ol style="list-style-type: none"> 1. Clients appreciated having their needs and wishes valued by the ES 2. Clients benefitted from the skills of the ES in job searching 3. Clients valued the presence of their employment specialist during more challenging moments 4. Clients were aware of their limitations and this enabled them to communicate perceived future workplace problems to their ES 5. Clients perceived many motives for participating in IPS (real work opportunity, improving their economic situation and normalizing their situation)

			Mean age: mostly between 30-49 (ranging from 20-59)		6. Clients valued the collaboration between the vocational team and the mental health team since the psychiatric team could validate their vocational goals
3. Becker et al. (2007)	Clients	To examine the pattern of work of people with psychiatric disabilities over many years	<p>Mixed methods: Closed questions for work trajectories and open-ended interviews</p> <p>Grounded theory approach for the analysis</p> <p>Length of follow-up: 8-12 years after participants first enrolled in SE program</p> <p>$N_{(total)} = 38$ $N_{(12 \text{ year follow up group})} = 19$ $N_{(8 \text{ year follow up group})} = 19$</p> <p>16 female, 22 male</p> <p>Mean age: 49.2 (ranging from 42.2-56.2)</p>	Both studies were conducted at the same community mental health center	<p>Yielded 3 overlapping themes pertaining to significant influences on participants' work-related behavior:</p> <ol style="list-style-type: none"> 1. The persistent and pervasive nature of participants' psychiatric problems required proper symptom management and coping skills (ex. medication adjustment is important) 2. Patients generally preferred to work part-time for a few reasons (i.e. lesser demands and maintaining benefits) 3. The importance of ongoing IPS support (ex. when transitioning to a new job)
4. Besse, et al. (2018)	Clients	To explore how the nature and the intensity of stress experienced by IPS	Grounded theory approach for the analysis	The study was conducted at the Douglas Mental Health University Institute, a	<p>Yielded 4 themes related to experiencing work-related stress:</p> <ol style="list-style-type: none"> 1. Participants' perceptions of the nature and the origin of stress (i.e. internal, environmental, financial)

Montreal, Canada		clients changed after the transition from looking for work to being employed	<p>Semi-structured interviews with audio recordings</p> <p>Length of follow-up: more than a month after starting to work</p> <p>N = 16</p> <p>4 female, 12 male</p> <p>Mean age: 39 (ranging from 18-65)</p>	psychiatric hospital located in Montreal, Canada with a well-established IPS program	<p>2. Positive and negative effects of stress included motivation to learn new skills, anxiety, depression</p> <p>3. Coping with stress using different approaches helped clients to remain at work and increased self-esteem</p> <p>4. For most participants with more than two years of tenure, their experience impacted their perception and way of coping with stress</p>
5. Besse, et al. (2017)	Clients	To explore how people with mental health problems receiving IPS services define and experience employment-related stress	<p>Grounded theory approach for the analysis</p> <p>Semi-structured interviews with audio recordings</p> <p>Length of follow-up: participants had just been employed</p> <p>N = 16</p> <p>4 female, 12 male</p>	The study was conducted at the Douglas Mental Health University Institute, a psychiatric hospital located in Montreal, Canada with a well-established IPS program	<p>Yielded 4 themes related to job-searching and work-related stress:</p> <p>1. The level and sources of stress changed once participants found work</p> <p>2. Sources of work-related stress included but were not limited to internal doubts, self-imposed performance levels, fear of rejection</p> <p>3. Factors modulating the perception of stress included participants' values, their motivations for seeking work, the perceived support they received from others</p> <p>4. Their ability to cope with stress increased with continued employment and social contacts</p>

Mean age: 39 (ranging from 18-65)

6. Boycott et al. (2015)	Clients	To obtain service users' views of an IPS program implemented in the UK during recession	Qualitative thematic analysis Semi-structured interview guide Length of follow-up: at least 6 months since starting IPS N = 31 22 female, 9 male Mean age: 30.8	Participants were recruited from a community mental health team and early intervention in psychosis team	Yielded 6 themes related to their experience of searching for work with IPS: 1. Perceived barriers (personal, practical) 2. Disclosure (selective disclosure, fear of negative reactions) 3. Preparation for work for different reasons (practical reasons, social reasons) 4. Problems in finding work (competition for jobs, being underqualified) 5. Advice for others (good job-match, practical advice) 6. IPS service (practical, personal support), which 90% of participants were satisfied with
7. Coombes et al. (2016)	Clients	To gain more understanding of the consumers' experiences while engaged in an IPS program, within the context of an Australian area health service	Grounded theory methods Semi-structured interviews Length of follow up: not mentioned N = 5 2 female, 3 male	IPS implementation was done under supervision by the Vocational Education, Training and Employment (VETE) service which is a specialist mental health team, staffed by OTs and a research assistant, who provided consultation to and supervision of the IPS	Yielded a theoretical framework "Pushing through" which illustrated the reciprocal effect between participating in IPS and the other aspects of clients' lives: 1. Experiencing the IPS program (not being in control, responding to challenges, balancing independence and support) 2. Managing health (recognizing issues related to their symptoms and the contributing factors, developing strategies to cope with symptoms, recovering with the help of the employment specialist) 3. Real-world issues (being unprepared to meet the demands of IPS, juggling life roles, enjoying things)

			Mean age: ranging from 21-54	programs across the mental health service.	
8. Gammelgaard et al. (2017)	Clients	To describe how IPS and employment may influence recovery as experienced by persons with SMI	<p>A qualitative phenomenological hermeneutic research design with a reflective lifeworld approach</p> <p>Semi-structured interview guide</p> <p>Length of follow up: 4 months</p> <p>N = 12</p> <p>3 female, 9 male</p> <p>Mean age: ranging from 28 – 59</p>	The intervention was integrated within the mental health services and included ongoing job support and benefit counselling	<p>Yielded 4 themes related to participants' experience of IPS:</p> <ol style="list-style-type: none"> 1. Participants hoped IPS improved their job seeking situation (i.e. liked the idea of being assigned to one employment specialist) 2. The employment specialist demonstrated a variety of skills, qualities and approached in order to accommodate participants' specific needs 3. Employment considerably impacts several aspects of participants' lives (stability, fulfilling life goals such as travelling and starting a family) 4. Self-esteem, new skills and employment contributed to recovery
9. Huff et al. (2008)	Clients	<p>1. To examine the reasons people with psychiatric disabilities, stay on jobs and leave jobs</p> <p>2. To uncover the factors that affect job tenure.</p>	<p>Qualitative study - constant comparative method</p> <p>Exit interview guide</p> <p>Length of follow up: not mentioned</p> <p>N = 51 (26 leavers, 25 stayers)</p>	A total of nine agencies, six in Kansas and three in Colorado, participated in the study. The agencies were chosen on the basis of having an active SE program as well as a recent history of placing clients into	<p>8 categories were found to be common between participants that stayed employed and those which left the workforce:</p> <ol style="list-style-type: none"> 1. Interest in the work 3. Perceived support from supervisor 4. Competence/Confidence 5. Health (physical and mental) 6. Work schedule and flexibility 7. Getting to work 8. Money/Wage

Stayers: remained in their jobs past 6 months
Leavers: left their jobs before 6 months

Sex not mentioned

Age not mentioned

competitive jobs each month

10. Johnson et al. (2009)	Clients	To ascertain service users' views of what they found helpful about supported employment.	Qualitative thematic analysis	Six partner agencies participated in the study. Agency A operated within the mental health sector. Agencies B, C and D operated within the voluntary sector, by far the most common location for UK vocational services. Agency E is a pan-disability organization with contracts to implement two government programs	Yielded 3 themes related to what clients found valuable:
UK			Structured interviews based on standardized measures		1. Emotional support (motivation and encouragement, building confidence with the help of the ES, availability of support)
			Length of follow up: interviews were conducted at two time points, with approximately 12 months between each		2. Practical assistance (job preparation, job searching, application and recruitment process)
			$N_{(\text{time } 1)} = 182$ (86%)		3. Client-centered approach (tailored support, appropriate job matching, collaboration between MH teams and vocational teams)
			$N_{(\text{time } 2)} = 155$ (85%)		
			76 female, 106 male		
			Mean age: around 42		

11. Koletsi et al. (2009)	Clients	<p>1. To explore clients' views of the difficulties of obtaining and maintaining employment</p> <p>2. To explore clients' experiences of the support received from their IPS or Vocational Service workers</p> <p>3. To explore the perceived impact of work on clients' lives</p>	<p>Qualitative thematic analysis</p> <p>Eight semi-structured interviews with open and closed questions were conducted at all six sites</p> <p>Length of follow up: Interviews were conducted during the last 6-month period of an international RCT</p> <p>N = 48</p> <p>21 female, 27 male</p> <p>Age range: mostly 34-49 (ranging from 18-57)</p>	<p>Six study sites in London, Ulm-Gunzburg, Rimini, Zurich, Groningen, and Sofia. All the sites had IPS and Vocational Service in their centers</p>	<p>Yielded 5 themes:</p> <ol style="list-style-type: none"> 1. Perceived barriers: For IPS clients, fear of not performing well or not getting along well with colleagues was seen as a significant barrier 2. Help finding work: IPS clients received more help getting a job than vocational service participants. Most IPS participants considered that the IPS worker found the job for them 3. Incentives to continue working: clients in IPS perceived financial reward, structure, independence, new identity, etc. 4. Perceived effects of working: Not much difference between the IPS group and the Vocational service group 5. Disclosure of mental health problem: For those who did, almost all had had positive feedback from their colleagues and employers
12. Lexen et al. (2013a)	Clients	To explore how IPS participants working in a mainstream or real-world work setting perceive working and how their work environments impacted on their work performance	<p>Multiple case study design as part of an RCT</p> <p>WEIS-S interview questions, semi-structured interview was conducted when the participant had been working on average for two months</p>	Participants were receiving services from one of five psychiatric outpatient units that offered IPS	<p>Yielded 1 main theme "Striving to fit in at work by coping with environmental demands and adapting to the worker role" and 4 categories pertaining to clients' views of their work environment:</p> <ol style="list-style-type: none"> 1. Supportive and demanding factors in the work environment (ex. importance of the employer's support, impact of social atmosphere at work, importance of certain aspects of IPS support) 2. The impact of mental illness on work performance (limitations regarding managing social interactions)

			Length of follow up: the data reflects the first half of the IPS and RCT trial that lasted for 18 months		were gradually reduced, some limitations endured and others)
			N = 19		3. Personal strategies to cope with the work environment
			Female 8, male 11		4. Work and its impact of their daily lives
			Age range = 35-56		
13. Lexen et al. (2013b)	Clients	To investigate the IPS-support and IPS process from individual client, longitudinal, and PEO match perspectives:	Case-style analysis as part of an RCT	Participants were receiving services from one of five psychiatric outpatient units that offered IPS	Yielded 3 main themes:
Sweden		1. How does the IPS-support appear within and across the cases, and the IPS-process occur over time?	Socio-demographic questionnaire, The IPS Vocational Profile and Plan, The Work- characteristics questionnaire, The POES-P, the Work accommodation form interviews		1. IPS-process: It took the 5 participants between 6 and 9.5 months to start working from their baseline measurements.
		2. What does the PEO-match look like within and across the cases?	Length of follow-up: data collection was done over 12 months		2. IPS support was most needed for: Environmental accommodations to help with social interactions and occupational accommodations such as learning work tasks on the job
			N= 5		3. PEO match perspective: The PEO-match, i.e. pre- work and at-work PEO-match, was more effective if the participants had prior work experience since the onset of mental illness, disclosed their illness to their employer, and were not in an acute phase of their illness. Disclosure was seen positively since it allowed the ES to intervene and adjust the at-work PEO-match
			2 female, 3 male		

Mean age = 37.6

14. Liu et al. (2007)	Clients	What do participants think are (a) the important processes and outcomes of supported employment and (b) the conditions that influence those program processes and outcomes?	Grounded-theory approach for the analysis Open-ended and semi-structured probe questions for interviews Length of follow-up: study was conducted over a 3-month period N = 7 4 female, 3 male Age range = 20-60	Research was conducted at one metropolitan Canadian community vocational agency which adopted almost all IPS principles	Yielded 3 themes related to SE program outcomes: 1. Removing barriers to job seeking (equipment for effective job seeking, improving work-related skills and knowledge, encouraging a partnership between case managers and participants) 2. Improving psychological well-being (becoming reassured, achieving a better self-image) 3. Participating in paid work allowed program participants to acquire employment-related skills, which then improved their readiness for work and their psychological well-being
15. Nygren et al. (2016)	Clients	To describe a number of unique processes and analyze these with a special concern for circumstances perceived as of importance for the individual IPS process	Directed content analysis approach Mixed methods: Brief Psychiatric Rating Scale (symptoms), Rosenberg self-esteem scale, Manchester Short Assessment of Quality of Life, Global Assessment of	Both program teams were organized within the municipalities' social services as time-limited projects. Clients of one of the IPS teams could be referred by any of the service providers (ex. the local social services, the employment office,	Yielded 4 themes: 1. The IPS coach as a cicerone (meaning someone that guided the participant with emotional support and by demonstrating interest, curiosity and engaging conversation) 2. Time for reflected experiences (meaning that real work experiences allowed clients to reflect on their what they liked and did not like) 3. Construction and reconstruction of one's occupational identity through working

1. Which circumstances appear to have an influence on the individual processes?	Functioning (GAF) Scale, Occupational Self-Assessment (OSA).	social insurance office and psychiatric services)	4. The importance of coordinated collaboration between the IPS program and other services
2. Which principles of IPS emerged among the identified processes and how?	Qualitative: structured questionnaire was used by the IPS coaches (filled out every other month), qualitative interviews		
	N = 5		
	3 female, 2 male		
	Age range = 19-28		

16. Crain et al. (2009)	Client Client's mother Employer Clinical support team Case manager Glen's psychiatrist	To illustrate a case study of a 42-year-old-man who has schizophrenia and who attends a community mental health team in a Canadian urban center is presented	Instrumental case study approach Semi-structured interviews which involved a peer researcher with lived experience of IPS who conducted several of the interviews and assisted in interpreting and reporting the findings Length of follow-up: not mentioned	The CMHA Vancouver-Burnaby Branch adopted the IPS Model in 2001 after extensive research into best practices Integration of IPS and clinical/rehabilitative services	Yielded 5 themes: 1. Supervisor support: supervisor at work showed confidence in the client and gave him more challenging assignments 2. Decreased clinical contact: The psychiatrist and case manager reported that appointments decreased from bi-weekly to every 4-6 weeks 3. Importance of integration of services with the Mental Health Team 4. Changing perceptions, self-confidence and social skills with work 5. IPS practitioners witness the client's success which in turn positively changed their perspective on recovery
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N = 1

1 male

Age = 42

17. Bejerholm et al. (2011)	Clients	To illustrate the IPS approach in the Swedish welfare system and thus the welfare system's implications for IPS delivery	Embedded case study design as part of an RCT	The three ESs, the mental healthcare services and the SIA were represented by the same executive and non-executive directors throughout the 18 months	Yielded 6 themes: <ol style="list-style-type: none">1. Work capacity (The IPS-participant could have work capacity according to IPS but not according to PES/SIA)2. IPS and welfare regulations (rules and regulations set boundaries for implementing IPS in Sweden)3. Interpreting and communicating rules and regulations (diverging opinions on broaching the benefit talk with clients)4. Different professional role towards the client (ES perceived PES/SIA as important and vice versa. But, ES perceived PES/SIA workers' lack of knowledge of mental health to be an important obstacle)5. Time added to IPS (According to the ES, the IPS process was often "put on hold" while work capacity assessments were evaluated by PES/SIA)6. The IPS principles (the system prevented the IPS principle from respecting clients' choices and rapid job search from being fully met)
Sweden	Employment specialists		Interviews, documents and audio materials		
	Professionals from the PES, SIA and SIA/PES collaboration team		Length of follow-up: up to 18 months		
			N = 2		
			1 female, 1 male		
18. Nunes et al. (2011)	Clients	To enrich understanding of SE program components, of three Canadian provinces, that are helpful to	Qualitative content analysis (inductive and deductive) as part of a larger study on SE programs	Examined SE programs in three Canadian provinces. 23 SE programs participated in the study, 9 in British Columbia, 7 in Ontario, and 7 in Quebec.	Yielded 5 themes representing the essential components of SE: <ol style="list-style-type: none">1. Philosophy of the program2. Particular components of the SE program3. Employment specialists' competencies (skills, attitudes, and behaviors)
Canada	<u>SE staff members</u> -Director - Coordinator				

	- Employment specialist	consumers to obtain and maintain employment	Semi-structured interview following the Quality of Supported Employment Implementation Scale (QSEIS)	Vocational agencies offered SE programs which complied with Bond et al.'s, general definition of SE	<p>4. Skills and characteristics of the clients</p> <p>5. Elements related to employers</p> <p>For clients, no specific element of the SE program was the most helpful in obtaining a job, but their top five elements all related to the employment specialist's competencies and his/her relationship with the client and the philosophy of the program</p>
			Length of follow-up: 2 interviews conducted six months apart		
			N _{clients} = 99 (33 from each province) N _{staff} = 69		
			44% female, 56% male		
			Mean age: 37.1 (ranging from 25.9 - 48.3)		
19. Hasson et al. (2011)	Employment specialists	To describe initial implementation barriers of SE (IPS)	Qualitative content analysis as part of an RCT	The ESs received continuous support from the project head.	The most frequently mentioned barriers included 2 sub- categories:
Malmo, Sweden	Process head and project head	in a Swedish context. This is done to determine the feasibility of SE in the Swedish context and to identify possible obstacles that may need to be overcome when	Key informant interviews, non- participant observations and document analysis	Twice a year the researchers arranged workshops for all actors involved in the project. In between workshops the researchers visited the mental health care team regularly and were in contact with the	<p>1. Difficulties in conducting SE according to the IPS model due to the national social insurance and employment regulations</p> <p>2. Difficulties in cooperating with social insurance and public employment offices (regulations, cooperation difficulties due to different philosophies, culture of free labour, skepticism about mentally ill individuals working, risk of losing benefits, fear of losing benefits, cooperation with mental health practitioners)</p>
	Heads of mental health teams				
	Clients				

Mental health care staff	using SE in Sweden or other countries with similar social benefit systems or vocational training models.	Length of follow-up: data was collected in August 2008 and August 2009, during the first two years of the RCT	social insurance and employment offices
Handling officers at social insurance and public employment offices		$N_{ES} = 3$, $N_{clients} = 15$, $N_{Process\ head} = 1$, $N_{Project\ head} = 1$, $N_{Heads\ of\ local\ mental\ health\ teams} = 4$, $N_{Heads\ of\ local\ social\ insurance\ office} = 2$, $N_{Head\ of\ the\ local\ public\ employment\ office} = 1$, $N_{Mental\ health\ care\ staff} = 10$, $N_{Handling\ officers\ at\ the\ local\ social\ insurance\ office} = 2$, $N_{Handling\ officers\ at\ the\ local\ public\ employment\ offices} = 1$	

20. Glover & Frounfelker (2013)	Employment specialists	To identify and understand competencies related to personal characteristics of more and less successful specialists through direct observation.	<p>Ethnographic Study</p> <p>Grounded theory approach for the analysis</p> <p>Field observation</p>	<p>The study was conducted at Thresholds Psychiatric Rehabilitation Center in Chicago, a community mental health agency offering several services for people with severe mental illnesses including evidence-based</p>	<p>Yielded 4 factors that differentiated more and less successful specialists:</p> <ol style="list-style-type: none"> 1. Efficiency (more successful specialists were balanced in scheduling interventions and remaining flexible to re-prioritize tasks) 2. Relationships with Consumers (more successful specialists respected clients' preferences, communicated in a transparent and explicit manner, whereas less successful specialists took a more dominating role in their relationships) 3. Collaboration with Partners (more successful specialists focused interactions on obtaining and providing relevant information to IPS partners such
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			Length of follow-up: data collected from July to Dec 2009 N = 12	supported employment, in multiple locations throughout the metropolitan area	as employers and others, whereas less successful specialists were more timid)
21. Glover & Frounfelker (2011) Chicago, USA	Employment specialists	To provide understanding of the competencies needed by employment specialists for successful job development. This analysis focused on successful employment specialists to highlight competencies related to effective job development strategies.	Grounded theory approach as part of a larger study Field observations during job development activities and individual interviews Length of follow up: observation and interview conducted once with each ES N = 13	The study was conducted at Thresholds Psychiatric Rehabilitation Center in Chicago, a community mental health agency offering several services for people with severe mental illnesses including evidence- based supported employment, in multiple locations throughout the metropolitan area	Yielded competencies in 6 domains: 1. Time management 2. Advocacy 3. Building partnerships with consumers 4. Working as part of a team 5. Face-to-face communication 6. Networking
22. Kostick et al. (2010) Connecticut, USA	Employment specialists and supervisors	To describe approaches to client- centeredness from the perspective of employment specialists and supervisors, including facilitators and barriers to	Qualitative content analysis (inductive) Semi-structure open- ended interviews Length of follow-up: data collection during summer 2007	Participants recruited from one community mental health hospitals and two outpatient centers, located in three counties in Connecticut. Seven out of the 22 specialists interviewed were employed by non- profit organizations,	Yielded 4 themes: 1. Flexibility in addressing clients' anxieties about work (letting clients set the pace of rehabilitation) 2. Interpreting and negotiating clients' preferences 3. Maintaining motivation to be client centered 4. Inter-agency collaboration can compromise client- centeredness

		effective implementation.	$N_{\text{Total}} = 22$ $N_{\text{Supervisors}} = 6$ $N_{\text{ES}} = 18$	with the remainder employed through the state. All 3 agencies received high fidelity ratings using the IPS Fidelity Scale	
23. Larson et al. (2014)	Employment practitioners	To investigate employment practitioner perspectives of organizational, program, and practitioner factors connected to evidence-based supported employment services	<p>Systematic filing system (Lofland and Lofland, 1984) and themes to concepts (Berg, 2004)</p> <p>Demographic questionnaire, open-ended questions (developed by a focus group of ES and clients)</p> <p>Length of follow-up: not mentioned</p> <p>$N_{\text{TOTAL}} = 67$, $N_{\text{ES}} = 33$ $N_{\text{ES supervisors}} = 25$, $N_{\text{vocational rehabilitation counselor}} = 9$</p>	All practitioners employed in programs with moderate-to-high IPS fidelity were invited to complete an online survey about their perspectives and experiences with IPS, including questions about essential components, advantages, disadvantages, improvements, and practitioner characteristics within IPS	<p>Yielded 3 conceptual frameworks:</p> <ol style="list-style-type: none"> 1. IPS program framework (essential components of IPS, advantages and disadvantages of IPS, suggested improvements for IPS) 2. Practitioner characteristic framework (knowledge, professional skills, interpersonal skills) 3. Practitioner essential task framework (strategies to promote self-determination, empowerment, to promote adherence and the initial steps to service provision)
24. Salyers et al. (2008)	Practitioners	To understand success and failure in the context of a large, randomized, controlled trial of two approaches to vocational	<p>Qualitative content analysis as part of an RCT</p> <p>Quantitative: Demographics questionnaire, The</p>	This study compared two models of vocational rehabilitation at Thresholds, a comprehensive psychosocial rehabilitation agency in	<p>Yielded 2 main categories:</p> <ol style="list-style-type: none"> 1. Identifying success and failure (IPS practitioners rated failure according to “persevered in spite of/overcame barrier” and “personal growth/life transition” whereas the DPA gave reasons resembling “increased independence”

		rehabilitation (IPS and DPA).	<p>Positive and Negative Syndrome Scale (PANSS)</p> <p>Qualitative: Group interviews</p> <p>Length of follow-up: Participants' clinical and vocational status was assessed by trained interviewers at baseline and every three months for a 2-year period.</p> <p>$N_{TOTAL} = 16$</p> <p>$N_{IPS} = 7$</p> <p>$N_{DPA} = 9$</p>	<p>Chicago, IL. The parent study compared the Individual Placement and Support (IPS) approach to supported employment with the Diversified Placement Approach (DPA) on a variety of vocational and non-vocational outcomes.</p> <p>2. Staff attributions for success included motivation, individual support to the consumer, job match. Whereas staff attributions for failure included mental health symptoms, lack of motivation, not taking medication.</p>
25. Whitley et al. (2010)	Employment specialists and supervisors	To document and analyze individual level employment specialist characteristics and competencies self-identified as important to proficient performance. These objectives were set with the hope of producing	<p>Qualitative content analysis (inductive)</p> <p>Interviews and observations</p> <p>Length of follow-up: Data collection during summer 2007</p> <p>$N_{Total} = 22$</p> <p>$N_{Supervisors} = 6$</p>	<p>These agencies were located in a North-Eastern State that is one of the nation's leaders in the provision of high fidelity and well-funded IPS supported employment services</p> <p>Yielded 8 dimensions</p> <ol style="list-style-type: none"> 1. Initiative (engagement, deepening relationships, outreach) 2. Outreach (strong commitment, community action, networking employers, and searching for job openings) 3. Persistence (with clients, employers and clinicians) 4. Hardiness (being thick-skinned and avoiding negative emotional reactions) 5. Empathy (respect, relating, finding common ground) 6. Passion (ardor and zest for the work) 7. Team orientation (achieving mutual goals with all parties)

knowledge that could assist in recruitment, training, continuing education and supervision of such specialists

N_{ES} = 18

8. Professionalism: Sales oriented professionalism like in marketing and business toward the client and the employer

26. Lexen et al. (2016)	Employers	To explore employer experiences and views of participating in the IPS network and taking IPS service users into their workforce	Grounded theory approach and situational analysis	Included employers were of different ages and gender, from both public and private sectors and from workplaces with different levels of profitability.	Yielded 1 core category “Being socially committed” and 6 stages (not in order)
Sweden			Interviews		1. IPS is the keyhole (IPS must be promoted by a trustworthy and professional ES; practical support offered by the ES was central to the IPS process according to employers)
			Length of follow-up: not mentioned		2. Being ready to open the door (having had contact in their personal lives or at work with a person with mental illness, employers with positive outlooks on the benefits of an internship for all parties and the social responsibility of individuals)
			N = 9		3. Making a job offer
			4 female, 5 male		4. Removing barriers (job-person match, adjusting work hours, modifying work tasks, and adapting a personal approach)
			Mean age = 48.5		5. Achieving the goal (goodwill, win-win situation, and acquiring a productive employee)
					6. Pride (development and feeling socially conscious) mixed with negative feelings (unkept promises by users, fear of being unfair towards other workers or sickness-related absence)