

Report

Evidence review on people with disabilities job placement services



Job placement services provided to people with disabilities

June 2017

Project

DESIGN – Disabled Employability Signaling

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ABOUT THE DESIGN PROJECT

‘One in six people in the European Union (EU) has a disability that ranges from mild to severe making around 80 million who are often prevented from taking part fully in society & the economy because of environmental and attitudinal barriers. For people with disabilities the rate of poverty is 70% higher than the average partly due to limited access to employment.’ (COM (2010) 636 final - European Disability Strategy (EDS) 2010-2020). The EU is a signatory entity at the UN Convention on the Rights of People with Disabilities (UNCRPD) and has created through the European Commission leads the European Disability Strategy 2010-2020 which is organized in eight priority areas. Among these priorities we can naturally find employment in which is clearly stated the commitment to ‘(...) raise significantly the share of persons with disabilities working in the open labour market.’

DESIGN project is a three-year project funded by Erasmus+ programme and led by Afeji, which has established a partnership of seven organisations, from France, Romania, Portugal and Hungary. DESIGN stands for finding the most suitable person for a job, breaking discrimination cycles and society prejudice barriers that persons with disability face. DESIGN aims at delivering high job placement counselling services, both to people with disabilities, and for those employers with suitable job places.

DESIGN project is focused on:

- leading an evidence review in each partner country regarding good practices on the employability of persons with disabilities in the open labour market
- developing the right set of training courses to empower the services dealing with disabled person's employability
- fine-tuning the evaluation, counselling and guidance provided to the disabled person who wants to apply for a job
- creating a learning network platform to support Social Service providers, specialized in' job placement

To achieve these aims the project foresees the development of a set of Intellectual Outputs (IO): IO1) Evidence review on people with disabilities job placement services; IO2) Job Profile Assessment tool and manual; IO3) Job Placement Services Learning programme manual; IO4) Communication toolkit and IO5) Job Placement Services model.

I. INTRODUCTION AND METHODOLOGY

The present report has been prepared in response to the Intellectual Output 1 - Evidence Review on Disabled Persons' Job Placement Services. To achieve this Intellectual Output, each partner country was responsible to, on the one hand, for doing an evidence review on national people with disabilities employment 'state of art' (country profile) and, on the other hand, for mapping the national job placement services and selecting the most effective one's at national level.

The first Intellectual Output (IO) of the project comprised a set of activities, being one of them the "development of data collection tools, execution of search and data registration; exchange between partners." (application form, 2016). To collect the national practices, the leader partners of the IO1, namely Aproximar and Hand in Hand, have designed a questionnaire template, that was therefore reviewed and validated by the partners and tested by one organization (to validate the instrument).

Next step for all partners was to invite national organisations to answer to the questionnaire about one good practice to employ persons with disabilities in the open labour market. A good practice could be:

1. the job profiling of people with disabilities (e.g. instruments/tests for specific skills, beliefs, personality, characteristic, contexts, procedures and process of assessment);
2. the engagement of employers (e.g. ways of communication, impact messages, successful strategies);
3. job placement services in order to enhance the integration into open labour market (e.g. techniques for seeking employment, preparation for employment, maintaining employment).

In order to validate if the practices gathered could be defined as promising practices for the employment of people with disabilities on the open labour market, each country partner was responsible to organize a national validation workshop involving, at least, 6 experts on the field.

a) Rational for Promising practices selection process

The partnership agreed a set of criteria for assessing if the practice could be considered as one's of the national promising practices for the employment of persons with disabilities in the open labour market. The criteria used was innovation, activities, results, impact and sustainability.

Partners have developed a common framework to evaluate the promising practices:

CRITERIA	DESCRIPTION
Innovation	<ul style="list-style-type: none"> - intensity of new and distinctive features in the practice; what differentiates this from other practices with similar characteristics and purposes; the content's added value compared to conventional responses and the development of new skills. <p>'Is the practice an innovative one? How innovative elements support the integration of people with disabilities to open labour market?'</p>
Activities	<ul style="list-style-type: none"> - process of identifying and documenting the specific actions to be performed to produce the practice deliverables. Activities provide a basis for estimating, scheduling, executing, monitoring, and controlling the practice delivery <p>'What is the practice about? Does the practice have different levels of activities that improve its quality and raise the employment of persons with disabilities? Are the activities been validated?'</p>
Results	<ul style="list-style-type: none"> - practice results can be divided into three types: outputs; outcomes; impact. Outputs are those results which are achieved immediately after implementing an activity; outcomes can be considered as mid-term results. Impact is usually a long-term result and it may not be achievable even during the project cycle. <p>'Are the results aligned with the activities? Is the client's problem solved? Can we consider that the results of the practice are enough to evaluate it as a 'best practice'?''</p>

<p>Impact</p>	<ul style="list-style-type: none"> - impact is usually a long-term result and it may not be achievable even during the life cycle of the project. For example, if the community has achieved its goal of getting their human rights recognized by the government, then it is an impact created by the project though it is usually seen after several years. <p>‘Do they measure impact? What value the practice presents in terms of contributing to the employability/quality of life of the target group?’</p>
<p>Sustainability</p>	<ul style="list-style-type: none"> - in this sense, sustainability has to do with measures, activities, processes or model that maintain the practice implementation. <p>‘Are there any activities, processes or model that maintain the implementation? Is the practice feasible? (adaptability to organisations context and/or to different learning domains and context)?’</p>

It’s important to bear in mind that the ensemble of them reflects an ideal practice and therefore, for the selection of the promising/ best practices it was not mandatory to meet all of the criteria. **For DESIGN project, best practices are understood as practices that reduce the barriers to the employment of persons with disabilities, and which can be considered for replication, scaling up and further study.**

For each practice, the experts were invited to evaluate the practice in each of the assessment dimensions listed below, **allocating a score of 1 to 4 (1 for low or insufficient and 4 for very high or very good).**

This final report is divided into four main sections: the first section was this one – Introduction and Methodology; the second will follow this brief introduction and will present the key-findings of each country report; section two will present 5 promising practices per country; section three will present national recommendations to influence policy-makers and job placement services reforms that were built based on the evidence review.

Detailed information about each country report is available on [DESIGN project website](#).

II. COUNTRY REPORTS

a) Country report – France

France is the largest country in the EU (633 187 km²), stretching from the North Sea to the Mediterranean.

France is EU member since the 1st January 1958, member of the Eurozone since 1st January 1999, and Schengen Area member since 26 March 1995. The Commissioner nominated by France to the European Commission is Pierre Moscovici, who is responsible for Economic and Financial Affairs, Taxation and Customs. There are 74 members of the European Parliament from France.

Breakdown of France's finances with the EU in 2015:

Total EU spending in France is € 14.468 billion

Total French contribution to the EU budget – € 19.013 billion

France is a semi presidential system. The most important sectors of France's economy in 2015 are public administration, defence, education, human health and social work activities (23.0 %), wholesale and retail trade, transport, accommodation and food services (17.7 %) and industry (14.1 %).

French people's "thirst for knowledge" manifests itself in a high degree of qualification and good productivity. France's hourly and annual productivity rates per worker beat the European average by 20%.¹



¹ https://europa.eu/european-union/about-eu/countries/member-countries/france_en
<http://www.diplomatie.gouv.fr/en/french-foreign-policy/european-union/>

i. Top 5 Societal Challenges in France

Top 5 Societal Challenges	
1. Poverty and social exclusion	<p>The poverty rate increased by 0,2 point in 2015. It concerns up to 14,3% of the population, after 14,1% in 2014. Thus, more than a person on seven lives with less than 60% of median income (which is around 1 000 euros). For the <u>French national institute of statistics and economic studies (Insee)</u>, the rate of 2015 is due mainly to increase in number of unemployed persons living under the poverty line, which is in its turn resulted from the increase in number of people being unemployed for a long or very long time.</p> <p>The increase in the inequality of living standards started in 2014 continues in 2015. According to the French national institute of statistics and economic studies, tax and social measures undertaken in 2015 allowed nevertheless to attenuate them (notably, targeted reduction in income taxes, adjustment of family allowances according to resources, increase in some benefits for those with low incomes such as the revaluation of 2 % of the active solidarity income).²</p>
2. Aging population	<p>The death toll lowers slightly (-1 %) in comparison to 2015. Despite the small decrease observed in 2016, the death toll remains substantial due to the fact that many generations of baby boom reach the ages of high mortality.</p> <p>In 2016, the life expectancy at birth has been increasing steadily again. It goes up to 85,4 years for a woman (85 in 2015) and to 79,3 years for a man (78,9 in 2015). By January 1st, 2017, 19,2% population is aged of 65 or older which is 3 points more than in 1997.³</p> <p>France is the European country where there are the most of the centenarians: 21 000 in 2016. Since 1975, the number of centenarians increases steadily by 7% a year. However, it remains modest as they represent only 0,03% population.⁴</p>

² <http://www.vie-publique.fr/actualite/alaune/pauvrete-inegalites-chiffres-nouveau-legere-hausse-2015.html>

³ <http://www.vie-publique.fr/actualite/alaune/bilan-demographique-2016-chiffres-insee.html>

⁴ <http://www.vie-publique.fr/actualite/alaune/vieillesse-population-treize-fois-plus-centenaires-2070.html>

3. Youth unemployment	<p>The unemployment rate of young people from 18 to 25 years old was multiplied by 3,5 in 40 years, to reach the level of 24% in 2016. 17 % 15-29 years old are NEETs (neither in employment, nor in education or in training). 35% 15-29 years old are on a precarious contract (fixed term, temporary one, in training). The French situation, in comparison to other European countries, is characterized by the excessive youth unemployment (the youth unemployment rate is above the European average).</p> <p>However, the position of the young people on the labour market varies significantly depending on their individual situation. The young people form the heterogeneous population. The young people with lower qualification represent the unemployment rate three times higher than those having a higher education.</p> <p>The speciality of a diploma or even its access arrangements (via school versus via training) counts more and more in the quality of integration in employment. The report reveals the absence of the mastery of basic skills (oral understanding, writing, reading, calculation) for 10% young people and geographical obstacles to find a job (capacity in terms of mobility, digital literacy, health conditions, lower living standards including the absence of accommodation or of social insurance). Finally, some young people combine difficulties (young people of immigrant background, living in “sensitive” urban or rural areas, etc.).⁵</p>
4. Education: Early leavers from education and training	<p>5 years ago, the number of French young people who left school without having got a professional diploma or certificate of secondary education was estimated to 140 000 per year. Moreover, 620 000 young people from 18 to 24 years old left the system without certificate of the second cycle of secondary school, having no education at all. For these young people, such situation is source of major social and economic difficulties. To reverse this trend, France fixed following objectives:</p> <ul style="list-style-type: none"> · By 2017 to divide by two the number of young people leaving the education system without any qualification. It is a question of giving a possibility of education, training or civic service to every early school leaver.

⁵ <http://www.vie-publique.fr/actualite/alaune/jeunes-difficultes-specifiques-marche-du-travail-20170203.html>

	<p>· To reach a goal of not exceeding 10% 18-24 years old school leavers as a part of "Europe 2020 Strategy".</p> <p>After the first decline in 2015, the number of young people who leave the initial education system without any certificate annually drops below 100 000 this year (98 000 according to Deep Survey, November, 2016).⁶</p>
5. Renewable energy	<p>By June 30th, 2016, the power level of the electricity generating installed base from renewable source reaches 44,8 gigawatts. Photovoltaic solar and wind energies enable growth of renewable electricity. The power united by both installed bases attains more than 17 gigawatts in continental France. Hydraulic network remains stable. Hydroelectricity, first type of renewable energies, represents 57% generation with 25,5 gigawatts. The type of electrical bioenergies in its turn generates 1,8 gigawatts. Covering only 1,38% French electrical consumption, it increased nevertheless by 10% during last twelve months.⁷</p>

ii. Protection of people with Disabilities at national level

The 2005 Disability Act ("Loi numero 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées"), the 1987 Disability Employment Act ("Loi numéro 87-517 du 10 juillet 1987 en faveur de l'emploi des travailleurs handicapés") and the French Labour Law ("Code du Travail") are the three main legislations regarding open labour employment in France.⁸

The 2005 Disability Act ("Loi numero 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées") and the Government Decree on Sheltered Work ("Décret n°2006-1752 du 23 décembre 2006 relatif au contrat de soutien et d'aide par le travail et aux ressources des travailleurs des établissements ou services d'aide par le travail") are the two main legislations regarding sheltered employment in France.

⁶ <http://www.gouvernement.fr/action/le-decrochage-scolaire>

⁷ <http://www.vie-publique.fr/actualite/alaune/electricite-source-renouvelable-production-progression-20160919.html>

⁸ <http://www.euroblind.org/convention/article-27--work-and-employment/nr/124#top>

iii. Employment overview

The French sheltered sector is made of specific centres known as **ESAT (“Etablissement ou Service d'Aide par le travail”, or Inclusion through Work)**. Sheltered positions are open to people based on an estimation of their working capacity in a given profession (from 5% to 35% compared to an able worker). Many such centres also operate as subcontractors to other companies in the non-sheltered sector.

Sheltered workers do not have a work contract, and they cannot be made redundant. Instead, they sign a support contract which is renewed every year. This contract includes support measures such as Braille literacy courses or orientation and mobility courses.

Other forms of supported employment are mainly found in the public sector, where particular positions may only be opened to disabled job applicants.

The following rights are guaranteed to those who qualify as disabled workers:

- Assistance and guidance from CDAPH in order to find a position in the sheltered sector
- Access to professional training and rehabilitation workshops
- Assistance and guidance from National Job Centre and Cap Emploi (specific recruitment organisation)
- Funding and practical help provided by the AGEFIPH (“Association de gestion du fonds pour l'insertion professionnelle des personnes handicapées”, or Fund for the professional inclusion of disabled people) and Fund for the Integration of Handicapped People into the Civil Service (FIPHFP)
- All the provisions otherwise guaranteed by French legislation including the 6% disability employment target

Workers with disabilities are entitled to adjustments and arrangements in their working hours and shifts. They also receive priority access to further training and continuing education as part of their current position. In case of redundancy, the notice period concerning a disabled worker is double that which is otherwise used in the company. At last, disabled workers are entitled to early retirement from the age of 55 on the basis of 30 working years with a disabled worker status.⁹

⁹ <http://www.euroblind.org/convention/article-27--work-and-employment/nr/124#top>

Under the current legislation, private companies and public offices with a work force of more than 20 employees must hire 6 % of disabled workers. Employers are provided with 3 options to meet this target:

- hiring disabled workers as employees (direct hire)
- subcontracting workers from the sheltered sector (indirect hire)
- paying a contribution fee to **AGEFIPH** an organisation dedicated to furthering professional inclusion in the private sector.

The disabled person who is willing to create his or her own job can submit a funding application to AGEFIPH. At this stage, the Counsellors the National Job Centre provide guidance to help define and plan the business project. In addition to working with a Counsellor, workshops are available on accounting, methods or how to target a market. Disabled people receive priority access to these workshops. All this contributes to build the person's project and the AGEFIPH application.

A successful AGEFIPH application means the disabled person is entitled to receive up to 10.675 Euros in funding, providing he or she invests at least 1.525 Euros. AGEFIPH also pays for part of a course in management if the person is willing to undertake such training. Expert Counsellors at AGEFIPH will support each step in the development of the project until completion.

All disabled people can receive vocational or rehabilitation training, regardless of whether their disability occurred from birth or later on in their lives. Most of the training courses for the blind and partially sighted take place in specialised centres managed by organisations. Training costs are covered by the national health insurance services ("Assurance Maladie") while undergoing training participants receive a monthly allowance through public funding. This wage equals that previously earned by the person before he/she became disabled. If the person has never worked before, the allowance amounts to 650 Euros.

b) Country report – Romania

Romania, with a population of 19,6 mil integrated into European Union, in 2007. Agriculture constitutes one of the most important sectors of the Romanian economy and generates about 10% of national output, whereas industrial production accounts for one-third. Although there has been some recovery, Romania continues to be the EU country



with the most inadequate distribution of employment in economic sectors. Labour regulations remain rigid, although several amendments to improve the flexibility of the labor code have been adopted. Romania has one of the highest poverty rates in the EU. However, the share of the population at risk of poverty and social exclusion decreased from 43.2% in 2012 to 37.4% in 2015.

i. Top 5 Societal Challenges in Romania

Top 5 Societal Challenges	
1. Poverty and social exclusion	<p>The current Romania is, to a large extent, a rural state. 93.7% of the Romanian territory is rural and hosts 47% of the Romanian citizens. 40% of the labour force is employed in activities located in rural areas http://ec.europa.eu/employment_social/spsi</p> <p>In Romania children were at greater risk of poverty or social exclusion in 2015 than the total population. Overall, the at-risk-of-poverty rate has slightly decreased at EU-28 level between 2014 and 2015 by 2.9 pp in Romania (http://ec.europa.eu/eurostat/statistics-explained)</p>
2. Aging population	<p>Romania had a resident population of 19.76 million inhabitants at January 1, 2016. 15.8% of this is 65 years and over. In the last decades, lower fertility rates and higher life expectancy have determined significant changes in the age structure of the population. The gap between the old population aged over 65 and the young residents aged</p>

	0-14 increased to almost 400,000 people (3.436 million compared to 3.059 million). (National Institute of Statistic on 1 July 2016)
3. Youth unemployment	Youth Unemployment Rate in Romania averaged 19.77 percent from 1997 until 2016, with 20.40 percent in December 2016 (http://www.tradingeconomics.com/romania/youth-unemployment-rate). Romanian National Institute of Statistic shows that Romania continues to be an emigration country, most of them are young persons.
4. Education: Early leavers from education and training	Close to 20% of the population aged between 18 – 24 were early leavers from education and training in 2015. It is an alarming situation in the five countries in Group D (including RO), where early school leaving rates above 10% is combined with a lack of progress between 2012 and 2015. the rate of early leavers from education and training is considerably higher amongst boys than amongst girls. (http://ec.europa.eu/eurostat/statistics-explained)
5. Renewable energy	In Romania, electricity from renewable sources is mainly promoted by a quota system. The financial support scheme for new installations producing electricity from renewable sources has ceased on the 31 December 2016. According to the 2016 version of the Romanian National Energy Strategy, there are no plans for a further support scheme for new installations except potentially for the underdeveloped biomass sector. (http://www.res-legal.eu/search-by-country/romania/)

ii. Protection of people with Disabilities at national level

Progress on the implementation of the UN Convention on the Rights of Persons with Disabilities in national legislation remains slow and discontinuous. Nevertheless, in comparison with previous years, in 2016 after a period of three years of discussions, the National Disability Strategy 2016-2020 was adopted. Or, the Ministry of Health, the Ministry of Labor and the Ministry of Education have jointly elaborated and approved, after 6 years, the Methodological Norms to Law 151/2010 on specialized integrated health, education and social services for people with autistic spectrum disorders. Or, the Romanian Parliament adopted Law 8/2016 on

the establishment of the mechanisms provided by the Convention on the Rights of Persons with Disabilities, following a campaign of the Center for Legal Resources (2016 report of DIZABNET Federation)

iii. Employment overview

- **Employability support modalities**

The person with disabilities protection system was until recently based on redress policies that encouraged passive protection. The financial allowances for the companies in order to support the employment of persons with disabilities are still not significant or perceived as too bureaucratic.

- **Overview of Occupational distribution of people with disabilities**

In Romania there are over 700.000 persons with disability, of which over 400.000 have work potential. At present, even if the number of employed persons with disabilities tripled, it is still under 30.000 (meaning fewer than 5% of the total nr of persons with disabilities or 8% of the persons with disability with capacity to work).

c) Country report - Hungary

Hungary is a country situated in the Carpathian Basin in Central Europe. The capital city is Budapest. The country is a member of the European Union, the NATO and the Schengen Area. Hungary has an area of 93,093 square kilometres with an estimated population of 9,879,000.



Hungary is a democratic republic where members of the parliament are elected every four years. The Prime Minister serves as the head of government and the President of the Republic serves as the head of state. 99% of the people living in Hungary speak Hungarian as a first language. English and German are the most widely spoken foreign (second) languages. As for Ethnic diversity, in 2011 83% of the population was Hungarian, 3% Romani, 1% German, but almost 15% did not declare their ethnicity.

i. Top 5 Societal Challenges in Hungary

Top 5 Societal Challenges	
1. Poverty and social exclusion	Poverty rate: 14.5%, Rate of persons exposed to poverty or exclusion: 26.3%; Rate of persons living under the poverty line: 40%
2. Aging population	1.796.579 people over 65 years (2016)
3. Youth unemployment	Unemployment rate among people between 15-24 years: 11.6%.
4. Education: Early leavers from education and training	In 2015: 11.6% (young people (between 18-24 years) who have only completed primary education)
5. Renewable energy	Renewable energy sources covered 10.5% of gross electricity generation in 2015.

ii. Protection of people with Disabilities at National Level

Country Legislation (E.g. national constitution, pieces with legal obligations, etc.)	Brief description of the aims	Core articles
Act III of 1993 on Social Governance and Social Benefits (Szocstv.)	<p>The act aims at defining the forms and structure of social services provided by the state, as well as the conditions for eligibility for and enforcement of the right to social services in order to create and maintain social security.</p> <p>In addition to the services provided for by this act, local municipalities may establish other forms of service at their own expense.</p>	<ul style="list-style-type: none"> • General rules of social governance • Financial benefits • Benefits in kind • Social services • Institutional legal relationship • Contractual social services • Rules of the financing of social services
Act XXVI of 1998 on the Rights and Equal Opportunities of Persons with Disabilities	<p>‘Persons with disabilities have the same entitlement as anyone else to dignity, and they can practice rights and opportunities available for everyone with difficulties or not at all.’ The act aims to reduce the handicap of persons with disabilities, establish equal opportunities for them and shape the approach of the society.</p>	<ul style="list-style-type: none"> • Rights of persons with disabilities • Target fields of the equalisation of opportunities • Rehabilitation • Aid for persons with disabilities • National Disability Programme
Act CXCI of 2011 on Allowances for Persons with Disabilities and the Amendment of Certain Legislation (Mmtv.)	<p>The Act aims to promote the rehabilitation of disadvantaged people, which focuses on employment and is based on their skills which can be developed, their social reintegration, employment</p>	<ul style="list-style-type: none"> • Allowances for disadvantaged people • Data management • Rehabilitation contribution and allowances for disadvantaged people

	and the regulation of earnings replacement allowances.	
Ministerial Decree No. 1/2000 (I.7.) on the professional tasks of social institutions providing personal care and the conditions for the operation (hereinafter: Professional Decree)	<p>The scope of the Decree covers all forms of social care providing personal care. Provisions of this Decree shall be applied for social care provided by non-state and ecclesiastic organisations.</p>	<ul style="list-style-type: none"> • General material, operating, personal and professional conditions • Individual care, development and service plan, individual rehabilitation programme • Evaluation of the professional work of the institution • Basic services • Institutional care • Rules concerning institutions providing care, rehabilitation institutions, day-care institutions and institutions providing temporary accommodation • Residential care home • Supported housing • Special rules on the care of homeless people

d) Country report – Portugal

Portugal is a country on the Iberian Peninsula, in southwestern Europe. It is the westernmost country of mainland Europe, being bordered by the Atlantic Ocean to the west and south and by Spain to the north and east. The Portugal–Spain border is 1,214 km (754 mi) long and considered the longest uninterrupted border within the European Union. The republic also includes the Atlantic archipelagos of the Azores and Madeira, both autonomous regions with their own regional governments. Portugal lost much of its wealth and status with the destruction of Lisbon in a 1755 earthquake, occupation during



the Napoleonic Wars, and the independence of Brazil, its wealthiest colony, in 1822. After the 1910 revolution deposed the monarchy, the democratic but unstable Portuguese First Republic was established, later being superseded by the "Estado Novo" right-wing authoritarian regime. Democracy was restored after the Portuguese Colonial War and the Carnation Revolution in 1974. It is a member of numerous international organizations, including the United Nations, the European Union, the Eurozone, OECD, NATO and the Community of Portuguese Language Countries. Portugal is also known for having decriminalized the usage of all common drugs in 2001, the first country in the world to do so. Currently the Portuguese government is heavily indebted, having received a 78-billion-euro bailout from the European Union and the International Monetary Fund in May 2011.

The average wage in Portugal is €984 per month (net), excluding self-employed individuals and the minimum wage (which is regulated by law) is €549 per month. Salaries are paid 14 times per annum.

i. Top 5 Societal Challenges in Portugal

Top 5 Societal Challenges	
1. Poverty and social exclusion	In 2015, 26,6% of Portuguese population was at risk of poverty or social exclusion (25,9% for men and 27,3% for women) (EAPN). In August 2016, there were 98043 families and 217862 beneficiaries receiving social support (RSI) (EAPN).
2. Aging population	In 2015, the aging index was 143,9% and the rate of dependency among elderly people was 31.1% (INE). In 2015, Portugal presented the the 5th higher aging index in the European Union and the 3rd lower index of active population renovation (INE).
3. Youth unemployment	In August 2016, 27,9% of young people between 15 and 24 years old, available to work, were unemployed (EAPN).Concerning the Neets situation, in 2015, in Portugal the rate was 11.3% of the young people (EAPN).
4. Education: Early leavers from education and training	In 2015, the share of early school leavers was 13,7%.
5. Renewable energy	In 2016, the percentage of energy produced from renewable energy was 58% (APREN) and the European Commission goal is for all countries to reach 60%.

ii. Protection of people with Disabilities at National Level

The first Portuguese legislation to exclusively address disability came into force in 1971 - Law No. 6/71, of 8 November, enacting the foundations for the rehabilitation and social integration of disabled individuals. However, before April 1974's Revolution the country was marked by an absence of policies for disabled citizens, except in cases of disability acquired at work or war (Gonçalves & Nogueira, 2012).

As said before, the Revolution of 1974 marks a paradigm shifts in the field of social protection in Portugal, a fact that is also reflected in the design of policies in the field of disability. Two factors were crucial to bring disability into the spotlight in the post-revolutionary period:

- The struggle of the Armed Forces Movement towards the recognition of state responsibilities in regard to disabilities generated by the colonial war; and
- The adoption of the Portuguese Constitution in 1976. It is only after the Constitution that the issue of disability gained social relevance, representing a broad change in the state's role of design in regard the protection and support for people with disabilities.

Following the Constitution, other important national laws, policies or strategies concerning disabled people and disability issues were enacted, including:

- Basis of Prevention and the Rehabilitation and Integration of People with Disabilities Law (Law no. 9/89), which aims to promote and ensure the exercise of rights that the Portuguese Constitution enshrines in the prevention of disability, treatment, rehabilitation and equalization of opportunities of people with disabilities (Article 1).

- Rehabilitation and Participation of People with Disabilities (Law no. 38/2004 of August 18) which aims to implement equal opportunities for people with disabilities by promoting social participation, access to education and employment, access to support services and promoting accessibility conditions.

- The 2006 Anti-discrimination Law (Law 46/2006 of August 28) that prohibits and punishes discrimination based on disability or health. This Law applies to economic, social and cultural rights and defines the concept of direct and indirect discrimination.

- The 2006 Accessibility Law (Decree-Law 163/2006 of 8 August), which defines conditions for accessibility in public spaces, public facilities and public buildings as well as houses, and surrounding areas.

- The 2008 Accessibility Information Law (Law No. 33/2008, of July 22), establishing measures to promote access to information for people with visual impairments on specific goods sold to the public and provides custom monitoring and information system in Braille.

More recently, the Budget allocated by the Human Potential Thematic Operational Programme under the National Strategic Reference Framework 2007/2013 (POPH/QREN) was focused on the improvement of the quality of life of people with disabilities, namely the Qualification, Support to socio-professional integration, Quality of Services and Organisations (Programme

Arquimedes), Accessibility at central and local level and research, raising awareness and good practices.

In 2010 was presented the National Disability Strategy 2011-2013 (Estratégia Nacional para a Deficiência 2011-2013, ENDEF) which defines measures aimed at promoting the rights of persons with disabilities. This action plan ended in 2013 and none follow it. The document contains 133 measures, focused on five key areas for policy development:

- Disability and multiple discrimination;
- Justice and exercise of rights;
- Autonomy and quality of life;
- Accessibility and design for all;
- Administrative modernization and information systems.

In the presentation of the 2016 State Budget, there are several measures to be taken during this term "Involving the different actors," in meeting the quotas of people with disabilities in the public and private sector. The measures included in the state budget also recommend the regulation of the Labor Code, to promote the employment of people with disabilities or disability, to bet on "an inclusive school", the fight against violence and discrimination against persons with disabilities and disability, and Promotion of political participation and access to leading positions of persons with disabilities or disabilities. Another issue in the state budget is professional training and the increase of the offer of professional internships. In OGE, the Government also undertakes to evaluate and reformulate social benefits by studying the advantages of a single disability model.

iii. Employment overview

In Portugal, active employment measures for people with disabilities are the responsibility of the Institute for Employment and Vocational Training (IEFP), which works with a network of professional rehabilitation centres. One of the first legislative initiatives in Portugal to support the employment of disabled people was translated into Law no. 40/83 of 25 January, which states that: "The Constitution of the Republic establishes as an obligation of the State to carry out Of a national policy of prevention and treatment, rehabilitation and social integration of the disabled, and should therefore be guaranteed the effective exercise of the rights recognized and attributed to citizens in general, including the right to work." The preamble to this document, which established the protected employment model, highlighted the difficulties in obtaining and maintaining employment faced by individuals affected by any physical or mental incapacity,

which prevented them from competing in the open employment market. According to Law no. 40/83: "Protected employment is intended to provide people with disabilities with an average working capacity equal to or greater than one-third of the normal capacity required of a non-disabled worker in the same job post. Their personal and professional advancement, facilitating their transfer to normal employment, where this is properly ensured. people with disabilities on a protected employment basis are considered to be workers for all purposes, and in principle they are recognized as having the rights, duties and guarantees inherent in workers with normal working conditions, with certain specific characteristics arising from their disability situation. Protected employment is understood to mean any useful and remunerated activity which, integrated into the whole of national economic activity and benefiting from special State support measures, is designed to ensure the personal and professional development of people with disabilities, facilitating their passage, when Possible for unprotected employment "(Carta Social).

Another important legislative initiative in the promotion of the employment of the PCDDs was embodied in Law no. 247/89, document that, within the responsibilities of the then Ministry of Employment and Social Security, stipulated the support and Incentives for the employment of the people with disability, setting the terms and conditions for the allocation of technical and financial support and delegating competence in this area to the Institute for Employment and Vocational Training (IEFP). This diploma defined the technical and financial support to be granted by the IEFP to the promoters of programs for the rehabilitation and professional integration of people with disabilities in the open market or in protected employment. Thus, in addition to support for vocational guidance and vocational training, aspects such as job adaptation, self-employment, the elimination of architectural barriers, personalized hosting and compensation for lower productivity are subsidized.

There are different measures to support companies to hire people with disabilities, they are:

1. Internship for people with disabilities: Non-extendable 12-month internships in private or non-profit organizations;
2. Employment-Insertion Contract for Persons with Disabilities and Disabilities: Carrying out socially useful activities, in public or private non-profit entities, for a maximum period of 12 months.
3. Employment contracts supported by employers: Development of a professional activity by persons with disabilities and incapacity and reduced working capacity, in jobs

supported by a contract of employment, integrated into the productive organization or service provision of employers, Under special conditions.

4. Job adaptation and barrier elimination: Support for the adaptation of the disabled person's equipment or work station in order to overcome their functional difficulties and / or eliminate physical obstacles that impede or hamper their access to the workplace Work or mobility within the premises.

5. Support for the removal of barriers can only be granted in respect of buildings or establishments have been licensed or constructed before February 20, 2007, under the terms of the legislation in force.

6. Prize of merit: To reward people with disabilities who excel each year in creating their own jobs and employers that distinguish themselves in the professional integration of people with disabilities.

Other measures to support hiring (most of them are expected to increase in the case of people with disabilities):

1. Stimulus Measure 2013
2. Support for hiring through reimbursement of the Single Social Tax
3. Work Placement

III. PROMISING PRACTISES

HUNGARY

- **Data collection methodology**

This organization has 45 members. We targeted them with our call for proposal for promising practices according to the criteria set by Design project. We have got nine answers. 5 of them was from Budapest the others from countryside. The biggest challenge was to provide sufficient capacities to fill the questionnaires since we could ask them to fill it free of charge. The other significant challenge was to fill this questionnaire in English. Hardly a few staff members can speak in and write in English.

- **Experts**

Bianka Kéri – independent expert

Erzsébet Csom – independent expert

Krisztina Miklós – independent expert

Melinda Winkler – independent expert

Rita Matolcsi – Eötvös Lóránd University

Zsuzsanna Ivánku – Sherpa Consulting

CASE STUDY 1 (HU02)

Nem Adom Fel Café & Bar – The first café which is operated by people with disabilities

Organisation general data

Name of the practice holder / address / website: Nem Adom Fel Alapítvány | H-1093 Budapest
Lónyay u. 3. II./1. | www.nemadomfel.hu

Contact person: Éva Czikoráné Szabó

Type of Organisation: non-governmental (foundation)

Experience: Our activities are diversified and constantly growing, our main programmes include the following: Sensitizing trainings; 'Nemadomfel House' programme; Job creation programme; Organisation of integrated camps; Support service; Art therapy programme.

Description of the promising practice

a) Summary of the practice

In Hungary, there are approximately 500 thousand disabled people, and only 15% of them work. Our programme aims at providing job opportunities for people with disabilities and disadvantaged people. Operated by people with disabilities, Nem Adom Fel Café & Bar aims at successfully promoting this activity in the field of hospitality. Due to their difficult situation, people with disabilities have a huge heart, which is a value that may be used in several fields and may become a marketable asset. Located in the VIIIth district of Budapest, Nem Adom Fel Café & Bar potentially targets the total population of Hungary. The other target group comprises the employees of the Café, who live with different disabilities. We believe that integration, cooperation, assuming responsibility for each other are important, therefore, people with disabilities and non-disabled people work together in the common area. The Café is a youthful meeting point where hot food is served as well. Currently, there are 6 catering establishments in Hungary, where people with disabilities and disadvantaged people are employed. The Café is located in the VIIIth district of Budapest, at 86 Baross utca. The entrance of the Café may be accessed from Magdolna utca. The location of the establishment is not too favourable, since the transit traffic is low, so we can reach the target group by specific programmes. The creation of the Café was made possible by the cooperation of two organisations: the organisation entitled 'Nem Adjuk Fel Szociális Szövetkezet' performs the catering activity, while the foundation called 'Nem Adom Fel Alapítvány' is responsible for the real property (owned by the foundation), the organisation of the community programmes and the professional background for the employment of people with disabilities.

b) Results/ Validation/ Impact

The Café is operated by people with disabilities, they prepare and serve the dishes and beverages, and they clean the community space. Currently, 24 people are working in Nem Adom Fel Café & Bar, 19 of them are employees with disabilities. The employees have to learn a specifically developed learning material. I.e. serving, practice with tray, conflict management. We pay great attention to the feelings of the employees, we document their behaviour and try to help with everything. The number of visitors and the income are indicators according to which

the Café is progressing as planned. The indicators also include the number of programmes carried out so far. The café is a meeting point for disabled and non-disabled young people, we have already developed a strong group of regular customers. The Café provides employment and work experience for the employees, and supports them to become mentally stronger, to educate themselves, which allows them to enter the open labour market. The employees of the Café have the opportunity to show their values and skills, and prove that they are valuable and useful members of the society. Furthermore, their employment has a great financial benefit as well, and not least they gain work experience and contact the majority society.

c) Innovative aspects

People with disabilities have an opportunity to work in the field of catering by making use of their special skills and competences. The Café offers work for people with disabilities in a field where they can develop their personality, creativity and leave isolation behind, which triggers curiosity in the majority society. We ensure that our guests with multiple disabilities get support in accordance with their special needs. The café is a community space as well with high quality cultural programmes which promote integration.

CASE STUDY 2 (HU03)

Preparation of adults with intellectual disability for independent life and work

Organisation general data

Name of the practice holder / address / website: Strázsa Tanya Közhasznú Szociális Szövetkezet
| H-6080 Szabadszállás, Alsószőlők 2702/2 hrsz. | www.strazsatanya.com

Contact person: Ágnes Monostori

Type of Organisation: non-profit social cooperative

Experience: Hotel service; Other education n.e.c. Other amusement and recreational activities n.e.c.

Other links to relevant information: We are an accredited employer, 5 of our 10 employees live with intellectual disability.

Description of the promising practice

a) Summary of the practice

Young people with intellectual disability who live with their families and have just got out of the public education system and have no vision, and their families. Schools do not prepare them for the challenges related to employment or daily life. There are only a few day-care institutions for them on a national (but mainly rural) level, therefore, young people spend their days at home, alone, which leads to their physical and mental deterioration. Most of the employers are not prepared to employ them. And if they do not work, they cannot move apart from their families and start their lives. We have defined the needs of the affected people by sending out questionnaires concerning employment and housing and evaluating their answers. Number of participants: 58 disadvantaged people, men and women with mild and moderate intellectual disability, Rate of total health damage: 50-81% (category B-E) age: 25-40, qualification: elementary school, or special vocational training school. Included organisation and institution: Értelmi Sérülteket Szolgáló Társadalmi Szervezetek és Alapítványok Országos Szövetsége (National Association of Social Organisations and Foundations for Intellectually Disabled People). Kunszentmiklósi Járási Hivatal Munkaügyi Kirendeltsége (Labour Office of Kunszentmiklós District). The practice is carried out in a disadvantaged region, participants come from all over the country. Accessibility is a challenge: there are no highways or local bus lines. There is direct train connection with the capital. For people with intellectual disabilities, transport presents difficulties, some of them require a companion. Sometimes, it is challenging to organise it. We cooperate with patients' associations the members of which consider our activity useful. We transfer our experience to the representatives of these associations, and prepare their members for work. We cooperate with local businesses the services of which help our participants to have a (more) independent life. We prepare these businesses for acceptance.

b) Results/ Validation/ Impact

Number of people participating in the programme: 58. Number of people employed by our organisation: 5 (in other organisations: 34). The competences of the target group have improved in several fields: Social and personal competences: contacting skills, coexisting skills, cooperation skills; Social competences: acquiring skills and competences in terms of empathy, communication, cooperation, conflict management, request for assistance, developing the need for the sense of belonging to a community. Social participation: social awareness (participation in the daily life of local communities, showing solidarity with them), work, assuming tasks and responsibility for themselves and the community, voluntary service, cooperation. According to

the feedback of the participants' immediate family members or other acquaintances, the participants become more independent, more initiative, their self-assessment and self-esteem become stronger, they make decisions more easily and have a vision concerning their future. Therefore, their quality of life improves. Thanks to the experience, their family members believe that they are capable of working and living independently. Feedbacks from their immediate environment show us that participants become more accepting towards the others and handle conflicts better. For employees working in our association, who participated in the programme earlier, daily work and performing tasks are completely natural.

c) Innovative aspects

Our programme tackles the situation of disabled young people living with their families in a complex way. It includes both theoretical and practical trainings. The participants acquire competences necessary for their independence. They prepare for work; therefore, they have better chances on the labour market. Their social relations become deeper. The quality of life of the participants and their families improves. They may become tax payer citizens. Useful work and the participation in the community's life help them to gain better social status. Parents may prepare for the time when their children leave. We cooperate with numerous professional groups.

CASE STUDY 3 (HU04)

Ízlelő – family-friendly restaurant, long-term employment of people with disabilities

Organisation general data

Name of the practice holder / address / website: Kék Madár Alapítvány - Ízlelő a családbarát étterem | H-7100 Szekszárd, Bartina u. 12/a | www.izleloetterem.hu

Contact person: Magdolna Angyal operative manager

Type of Organisation: non-governmental

Experience: social enterprise/restaurant

Description of the promising practice

a) Summary of the practice

Our objective was to start a social enterprise, which can provide the employment of disadvantaged people in a financially sustainable manner. In the course of an organisational development, we have defined the needs in the field of restaurants. We aimed at creating long-term employment opportunities for disabled people with services reflecting real market needs, where we can present their diverse capacity, and ensure their personal development and the realization of their career goals. We also aimed at strengthening the self-financing capacity of the Foundation by creating a sustainable, profitable business activity.

Currently, we provide employment for 15 disabled people (2 with impaired hearing, 2 with reduced mobility, 6 with intellectual disability and 5 with health damage) in the Ízlelő family-friendly restaurant, in a position suitable for their working capacity. Most of them live with severe disability (waiter with restricted mobility, chef with impaired hearing etc.). The typical educational background of our employees involves a special elementary school or vocational school, followed by a course registered in the National Qualifications Register (which they completed with our help), 2 of our colleagues graduated from high school. The ratio of men and women is almost even, most of our colleagues are young adults.

Ízlelő, the family-friendly restaurant is well-known on a national and international level, and it is located in Tolna county, Szekszárd. We are proud that the first restaurant in Hungary employing people with disabilities has opened in a rural city and not in Budapest. This is even more significant, since Tolna has the second lowest employment rate in Hungary, Nógrád is the only county where the rate of working people is lower.

We count on the help of labour organisations in recruitment. In the course of the rehabilitation employment of employees, we cooperate with family support centres, the Hungarian Association of the Deaf and Hard of Hearing, the Organisation for Blind and Visually Impaired in Tolna county, the Organisation for Persons with Reduced Mobility in Tolna County and the Hungarian Association for Persons with Intellectual Disability.

b) Results/ Validation/ Impact

We employ 15 disadvantaged people on average. 15-30 people participate in our trainings which are organised within the framework of EU programmes. We conduct events in Budapest and other cities as well, i.e. we provided catering services on an international conference organised in the Ministry for Foreign Affairs within the framework of the Hungarian EU presidency, we received positive feedback both from the 120 guests and the organisers. Currently, we are

working on the elaboration of a social enterprise model in order to make it more widespread. The effective help for disadvantaged employees is the provision of reliable and long term employment. In this respect, the effectiveness of the practice is supported by the low rate of fluctuation. Approximately half of the employees have been working in the restaurant for ten years, from its opening. 'Real work' with salary and correct working conditions is a prerequisite for the participation in the society. However, the improvement of the life quality is not only influenced by the financial situation. Long-term employment means predictable future, appreciation, challenge, motivation and commitment, which helps to stabilize the health and mental state of the employees.

c) Innovative aspects

We paid great attention to the provision of accessible environment and the purchase of equipment which adapt to the needs of our employees. Therefore, our wheelchair user employee can access all of the rooms in the building. The creation of safer working conditions that adapt to personal needs was a key factor during the developments. When purchasing kitchen equipment, we preferred easy-to-use, automatic or semi-automatic installations and devices equipped with extra safety elements. In 2012, in the SME category, we received the title 'Socially responsible employer'.

CASE STUDY 4 (HU07)

Award for the Opportunity Creating Workplace of the Year

Organisation general data

Name of the practice holder | address | website: Szimbiózis a Harmonikus Együtt-létért Alapítvány | H-3527 Miskolc, Augusztus 20 u. 12. | www.szimbiozis.net

Contact person: László Jakubinyi, director

Type of Organisation: non-governmental

Experience: Rendering social services for people with disabilities, employment, socially responsible business activity.

Description of the promising practice

a) Summary of the practice

We aim at helping disabled people to enter the open labour market; for this purpose, we have been rendering employment-related services for 13 years. As a sign of appreciation for existing employers and in order to raise others' awareness, in 2008, together with our professional partners, we founded the 'Award for the Opportunity Creating Workplace of the Year'. With the award, our goal is to promote the non-discriminating and socially aware employment policy of employers operating in our environment. The target group consists of disabled and disadvantaged people and local businesses. Businesses operating in Miskolc (city with county rights) or in its agglomeration, or companies having a site in this area. During the implementation, we have contacted several companies which help our work with employment, other services and donations.

b) Results/ Validation/ Impact

We give the award every year. It is of utmost importance that we provide publicity for employers who have an open approach and a leading role in employment, and recognize their work at a local level. Beyond recognition, it is also important to inspire others in order to create more workplaces with an inclusive approach.

c) Innovative aspects

There are several types of recognition for those who are engaged in employment. In our practice, it is important to outline the local aspect: local participants, local people, local businesses and local recognition. This has a positive effect on the community and an advertising value for the companies. The event always has a good press, the local television is present, and there are several articles in the on-line and print media about the Award for the Opportunity Creating Workplace of the Year.

CASE STUDY 5 (HU09)

Unique skill enhancement programme at IBM ISSSC with the support of Kézenfogva Foundation

Organisation general data

Name of the practice holder / address / website: KézenFogva Alapítvány/IBM | 1093 Budapest, Lónyay utca 19. | www.kezenfogva.hu

Contact person: Miklós Fehér

Type of Organisation: non-profit organisation

Experience: Trainings; methodology; representation; shaping public opinion; information provision; legal assistance; employment

Description of the promising practice

a) Summary of the practice

IBM's Hungarian service centre, IBM ISSC launched its programme with Kézenfogva Foundation in 2015 in order to provide personalised skill enhancement trainings for disabled or disadvantaged people. It has come up in the case of several applicants that they have had no problem with their basic skills and motivation, but they have had no knowledge on the multinational corporate culture. The programme aims at developing the market-based competences and skills necessary for a successful application, but not only to ensure that the company employs the applicants, but also to contribute to the creation of equal opportunities, and enable that our employees meet persons with disabilities.

10 to 14 people may participate in one course; we have had two courses so far with 19 participants. People with all kinds of disabilities and health damage may participate in the courses, if they have at least a level of secondary education and intermediate level of English. Our former participants: 6 people with restricted mobility, 5 visually impaired people, 4 people with impaired hearing, 3 people with autism spectrum disorder, 1 person with psychiatric disorder. The important criterion is that the participant is interested in the multinational corporate culture. The participants are mostly more than 30 years old, divided between male and female.

IBM ISSC has 3 office buildings in Budapest. The programme was announced at a national level, most of the participants are from Budapest, but there was a participant who travelled to Budapest for the training every month. Another former participant who has become the employee of the company moved to Budapest only for this purpose (the salary he earns allows it). The activities of the company are Europe-wide, but the work can be done electronically, no travel is necessary.

We have invented the programme in cooperation with IBM ISSC. We have participated in the elaboration of the thematic, the recruitment and selection of the participants, as well as the organisation of the legal presentation, the lion's share of the realisation was carried out by the company.

b) Results/ Validation/ Impact

The training was completed by 17 people, who received a diploma (without having to take a final exam). 7 people of them were employed by IBM ISSC. After both trainings, we received positive feedback from the participants and the volunteering colleagues of IBM who organised the trainings. There was a manager for instance who was a speaker on the training and, as a result of the relations he made here, he decided to employ several disadvantaged people. The programme will continue this year as well. We do not measure the impact with targeted means (other than the number of employed people). Our experience shows that the most important value of the programme is that, after the programme, the participants received confirmation concerning their capacity to work and create value, even in a multinational corporation. Earlier, they were afraid to apply for jobs for which they were suitable according to their skills, but they had no self-confidence to apply and successfully participate in the complete application process. However, in the programme, they were prepared by the employers, so after the programme, they were ready for the process.

c) Innovative aspects

I have no knowledge of any similar international training which is carried out with the participation of the employees of a multinational corporation and the professional support of civil organisations. The training has been developed on the basis of the clients' feedback provided during our work with them. It is the targeted employer itself who prepares them for the successful application and work.

FRANCE

- **Data collection methodology**

Considering the French National context about Work Assistance Services Establishment, the templates were addressed by email to local organizations only. Two umbrella organizations UDAPEI and ANDICAT promoted the questionnaires and ensure a preselection of practices based on local context (to ensure diversities) and the potential of development of the practices (availability, interest, practices adapted to the European project, exchanges with European partners, etc.).

Feeling in the questionnaires were mainly realized on the field with the DESIGN manager considering the most important aspect was to present the DESIGN project and the methodology, and develop a managing team for the activities to be implemented. The team built on this basis gives a local interesting basis to implement all the European activities of the DESIGN project.

Despite, the objective of the collection of Promising practices is to federate the local actors implementing activities for people with disability in order to implement and develop DESIGN project.

- **Challenges to data collection and selection process limitations**

To ask the managing directors of establishments to consecrate time on data collection, to explain the European project and to ensure concrete on the field for managing directors, their team and the target group: people with disabilities.

The objective is on the contrary to give a good image of our Erasmus + project, to federate the actors and to try to adapt each European activity to very concrete reality on the field. This is a huge challenge that made by its own the selection process.

Considering the challenges for data collection, we decided to collect data with people ready to get involved in the project and not to mobilize partner organizations, other managing directors, considering the work on the field is already very challenging. Despite, managing directors are already asked to fill in a huge number of questionnaires' by local, national, European authorities. The project manager made benchmarking with targeting contacts in order to ensure direct contact and to collect already made evaluation and pairs reviews. The selection criteria are mainly the fruit of the existing National and local Networks in which we gave a European dimension thanks to the Rational for Promising practices selection process, and in particular the validation workshop and common DESIGN evaluation criteria for promising good practices.

- **Experts**

Thomas Depardieu – AFEJI

Nathalie Gyomlai - Maison des enfants

Céline Lescroart - Association (A.S.R.L.)

Fabrice Taupin - AFEJI

Pascaline Toulotte – AFEJI

Patrice Warembourg - Union Départementale des Associations de Parents et Amis de Personnes en situation de Handicap Mental (U.D.A.P.E.I.)

CASE STUDY 1 (FR 01)

Knowledge, coaching, confidence

Organisation general data

Name of the practice holder / address / website: AFEJI | 102 chaussée Brunehaut, ENGLEFONTAINE | www.afeji.org

Contact person: Thomas DEPARDIEU

Type of Organisation: Non-profit Association under the French 1901 law

Experience: The Work Assistance Services Establishment (Etablissement et Service d'Aide par le Travail – ESAT) is a medico-social organisation.

Areas of specific expertise: Adults between the ages 18 & 60 who demonstrate one or more disabilities: mental, psychological, physical or sensory

Other links to relevant information: We provide work placement and medico-socio-educational support.

Description of the promising practice

a) Summary of the practice

The disabled workers of our establishment can follow a progressive path leading them to employment in accordance to their professional profile, capacity and development. Their work is more or less supervised or accomplished independently according to their potential: 1. In a team with permanent supervision. 2. Independently within the establishment's walls, with professional supervisors ready to guide if needed. 3. In autonomy in an external company (subcontracting) with a regular monitoring.

The passage from one stage to another is made following the individual plan. Depending on a person, the practitioners can favour and prepare for this evolution. In this case, the situation of the worker with disabilities is discussed within an inclusion committee. The committee suggests first to define the needs in order to propose the relevant activities to implement, whether they are preparative workshops, monitoring and counselling at the work placement, internship/apprenticeship, recognition of knowledge and experience, or training. The final goal is to prepare a person to gain more independence and to be integrated in the ordinary working environment.

The assessment grid and evaluation of internship are decisive tools.

While technical competences are assessed by the workshop monitors, it is more difficult to evaluate appropriate behaviour. The data collection to evaluate behaviour remains complex and required the definition of criteria and a mobilisation of the expertise from different professionals (practitioner, psychologist, workshop monitor).

b) Results/ Validation/ Impact

11 persons passed successfully to the ordinary working environment. The fact to gain confidence and learn labour codes sometimes is not enough. Some workers are not willing to step out of the comfort zone provided by our Work Assistance Services Establishment (ESAT). The development of capacities to work in the ordinary environment is not an end in itself; some people just do not see any interest in it and do not look for this recognition. They feel good within the ESAT's walls unwilling to leave them. Given practice has this fact as a limit. Nevertheless, it will be enriched and adapted by exchanges with other ESAT in the frame of the inter-institutional committee for the integration of workers with disabilities of the Avesnes district. Our work helps prepare disabled people to live in a new environment, which may be quite disturbing. It reveals as well their weak points to discuss in person in order to facilitate their development. Finally, the most positive aspect is the belief in one's own capacities to make it through the ordinary environment and the feeling of being ready to do it.

c) Innovative aspects

No

CASE STUDY 2 (FR 02)

Partnership with companies

Organisation general data

Name of the practice holder / address / website: ESAT jemmapes Lamartine | 220 impasse jacqueline Auriols 59118 wambrechies

Contact person: LESCROART Céline | Social and counselling service manager
lclescroart@asrl.asso.fr / 03.28.38.81.41

Type of Organisation: ASRL Association

Experience: Packaging, laundry service, ironing, dry-cleaning, parks and gardens maintenance, catering, printing works, service provision

Areas of specific expertise: ESAT (Work Assistance Services Establishment) workers in capacity to get gradually integrated in the ordinary environment

Other links to relevant information: 2 different sites

Description of the promising practice

a) Summary of the practice

How to guide an employer (company) in order to help them facilitate people with disabilities' integration whether it comes to social skills or the way of working together. We do not focus on a worker's technical skills (which are already acquired).

b) Results/ Validation/ Impact

If we take into account 3 last years, 4 persons were integrated on a permanent contract in the ordinary working environment. The first person after the acquisition of his safe driving aptitude certificate (CACES), the second for biological parks and gardens maintenance (skilled in this field), the third one in a canteen of the private school, and the fourth one in the carpentry sector (having got his vocational qualification by now). Before being hired they were trainees, performed secondment tasks. A member of the ESAT staff team was present at every stage. There were regular meetings with the person and the employer mainly to discuss the issues related to social skills and the doubts that this type of hiring commitment may cause. Social assistant presented financial simulation to the worker. The explanation to the company of financial

advantages for the recruitment of a worker with disabilities took place. There was a conclusion of the support agreement valid two years once a worker leaves ESAT. He is given priority to reintegrate ESAT in a case of failed working experience.

Sometimes we miss going through some steps while helping integrate the ordinary environment. The background context of a person should be taken into account (mobility, family breakdown, change in status, facility to take decisions). Company's concerns should be minimized (regular meetings, presence when needed) and why not create a tool relatively customized for a company (on disabilities in general but as well on good practices and the need to communicate with the host company staff).

No cases of return to ESAT among people with disabilities hired on a permanent contract.

Ongoing case of failure (after 8 months in a company) because the background context of the worker had not been taken enough into consideration. The ESAT team paid attention only to the technical skills.

Recognition of the will to pursue very complex skills training as ESAT cannot be considered as a company and a worker must resign before being able to take part in a training course.

The anxiety of some workers to earn less money in ordinary working environment compared to what they get in ESAT (loss of AAH, disabled adults allowance).

If a worker stays more than 5-6 years in ESAT, it will be hard for him to leave it (lifestyle habits, comfort, relationship network).

c) Innovative aspects

There is no innovative practice at the moment but we may consider issuing the common guidelines for employers on how to support people with intellectual disabilities in their companies. Reflection to be pursued in this sense.

CASE STUDY 3 (FR 03)

SEE

Organisation general data

Name of the practice holder / address / website: AFEJI | 31 quai de Beauvais Armentières 59280 | www.afeji.org

Contact person: Pascaline Toulotte

Type of Organisation: Non-profit Association under the French 1901 law

Experience: The Work Assistance Services Establishment (Etablissement et Service d'Aide par le Travail – ESAT) is a medico-social organisation.

Areas of specific expertise: Adults between the ages 18 & 60 who demonstrate one or more disabilities: mental, psychological, physical or sensory

Other links to relevant information: We provide work placement and medico-socio-educational support.

Description of the promising practice

a) Summary of the practice

As part of the process leading to employment, workers with disabilities receive traineeship or subcontracting offers. Nevertheless, very often traineeship or subcontracting position in an ordinary environment are perceived as being difficult, or even interrupted, for following reasons: frustration, loneliness, different pace of work, lack of distance, etc.

In view of these observations, working meetings between ESAT professionals allowed to develop modules on social skills co-animated by a psychologist and an inclusion assistant.

Working together the service of social and professional inclusion and that of medical and social support presented modules “SEE” (Savoir être en Entreprise – Social skills for working in a company).

b) Results/ Validation/ Impact

2016 : 2 persons successfully integrated in the ordinary environment, one of them took part in the SEE module. 2015: 4 persons integrated, three of them took part in this module. Our work was related to emotions, self-knowledge and self-awareness, self-esteem and self-confidence. We focused as well on how to deal with criticism and situations of failure, while insisting on the importance of a positive attitude and the dialogue.

A psychologist and an inclusion assistant evaluate together with the people with disabilities the overall results during the feedback sessions and debriefing on experience related to the management of the issues mentioned above. Here we are talking about the evaluation of the qualitative impact with these people being stakeholders. While some people are open to raise awareness and to readjust when it comes to interpersonal relationships, others refuse to take part in a traineeship despite significant work being accomplished in terms of individual and group support. Other strategies still to be explored.

We observed positive results and efficiency based on the people with disabilities' feedbacks: will to interact, to exchange views, raising spirit of openness, respect for the principles of non-judgement. The workers even expressed a wish to pursue this group work in order to deepen discussions of issues related to situations faced in real life and "to find solutions".

c) Innovative aspects

No.

CASE STUDY 4 (FR 04)

Projet STAR (situation de travail et aménagement raisonnable) : faciliter l'emploi durable des personnes déficientes intellectuelles

Organisation general data

Name of the practice holder / address / website: Udapei 59 Department Union of the Papillons Blancs Associations of the North | 194/196 rue Nationale 59000 Lille | <http://www.udapei59.org/>

Contact person: Patrice WAREMOURG Deputy Managing Director ud-warembourg@udapei59.org | + 33 (0)3.28.36.14.17

Type of Organisation: Non-profit association

Experience: Supporting persons with learning disabilities across all areas in life

Areas of specific expertise: Persons of all ages with learning difficulties

Description of the promising practice

a) Summary of the practice

Statistics show that persons with disabilities are, in general, excluded from the labour force. In 2015, 18% were unemployed compared to 10% of the working population. The Papillons Blancs du Nord associations adopt various measures contributing to social and professional integration of people with learning difficulties. People requiring support for integrating the ordinary working environment are easily identified: 2,500 persons at the beginning of the project. The 1% rate of those leaving ESAT by the end confirms fair enough the difficulties this project may face. This result led to the idea of testing suitable arrangements as a solution for access to employment.

b) Results/ Validation/ Impact

Support was given to 91 persons as part of the STAR project. 53 took part in a job placement, 43 were offered suitable arrangements. The fields most affected by the arrangements were relations/communications, skilled professionals and the environment. 17 people are working in the ordinary working environment due to this first experiment. About half of the companies are new partner associations. Additionally, the accomplished work enabled the definition of suitable arrangements, providing a type and modelling the scenario. The developed approach enabled to propose a different type of support and to reach a large amount of people, who, without this concept, could not get or retain a job. The priority lies with the principle of equality of chances and fairness. This approach enables the company to go beyond the limiting notion of obligation, prioritising an opportunity to hire a person perfectly capable of keeping the job offered. Arrangements can take a single or plural form. They develop with time and capitalise on the potential of people. This approach provides those with learning difficulties and who are capable to the control of their professional careers, while they are provided with suitable support. A qualitative and quantitative report of the modelling stage was issued. It focused on all aspects of the project (profile, type of employment, adaptation, etc.). 4 suitable arrangements categories were identified as well as 3 possible arrangement implementation stages: preparation (the most frequent), integration and sustainability.

c) Innovative aspects

This suitable arrangement approach is completely new to France. It can be compared to initiatives already implemented mainly in all Nordic countries, Canada and Belgium, which have seen positive results. This experiment marks an initial step towards the formalisation and modelling of suitable arrangements for people with learning difficulties.

CASE STUDY 5 (FR 05)

2SFI

Organisation general data

Name of the practice holder / address / website: Ferme du Pont de Sains ESAT (Work Assistance Services establishment) | Pont de Sains – 59610 FERON | <http://www.lamaisondesenfants.org>

Contact person: Nathalie Gyomlai – Director | ngyomlai@lamaisondesenfants.org | 03 27 60 83 98

Type of Organisation: Non-profit Association under the French 1901 law

Experience: Social and medico-social field

Areas of specific expertise: Adults with disabilities

Other links to relevant information: The Home of the Children Association is composed of 3 educational poles. Based at the very heart of Avesnois (Trélon, Féron, Sains of the North), the Medico-Social Pole for Adults (PMSA) includes 5 establishments offering different kind of services to people with disabilities contributing to their social, family and professional fulfillment. Adjusted working conditions, medico-social and psycho-educational support (ESAT). Individual and shared accommodations (shelter (FH), residential housing (FL), Home for the Elderly and Seniors (FPPV). Help in the daily chores and various activities for the persons living in an ordinary environment (SAVS the Social Support Service)

Description of the promising practice

a) Summary of the practice

The priority objective of ESAT Ferme du Pont de Sains is to empower as much as possible the target group, both in professional and in social sense, in order to facilitate their

inclusion. ESAT gives to these people the possibility of carrying out a professional activity under adjusted working conditions and of benefiting from medico-social and psycho-educational support. Under the Law of January 2nd, 2002, the user is at the core of the system, being stakeholder of his professional and social path.

Activities directly for professional purposes:

- Offer a full-time or part-time job to persons' temporary or permanently incapable to exercise an occupation in an ordinary production sector or in an adapted enterprise
- Facilitate integration in a social and professional life through job
- Adjust organisation and working conditions to make them accessible and the most similar to the ordinary working environment
- Facilitate access to any training having potential to develop their aptitude for work, or even access to professional qualification
- Develop autonomy through work
- Allow those people who demonstrated sufficient capacities, to leave the establishment and to integrate the ordinary working environment.

Activities aimed at medico-social and educational support:

- Offer medico-social and educational support by implementing or facilitating access to activities of knowledge maintenance, of school competence upkeep as well as educational activities of access to autonomy and of involvement in social life
- Offer medico-social and educational support (learning retention etc.) to encourage personal development
- Organise activities implying hobbies, openness to the outside world, introduction to realities of everyday life...

b) Results/ Validation/ Impact

The results can be measured by the number of traineeships in ordinary working environment and the provision of outside contracted services. The existing trainings facilitate the access to these offers.

Report on the service provision agreements 2016 – Number of workers concerned: 4
Satisfaction surveys are on the go.

The Register of Satisfaction and Complaints is set up in order to keep formal record of possible problems. The process of inclusion in ordinary working environment faces difficulties related to the difficult social and economic context with a significant unemployment rate.

The internal evaluation took place in 2011 and external one in 2014.

The disabled workers were involved in both procedures. The monitoring committee for constant improvement measures was established as a result of the internal evaluation. It is composed of practitioners from different units of Medico-Social Pole for Adults who represent all kinds of fields. This committee is facilitated by a service manager of the Pole Settlement Center. The executive board which brings together the Pole Director, two deputy directors (ESAT and Settlement Center) and a facilitator of the DAC committee (Constant improvement measures) approves the activities of this committee. This committee sets the objectives of:

- following the improvement plan resulted from the internal evaluation
- following the recommendations of the external evaluation
- organising the assessment of use of the claims and satisfaction register and of the record of adverse events
- initiating improvements of the tools under the law of 2002-2
- following the set up indicators related to the establishment and service plans
- generating the proposals of improvement in every field

These objectives go beyond the recommendations of both evaluations. The committee, as its name implies, aims at improving the quality of organizations and of services provided to beneficiaries.

The overall review of internal and external evaluations was issued in 2016 in order to prepare the new internal assessment which will take place in 2017.

c) Innovative aspects

ESAT has a specificity to propose multiple significant activities letting supported persons change a workshop according to their project (12 possible professionalising activities). The occupation fields vary from groom to cooking job.

ROMANIA

Data collection methodology

The main database of the providers of social services for persons with disability, at national level, is was offered by the DIZABNET forum. The invitation and promising practices template was sent to 113 members. After a poor response (only 2 organizations), the invitation to participate in this research was sent to the organizations via contact persons that collaborated in time with ASSOC.

- **Challenges to data collection and selection process limitations**

Even if the organizations expressed their interest to participate, the responses came with delay and often after insistence.

- **Experts**

Zehan Olimpia - COLECȚII, TRADIȚII ȘI CREAȚII - structură de economie socială

Grebleș Alina Adriana - AJOFM MM

Chince Tamara – ASSOC

Anton Chelaru Maria Magdalena – ASSOC

Dorina Trifu-Suciu – ASSOC

Liana Munteanu - CNASR MM și SJ

CASE STUDY 1 (RO 01)

Job Placement and Assistance Agency for people from vulnerable social groups

Organisation general data

Name of the practice holder / address / website: “Alături de Voi” Foundation – ADV Romania
str. Bazinelor nr. 5, sat Uricani, com. Miroslava, jud. Iași,
office@alaturidevoi.ro, www.alaturidevoi.ro

Contact person: President, Angela Achiței

Type of Organisation: NGO

Areas of specific expertise: Inclusion of people seropositive HIV and other vulnerable categories

Description of the promising practice

a) Summary of the practice

In 2016, ADV Romania set up in Iasi the Job Placement and Assistance Agency, as a response to the increasing number of beneficiary, people with disabilities and other vulnerable social groups, currently looking for a job, who have asked our help in order to become financially independent by family and from financial incentives provided by state. The Agency beneficiary are vulnerable social groups looking for a job (disabilities persons, roma people, young people who have just left child protection program, ex-prisoners who need integration, people looking for a job, drug addicted people and other adult categories of people who need help. The service activity is carried out locally, in the entire county Iași. From 2010, ADV Romania, Iași Center, has an agreement partnership with County Employment Agency Iași, through which the partner provides us a database with the available jobs in the county, it connects us with the employers if is necessary, supports and promotes the Agency activity.

b) Results/ Validation/ Impact

In 2016, 38 unemployed people benefited of training in the field of entrepreneurship; 44 people benefited by evaluation of work and entrepreneurship skills; 6 young people have participated in the internship program and 2 of them were placed on labor market. The Agency has a procedure that evaluates the beneficiary needs: initial evaluation which requires to set a plan with the beneficiary. At every 3 months or when there is a need, a reevaluation of beneficiary takes place because sometime the needs may change. The achievements of goals is monitored by Agency Coordinator. The activity of the Agency is part of a service with license. Day Center of counselling and information for adult persons from the community, is monitored by County Employment Agency from Iasi. In addition we report monthly the number of people enrolled in the labor market to County Employment Agency from Iași. The Agency activity is yearly a subject of external audit. ADV Romania has developed a procedure of work during which, periodically, are applied questionnaire to check the beneficiary satisfaction on the services provided by Agency. According to the answer and feedback received, formally or informally we adapt our services to their needs. In addition, after we complete the process of integration on labor market, the beneficiary are being watched for a period of time, from one month to 1 year in order to assure that the process of integration on labor market was a success. The impact of the program on the beneficiary is also measured by the employer feedback.

c) Innovative aspects

Job Placement and Assistance Agency in labor market is an innovative service for Romania labor market implementing the system one-stop-shop. Inside the Agency, besides counseling, orientation programs, our team ensures placement on labor market through an innovative service model taken from Finland and adapted to the Romanian situation - job coaching. Job coaching represents the partnership between the specialist and a person looking for a job and mediation with a possible employer, where the specialist supports the beneficiary to adapt at job conditions; supports the employer who is taught how to have a good relation with the beneficiary, how to adapt the space of work according to the beneficiary capabilities to adapt at job conditions. This type of support is offered for minimum a month up to 1 year. If during this time the beneficiary cannot adapt, the Agency identifies another job and the process starts all over again.

Case study 2 (RO 06)

Supported employment service of the for you foundation

Organisation general data

Name of the practice holder / address / website: FUNDATIA PENTRU VOI,

Str. Anton Bacalbasa, nr.69-65a, Timisoara, 300524

pentruvoi@pentruvoi.ro www.pentruvoi.ro

Contact person: LAILA ONU, DIRECTOR GENERAL

Type of Organisation: NGO

Areas of specific expertise: Integration of people with development disabilities into the labor market to benefit from rights, equal opportunities.

Description of the promising practice

a) Summary of the practice

The For You Foundation was founded in 1996 and the Supported Employment Services dates back to 1999 and arose as a result of the need for these people to take part in the free labor market.

People with disabilities, especially those with mental retardation, often find a job with great difficulty in the free labor market and when they do so, they need formal / informal support, most of the time they find part-time jobs that pay the national minimum wage.

15 beneficiaries with various disability degrees, mental retardation with / without behavioral disorders were hired outside the Centers, 8 males, 7 females, 3 with severe disability (2 male, 1 female), 10 accentuated handicap (4 male, 6 female) and 2 males, medium handicap; Age 29-53, Timisoara. Qualifications differ from graduate vocational school to university graduate, graduate professional training programs, mother tongue communication, graduate courses in accounting or PC operation.

The supported employment service of the organization FOR YOU provides support to the beneficiaries of the organization, living in the city of Timisoara.

b) Results/ Validation/ Impact

15 people employed outside the day centers, over 80 people employed in the protected unit over time.

Through the supported employment service, we managed to identify jobs outside the day centers for 15 beneficiaries and ~ 80 beneficiaries received support within the protected unit. The quality of these people's lives has increased considerably, contributing to the increase in family income, ceasing to be considered a burden for the state, thus sustaining their social inclusion.

c) Innovative aspects

The supported employment service of the organization For You is unique in the west of the country, but sadly still has a novelty character, especially for potential employers. The beneficiaries of the service are those from the day centers, selected according to the skills discovered during the activities carried out in the protected workshops and the initial evaluation based on a vocational profile in which they have the opportunity not only to declare what they know to do but also what would they like to do and describe the ideal workplace for them, in terms of work schedule, location and activities. For them we prospect the labor market - on profile sites and a weekly list of jobs is created- job searching. Later, attempts are made to access these identified vacancies corresponding to the needs and interests expressed by the beneficiaries.

CASE STUDY 3 (RO 07)

Person centered approach for social inclusion and job placement on free market labour

Organisation general data

Name of the practice holder / address / website: Asociation Pro ACT Suport

No.4, Soldat Simion Stefan Street, Bucharest, sector 4, ROMANIA

office@proactsupport.ro; www.proactsupport.ro

Contact person: Cerasela Nicoleta PREDESCU, general manager;

Type of Organisation: NGO

Areas of specific expertise: Promote rights of people with disabilities, deinstitutionalization and creation of community services

Description of the promising practice

a) Summary of the practice

Taking in consideration that we were/are working with people who have been institutionalized their entire life, we started the work from the scratch; some of the clients need help in terms of writing, reading, acting as neighbors, living in the community. The first steps have been done in order to accommodate them with the new location, with the new staff and new life. Then, they have been involved in discovering the community, accessing the services into the community, knowing other people and trying to make new colleagues and friends. The accommodation process took at least 6 month - 1 year and just after this period the preparation for the labour market took place. We are working with people with intellectual disabilities who were previously institutionalised. In Romania there are more than 17,000 people living in residential care institution in horrible conditions, where their rights are day by day broken. They are captive, living inside of the institution and treated as patients. Still, there is a medical approach and there is a high stigma and prejudice with regard of people with disabilities. We take out 50 people out of the institution and included them into the community. They have from medium to severe disabilities and are between 24-50 years old. Our services are operated in Bucharest (3 sectors) and Giurgiu County (3 small communities, towns and a city).

b) Results/ Validation/ Impact

We help 50 people with intellectual disabilities and psycho-social problems to get out of the institution and start a new life in community. All of them are employed as follow: 6- in our social enterprises, 10- protected units, 34- free labour market. The impact is not in terms of number but the quality of life for every person. We have been selected as best practice model by ZERO project competition, as a short cut model for employment.

c) Innovative aspects

"we get to know the person, not from a specialist-people with disability point of view but from a human being- to another human being; and we discover skills, capacities and abilities"

CASE STUDY 4 (RO 08)**Job placement service - Individual vocational profile, vocational training,
work mediation****Organisation general data**

Name of the practice holder / address / website: PHOENIX-SPERANTA ASSOCIATION

Medias, G.Topirceanu Str. 14

office@phoenix-speranta.ro

www.phoenix-speranta.ro

Contact person: Maria Ioana Stanescu, General Manager

Type of Organisation: NGO

Areas of specific expertise: Our goal is to activate both disabled/vulnerable people and potential employers in order to increase the social inclusion of the people in the risk of social exclusion.

Description of the promising practice**a) Summary of the practice**

Through the identification of the work abilities which are above a certain limit, trainable in other words, the client take place into a suitable workshop for raising his work abilities. Next, we identify the social abilities and the need of developing them. The main instrument for work abilities is Ruward test and others for psychological and social profile. The training period in the workshop is followed by the paid job into the sheltered unit. Those who are going very well are meant to be hired on the labour market. It is also possible that the person goes straight to the

labour market if the initial evaluation is showing good results. Our target group consists of youngsters above 16 years' old who has no school education, or not finish school education, intellectual disabled, coming out from state institutions. Their coming is based on our collaboration with governmental institutions responsible in the field, or directly from their families. Our organization address its services to the local community.

b) Results/ Validation/ Impact

Phoenix-Hope Association was established in 2001, June 27, with material and moral support from the organization Skarsterlân Joure, the Netherlands and Marelân Group Sneek. From 2005 to 2008, the association has achieved its development goals by accessing organizational NADP funding, and the US Embassy (2005), Soros Foundation (2005). 2005 is the year in which the association initiated a partnership with DGASPC Sibiu, within the National Strategy for restructuring the mega-centers for people with disabilities, aiming restructuring CITO Dumbrăveni. The project was funded by Phare. Contribution association materialized in donating land for a home for 50 people by moving inside the organization could benefit from the services of social and professional integration of the association.

In 2007 the new CITO, set up after the new standards in operation and with it begins the partnership with Sibiu County Council, which receives support workshops association account institutionalized youth participation in the program of rehabilitation for work, provided by the association. In 2007 they set up the association, Protected Unit "First Step" according to Law 448/2006. 2010-2013, the association chooses to be his partner in the first European-funded project "Integrated social services and vocational training for people with disabilities". The project runs in partnership with Assoc Baia Mare and is co-financed by the ESF / HRD 2007-2013, Priority Axis 6 "Promoting social inclusion" area 6.2 "Improving access and participation of vulnerable groups in the labour market". 2012 – Phoenix Speranta Association receives award 'ability Employers' Gala persons with Disabilities for the highest number of people with disabilities employed in a structure of social economy. 2016 rewards the efforts of association members with the most important funding gained so far: creation of a "complex social and professional integration services for vulnerable young people" in the city and area. Funder Foundation Velux in Denmark.

c) Innovative aspects

Currently, Phoenix Hope is formally transnational component structure Empatec social economy, which broadcasts generously experience in this way throughout Romania.

CASE STUDY 5 (RO 10)

ATRIUM – Centre for information, counselling and job placement for persons with disabilities

Organisation general data

Name of the practice holder / address / website: FUNDAȚIA TRANSILVANĂ ALPHA

540517 Tg.-Mureș, Aleea Vrancea 1 | office@alphatransilvana.ro | www.alphatransilvana.ro

Contact person: Andreia Moraru, manager proiect

Type of Organisation: NGO

Areas of specific expertise: The Alpha Transylvania Foundation has developed over the last 25 years an integrated system to ensure the continuity of social services for people with disabilities

Description of the promising practice

a) Summary of the practice

The Alpha Transylvanian Foundation started in 2003 a partnership with the SOWECO protected unit in the Netherlands under a Matra project of the Dutch Government. The foundation was also a partner in the ATLAS project, run by the EASPD - Association of Service Providers for Disabled Persons. Following these projects and partnerships, the main tools for evaluation were developed, the vocational profile of people with disabilities. Subsequently, with the support of SOWECO, several workshops were set up in which young people with disabilities received a qualification. After observing that it is more effective if they receive the qualification at the workplace, these workshops have stopped and information, counselling and job placement services have been developed both in protected units / workshops and in the free labor market. Since then, the Atrium - Information, Counselling and Mediation Center for Youth with Disabilities has been working uninterruptedly. The purpose of this social service is to facilitate the integration of people with disabilities into the free labor market or in protected workshops / units, as well as to support employers who want to hire people with disabilities. The target group represents people with disabilities, with or without qualifications, aged 16 to 40 - approx. 65 people with disabilities annually. We provide services in Tîrgu Mureș and neighboring localities.

b) Results/ Validation/ Impact

14 young people - day program and vocational education

27 young people - monitored, employed

11 young people - waiting list for a job

12 companies and 1 NGO - with assisted employment

Working in the community and for the community, we are close to the real pulse of life. We consider ourselves to be an organization called to sensitize and fill the thousands of concrete shortcomings in the personal, family and community life, needs that, due to their extraordinary diversity, cannot be resolved by laws or allocations of funds

c) Innovative aspects

Switching from beneficiary status to active agent from a passive state of inactivity to a consciously assumed lifestyle is a challenge even for an average person. Without a systematic plan, based on clear procedures, the integration results will be mild and casual.

PORTUGAL

Data collection methodology

At Portuguese level, Aproximar and AFID have worked together. The Portuguese partners have sent the invitation to participate in the research to more than 150 national organizations. The questionnaire was sent in English but they were advertised that it was possible to fill in in Portuguese language.

The strategy was first send one formal invitation by email and after make a phone call to confirm if the organization had received the invitation. At that moment, was asked if the organization was willing to participate and if we could be helpful in the fill-in of the questionnaire.

This process took 3 months (from January to March, 2017) and during this time the organisations were contacted several times. At the end, 5 national organizations shared their practices with DESIGN partners in order to be validated during the validation workshop and incorporated (if validated) on the European Report.

In order to validate if the practices gathered could be defined as good practices for the employment of people with disabilities on the open labour market, each country partner was responsible to organize a national validation workshop involving, at least, 6 experts on the field. In Portugal, Aproximar and Afid opened 12 vacancies for the validation workshop. However, more than 30 people/ experts have register and both organizations decided to engage them on the process. The validation workshop took place in Afid facilities and during the workshop Portuguese partners have presented DESIGN project, the Intellectual Output 1 specifically, and each of the practices shared. After the presentations, experts have been invited to come together into clusters of 5 people, discuss the practices and evaluate them, by agreeing one common score for each of the practices.



Image 1: DESIGN project presentation during the Workshop Validation

(Tiago Leitão, President of Aproximar)



Image 2: Working Group 2 - Practices Validation Process during the Workshop Validation

- **Challenges to data collection and selection process limitations**

Regarding the methodology, it has shown some limitations. In Portugal only 5 organizations participated on the study. Based on the feedback that we have received, it was due to several reasons. First of all, the organizations have found the questionnaire too complex and difficult to fill-in; others have replied us saying that they don't have either time and human resources to participate on the questionnaire. Another possible problem was that, at the very beginning, we asked participants to fill in the questionnaire in English. We think that this was also a barrier to the participation.

- **Experts**

Ana Branco - Centro Comunitário da Paróquia da Parede - CCPP

Ana Mafalda Carvalho Gomes - A3S

Ana Neto - ARIA – Associação de Reabilitação e Integração Ajuda

Ana Silvestre Daun - Câmara Municipal de Cascais – Divisão da Promoção e Emprego

Ana Sofia Fonseca Simão - Sociedade Portuguesa de Esclerose Múltipla - SPEM

António Manuel Fula Silva - Serviço de Emprego da Amadora

Emília Mesquita - Fundação Liga / OED

Esperança Veríssimo - Universidade Europeia

Filipa Gonçalves - Universidade Europeia

Filipa Pinto Coelho - Associação VilacomVida

Isabel Passarinho - Câmara Municipal de Cascais – Divisão da Promoção e Emprego

Margarida Rodriguez - AMU - Cooperação e Solidariedade Lusófona por um Mundo Unido

Maria Gabriela Nunes - Associação ERID (Educar, Reabilitar, Incluir Diferenças) – Castelo Branco

Maria Fátima Teives - Associação Mimo – Gabinete Inserção Profissional Laranjeiro

Maria Odília Rodrigues dos Santos - APECI – Associação para a Educação de Crianças Inadaptadas – Torres Vedras

Maria Teresa Évora dos Santos Cascalho - IEFP - IP

Mariana Ramos Batista Ribeiro - APPDA – Setúbal

Marta Alexandra Freitas Teixeira - ERID – Castelo Branco

Micael Andrez Pereira - Serviço de Emprego da Amadora

Miguel Mata - Associação QE

Sandra Pinho - CADIn – Neurodesenvolvimento e Inclusão

Sara Isabel Correia de Barros Trindade - Câmara Municipal de Lisboa

Sofia Vasconcelos Dias - Centro Comunitário da Parede

Sónia Alexandra de Matos Oliveira Torres - Centro Qualifica Agrup. Escolas Paço de Arcos

Susana Marques Guimarães - Associação Recomeço

Tânia Chanfano - ASBIHP - Associação de Spina Bifida e Hidrocefalia de Portugal

Tânia Sofia dos Santos David - CECD Mira Sintra

Rute Bouça - SFRAA Quinta de São Miguel

Cláudia Catana - SFRAA Quinta de São Miguel

Cláudia Tavares - BIPP / Semear

CASE STUDY 1 (PT 01)

AFAC- Family support worker

Organisation general data

Name of the practice holder / address / website: AFID Diferença Foundation | Rua Quinta do Paraíso, Alto Moinho, 2610-316 Amadora

Contact person: Dr. Domingos Rosa, CEO | domingos.rosa@fund-afid.org.pt | +351 214724040

Type of Organisation: Non-profit organization

Experience: The AFID Difference Foundation was established by the National Association of Families for the Integration of the Disabled (AFID), which has 30 years of existence and experience, creating a movement to support people with disabilities and their families, we provide different social services, diagonally supporting the great needs in the social area, beginning in the early intervention, accompanying the Child, the Disabled and at Risk youth and cumulating with the Support to the Elderly.

Areas of specific expertise: People with disabilities and handicaps

Other links to relevant information: www.afid.pt

Description of the promising practice

a) Summary of the practice

The AFID Difference Foundation, established on June 25, 2005, is a Social Solidarity Institution registered under nº 13/06, of 08/22/2006, recognized as a Public Utility Collective and serving a large population, in different social services, diagonally supporting the great needs in the social area, beginning in the early intervention, accompanying the Child, the Disabled and at Risk youth and cumulating with the Support to the Elderly.

The target group are people having the legal minimum age to work, intend to join, re-enter or remain in the labour market, or have already developed a professional activity, are unemployed, enrolled in IEFP, IP centers and intend to increase their qualifications in other professional areas facilitating their rapid and sustained re-entry into the labour market. The objectives of the practice are: to create and / or develop skills in order to facilitate their internal or external socio-professional integration; To develop motivation in them to acquire the skills necessary for their socio-professional integration; To stimulate personal, professional, scientific and technological evolution; Provide the maximum of competences that facilitate their personal independence

and full integration; Develop interpersonal relationships as a way to improve interpersonal relationships; Developing good self-esteem, leading to greater self-confidence and self-esteem, allowing for greater capacity for initiative and interpersonal relationships; Develop a language more appropriate to situations and a greater responsibility for their behaviour in social and professional relationships; Promote autonomy in activities of daily living; Acquisition of work habits; Acquisition of professional skills adequate to the performance of the function.

b) Results/ Validation/ Impact

Number of persons participating in trainings, co-operations: 36

Employment competences evaluation results in 2016: in 7 people 4 had been integrated into labour market.

c) Innovative aspects

1st Year - Simulated Practice - It is considered almost a year of vocational training and integration in the respective professional area. It is intended that the trainees become able to perform the tasks inherent to each professional category and acquire the behaviours necessary for the exercise of their function. At the end of this first year, the trainee is expected to be able to perform in an appropriate way a task or a set of tasks inherent to the exercise of the respective function, with the maximum of autonomy possible.

Practice in a Real Workplace - By the end of 1967h - At this stage the trainee is expected to be able to improve the quantitative and qualitative indices in the execution of the tasks / functions and achieve an adaptation to the job.

CASE STUDY 2 (PT 02)

Inclusion of people affected by disabilities

Organisation general data

Name of the practice holder / address / website: BNP Paribas Securities Services Portugal | Av.

D. João II n.º49, 1998-028 Lisboa | portugal.bp2s.csr@bnpparibas.com

Contact person: Patrícia Freixo, CSR officer, +351 210442283

Type of Organisation: For Profit Organization;

Experience: Financial Services

Description of the promising practice

a) Summary of the practice

Born out of an initiative called Securities Services for Education, where employees volunteered to provide employment training to people with mental disabilities (CV building, job searching, using social networks for job searching, behaviour during interviews, etc.) and institutions that support them (team management, motivation, engagement, office tools). At the end, one of the beneficiaries was integrated as a trainee in the Facilities team, having specific tasks assigned. That person is nowadays a permanent employee. Another person has started his activity as a gardener while providing gardening service in our premises as an outsourcer, employed by his supporting NGO. So far, the practice is being implemented in Lisbon, and have targeted around 15 people beneficiaries and employees of AFID and Elo Social.

The partnership is composed by Fundação AFID diferença, Elo Social and BNP Paribas. BNP Paribas Securities Services was responsible for:

- Designing and financing the programme;
- Structuring and providing training (including the recruitment of internal volunteers)
- Designing a job and preparing a team to include the beneficiary

d) Results/ Validation/ Impact

1 person with mental disability directly employed; 1 person with mental disability indirectly employed (through outsourcing service). 10 others trained in basic employment tools and skills; 5 board members of supporting NGO trained in management and motivation.

b) Innovative aspects

We believe that by applying our knowledge into welcoming people with differences, through a unique and dedicated training programme, we have created a new and effective way of both:

- Preparing people with disabilities to a challenging environment
- Bringing a wide range of employees of the company into the inclusion process

CASE STUDY 3 (PT 03)

OED – Operation for Employment of Disabled People

Organisation general data

Name of the practice holder / address / website: Fundação LIGA (FL) | Rua do Sitio ao Casalinho da Ajuda, 1349-011 Lisbon Portugal | fundacaoliga@fundacaoliga.pt | www.fundacaoliga.pt, <http://www.oed.com.pt>

Contact person: Gonçalo Solla

Type of Organisation: non-profit

Experience: FL is the first and most prominent NGO working with and for people with disabilities in Portugal

Description of the promising practice

a) Summary of the practice

Fundação LIGA (FL) was founded in 1956 as an association dedicated to the support of children and young people with motor disabilities. Given that the rehabilitation objectives are not found exclusively in clinical rehabilitation, vocational training and employment, were primary concerns. With this in mind, LIGA proposes to Institute for Employment and Professional Training and Lisbon City Hall a partnership proposal, which lead to the signature of the Protocol that created OED, in 1990, reinforcing the involvement and common interests of these three entities, regarding the employment of people with disabilities, considering the low rate of professional integration of this population. The beneficiaries of OED are people with disabilities who are unemployed and live in the city of Lisbon. The profile of clients served by OED in the last 5 years was predominantly male (61%), aged 25 to 44 years old (66%), long term unemployed (38%), 35% with basic literacy level and 29% with secondary education. Most were hearing impaired (28%), followed by skeletal muscle deficiency (19%) and general function limitations (19%).

OED is an innovative and unique response at national level and is aimed at people with disabilities residing in the city of Lisbon. In the last few years, we have been watching a decentralization of companies to other areas of the country, not accessible to people residing in Lisbon. It should also be mentioned that OED, annually receives many requests for support from all over the country.

3 Partners:

Câmara Municipal de Lisboa (CML) – Provides the physical location where OED operates, the maintenance of the facilities and the payment of its direct expenses (electricity, water, internet, fax and phone)

Fundação Liga – Services developed by OED, namely, concerning the use of financial, technical and human resources.

Instituto Emprego e Formação Profissional (IEFP) – Is responsible for the funding, which is operationalised by an annual business plan, prepared by FL.

b) Results/ Validation/ Impact

Results -1992 to 2016:

2.192 people with disabilities attended; 93.614 contacts with employers, 1.067 professional integrations, 10.543 company and employees' follow-up actions, 1.598 job vacancies, 2.555 job interviews carried out, 22.490 curricula sent, 17.902 replies to ads and about 270 companies that, with the support of OED, hired people with disabilities, which demonstrates a high loyalty rate to our service (25%) considering the number of placements made.

Our clients are residents of the city of Lisbon consequently, the companies involved are also from the greater Lisbon area.

The impact of OED's intervention is measured in various ways, which we present below. The results presented correspond to an average of the values obtained in the last 5 years:

- Evaluation of the performance indicators and objectives defined in the Annual Activity Plan (implementation rate of 93%)
- Evaluation of the objectives defined in the Annual Continuous Improvement Plan (implementation rate of 92%)
- Evaluation of the objectives defined in the Client's Individual Plan (execution rate of 79%)
- Annual evaluation of the quality of life of clients (52% who consider their quality of life improved)
- Annual client satisfaction assessment (97% satisfied or very satisfied)
- Annual satisfaction assessment of the entities that hired PWD (100% satisfied or very satisfied)

c) Innovative aspects

OED is an innovative and unique service in Portugal and operates in parallel with PWD and the labour market. It focuses on surveying client needs, evaluating and promoting their skills whilst fostering awareness of the employer community, by personally communicating with entrepreneurs, spreading good practices and the results achieved. The OED team consists of 3

psychosocial intervention specialists (with qualifications in psychology, sociology, social policy and occupational therapy) and 3 employees, who contact the business community according to the clients' skill set.

CASE STUDY 4 (PT 04)

Proximity monitoring

Organisation general data

Name of the practice holder / address / website: APPACDM de Viseu (Portuguese Association of Parents and Friends of the Mentally Deficient Citizen of Viseu) | Rua APPACDM, Repeses, 3500-431 Viseu | appacdmviseu@gmail.com www.appacdm-viseu.org
www.facebook.com/appacdm.de.viseu

Contact person: Emília de Nazaré Agostinho Dias | Executive Director
dias.emilia@gmail.com | +351 232 483 260

Type of Organisation: Non-profit organization

Experience: The Portuguese Association and Parents and Friends of the Mentally Deficient Citizen of Viseu was founded in Viseu on December 1, 1976.

They work on the promotion of the well-being of people with mental disability, multi-disability and people at risk.

Description of the promising practice

a) Summary of the practice

Over the years we were told by employers that they felt the need for a closer, more frequent and frequent follow-up by the technicians (follow-up and insertion technicians, psychologist and social worker) of APPACDM de Viseu, during training in a work context. Identified in evaluations, in conversation with employers, and questionnaire to entrepreneurs.

Regarding the target group: annually they support between 120 and 140 trainees; at this moment they have 46 Men and 32 Women; The average age is around 30 years; The minimum age of the people supported is 18 years (outside compulsory minimum schooling) and the oldest

female student is 55 years old; - They support mainly people with Intellectual Disability; - The people supported reside in the district of Viseu.

The areas of training:

Cook, Waitress, Floor Employee, Gardening Operator, Agricultural Operator, Wood Finish Operator

They have about 200 active partners. Partners are available to receive trainees and ex-trainees in traineeships / practical training in the workplace.

b) Results/ Validation/ Impact

Data from the last 3 years:

- Number of integrations (trainees, ex-trainees and others)

12 in 2014 | 12 in 2015 | 14 in 2016

- Integration in the labor market rate

25% in 2014 | 34% in 2015 | 30% in 2016

- Number of companies / entities monitored

34 in 2014 | 37 in 2015 | 63 in 2016

- Number of follow-ups in working context

221 in 2014 | 342 in 2015 | 484 in 2016

Regarding the impact, it has made it possible to improve self-determination, financial autonomy, choice of pairs (boyfriends, family formation, rental / purchase of own house and also in the car / motorcycle / car, purchase of clothing they like, and also help the family in expenses Monthly payments.

c) Innovative aspects

They do not consider that there are innovative aspects

CASE STUDY 5 (PT 05)

Individually tailored; multidisciplinary collaboration; involving families and other important agents; working with the community in disability awareness

Organisation general data

Name of the practice holder / address / website: CADIn – Neurodesenvolvimento e Inclusão | Estrada da Malveira, 800 – 2750-782 Cascais | geral@cadin.net | www.cadin.net

Contact person: Sandra Pinho, Clinical Psychologist | sandra.pinho@cadin.net | +351 214 858 240

Type of Organisation: Non-profit

Experience: Promoting inclusion for children, youth and adults with neurodevelopment disorders. Reference center accessible to all in the treatment and investigation of neurodevelopment disorders

Areas of specific expertise: neurodevelopment disorders

Description of the promising practice

a) Summary of the practice

European data on employment for people with disabilities shows that people with psychiatric/intellectual disability that impact in behavior and interpersonal skills are the most excluded in labor integration. Not evident at first sight, neurodevelopmental/psychiatric disability have impact on behavior, social interaction, cognitive abilities and communication. “Grey” diagnosis and prognosis and social stigma are associated with the unknown making these young adults the most excluded. Reasonable adjustments are imposed to insure equal opportunities and labor market is not favorable, with few jobs available, more demanding and more “braineer” jobs. Nevertheless, work is a means for rehabilitation and inclusion, promoting development and personal, social and professional achievement.

Clinical practice at CADIn suggested words like words like “unemployed”, “underemployed”, “malemployed”, “Poor” and “Very Poor” outcomes abound in the lives of many of our clients with neurodevelopmental disorders. Without adequate support, many of them don’t get to ascertain a right that the United Nations considerer a mandatory human right: that is, the right to employment for people with disability.

The target group are: Young adults with neurodevelopmental disorders; Qualification levels from 3 to 6 in several areas of expertise; Difficulties with social interaction and communication, cognitive and behavioural inflexibility, motor coordination problems, hypersensitivities; Without accompanying intellectual impairment (normal to superior I.Q.); Meticulous, detail oriented, responsible, punctual, good at routine tasks; Living in Lisbon metropolitan area; Ages from 20 to 35, mostly men.

10 companies employed our beneficiaries. 2 companies contributed with financing.

Our role with stakeholders (employers): 1) making adjustments in the selection process; 2) implementing reasonable adjustments in the workplace, naming a tutor; 3) training co-workers in disability awareness; 4) supporting integration.

b) Results/ Validation/ Impact

- 16 employed beneficiaries
- Around 100 co-workers participating in training (disability awareness). Employment competence evaluation during 9 months for the pilot project with Caixa Geral de Depósitos showing very positive results.
- 1 out of 4 beneficiaries in pilot project with Galp still works in the company (12 years later);
- 4 out of 7 beneficiaries in pilot project with Caixa Geral de Depósitos were invited to work in companies after the project ended;
- 3 out of 7 are still working in the same companies (5 years later);
- The remaining 4 have new jobs.

We did measure impact in wellbeing of beneficiaries in the pilot project with Caixa Geral de Depósitos.

Quality of life of beneficiaries increased with work placement.

c) Innovative aspects

No. It is based in the model for supported employment from Prospects - National Autistic Society (UK)

IV. NATIONAL POLICY RECOMMENDATIONS

a) French Recommendations

AFEJI and Andicat (representing about a thousand members who manage 1,400 establishments and services) defend the right to work for people with disabilities who are in capacity to exercise it. Indeed, as a generator of emancipation and of social rights, depending on every individual, a professional occupation allows an active participation in economic activities and social life based on norms, rules and values.

- 1) To make the lives of the people with disabilities more worthwhile since the youngest age and throughout a life by recognizing their competences, by facilitating access to suitable trainings and by developing the accreditation of prior and experiential learning. Beyond the financial efforts that have been made, the accent should be put on increasing awareness of the population about inclusion. The culture of difference will take root at school and in this respect inclusive school is particularly important. Professionals have to be trained in this perspective.
- 2) To support different forms of employment (ordinary jobs, subsidized occupations, supported positions, sheltered employment) to maintain the right to work. To recognize the sheltered sector (ESAT - The Work Assistance Services Establishment) as a place of professional integration, key actor for the accompaniment of people with disabilities and to promote its economic role local and national-wide.
- 3) To inform, to communicate with companies on the employment possibilities of people with disabilities (competences / financial aid) and to establish partnerships with the sheltered sector. To include employment of people with disabilities and existing opportunities into the training programs of Managers and Directors of Human Resources.
- 4) To control and to penalize companies not respecting their legal employment obligation of people with disabilities.
- 5) To encourage local initiatives allowing to facilitate the lives of people with disabilities and to meet closely their needs and expectations, by means of good knowledge of different partners, their fields of actions and complementarity to be promoted and consolidated.

- 6) To simplify orientation schemes in order to make the passage from different forms of employment more fluid. To facilitate payment of employment compensations to companies depending on the level of disabilities.
- 7) To make a study and a quantitative and qualitative analysis of the social needs at the national level and to identify existent offer on every territory to allow a more efficient job matching. To adjust measures in order to meet these actual needs, in the short, medium and long term by ensuring higher quality of the accompaniment, adapted individually to specific problems.

b) Romanian Recommendations

In Romania, the person with disabilities protection system is still based on redress policies that encourage passive protection. The very new proposals (30.06.2017) to change the main law regarding the protection and promotion of the rights of persons with disabilities were aiming to cut the source of financing for the Protected Units – 740 in Romania, which have more than 2000 persons with disabilities as employers (the legal eligible percentage of the persons with disabilities employed in a Protected Unit being 30%). This source of financing Protected Units is represented by the contracts with the companies with over 50 employees, which buy products or services from the Protected Units instead of paying the penalties to the national budget for not employing 4% persons with disabilities. The change is still postponed due to the protests of the NGOs, which are the main providers of assisted employment services for persons with disabilities. Other financial allowances for the companies in order to support the employment of persons with disabilities are limited in time, for the unemployed persons and not much accessed by the companies.

According to Work, Family, Social and Elderly Persons Protection Minister, in Romania there are over 700.000 persons with disability, of which over 400.000 have work potential. At present, even if the number of employed persons with disabilities tripled, it is still under 30.000 (meaning fewer than 5% of the total nr of persons with disabilities or 8% of the persons with disability with capacity to work).

To increase the capacity of job placement for persons with disabilities, Romania needs to:

- 1) Find financial solutions to encourage the integration of persons with disabilities through employment on the open labor market
- 2) Increase the capacity of the social services for persons with disabilities to train independent life skills
- 3) Adapt the vocational training of the persons with disabilities to the real requests of the labor market
- 4) Increase the use of the alternative and flexible ways of employment for vulnerable groups (foreseen by the law, but not much promoted and used)
- 5) Develop innovative ways to change the paradigm towards an active protection of the persons with disabilities and vulnerable groups.
- 6) Develop the legislation (methodology and norms) in order to apply social economy law.

c) Hungarian Recommendations

Proposals to strengthen open labor market services in Hungary

- 1) There are currently several definitions for describing changed working ability in Hungary. Clarify the concept of changed working ability!
- 2) It is of the utmost importance to bring back the funding of open labor market services into the framework of the national budget. Through different tenders, accredited service providers should receive support for their operations for at least three years, thus providing predictable and adequate frameworks.
- 3) We believe that the professional development and methodological guides of the last 15 years, which have been developed under previous EU-funded programmes, should be among the accepted documents of professional management and implementation.
- 4) We think it is important for the vocational and adult educational system to provide fast and flexible program responding to the market needs to ensure that the job placement is successful!
- 5) Make employers more interested in employing people with reduced work ability by making it possible for them to deduct the price of services they have purchased from accredited service providers from the amount of their rehabilitation contribution.
- 6) We propose to develop a financing system that takes into account the need for professional support in placing workers in the labor market! We recommend to adapt the financing system to these needs in the long run as well.

d) Portuguese Recommendations

- 1) To ensure and supervise the strict compliance of the legal norms over private companies and public institutes regarding the rate of persons with disabilities employed and active within their work force
- 2) To ensure that the Portuguese National Census identifies the number of citizens and typologies of disability in order to guarantee the improvement of social diagnosis and correspondent supporting services. The current system of functionality does not allow this identification in a systematic and objective way
- 3) To maintain the support to the social firms, even if some reduction and cost-efficiency measures when comparing to past support
- 4) Develop more curricula for Unidades de Formação de Curta Duração (Short Training Courses Units) and in Catálogo Nacional de Qualificações courses (National Qualifications Catalog) and allow adaptability and innovative proposals in it when targeting people with disabilities and incapacities;
- 5) Increase the number of Integration Resource Centers in the labor market and providing specialisation courses for the general Gabinete de Inserção Profissional (Cabinets for Labour Market Integration) managers
- 6) To define one person of the IEFP - Instituto de Emprego e Formação Profissional (Institute of Employment and Professional Training) in each district or territorial unit that is recognised as the reference and do the mediation with institutions working with people with disabilities and incapacities
- 7) Invest in competences development of staff involved in Job Placement Services, providing training to better communicate with employers and increase the number of persons with disabilities working on the open labour market
- 8) Create measures to increase the awareness and the knowledge for private organisations and public institutions be able to effectively induct and adapt working contexts to increase the success and productivity of persons with disabilities recruitment

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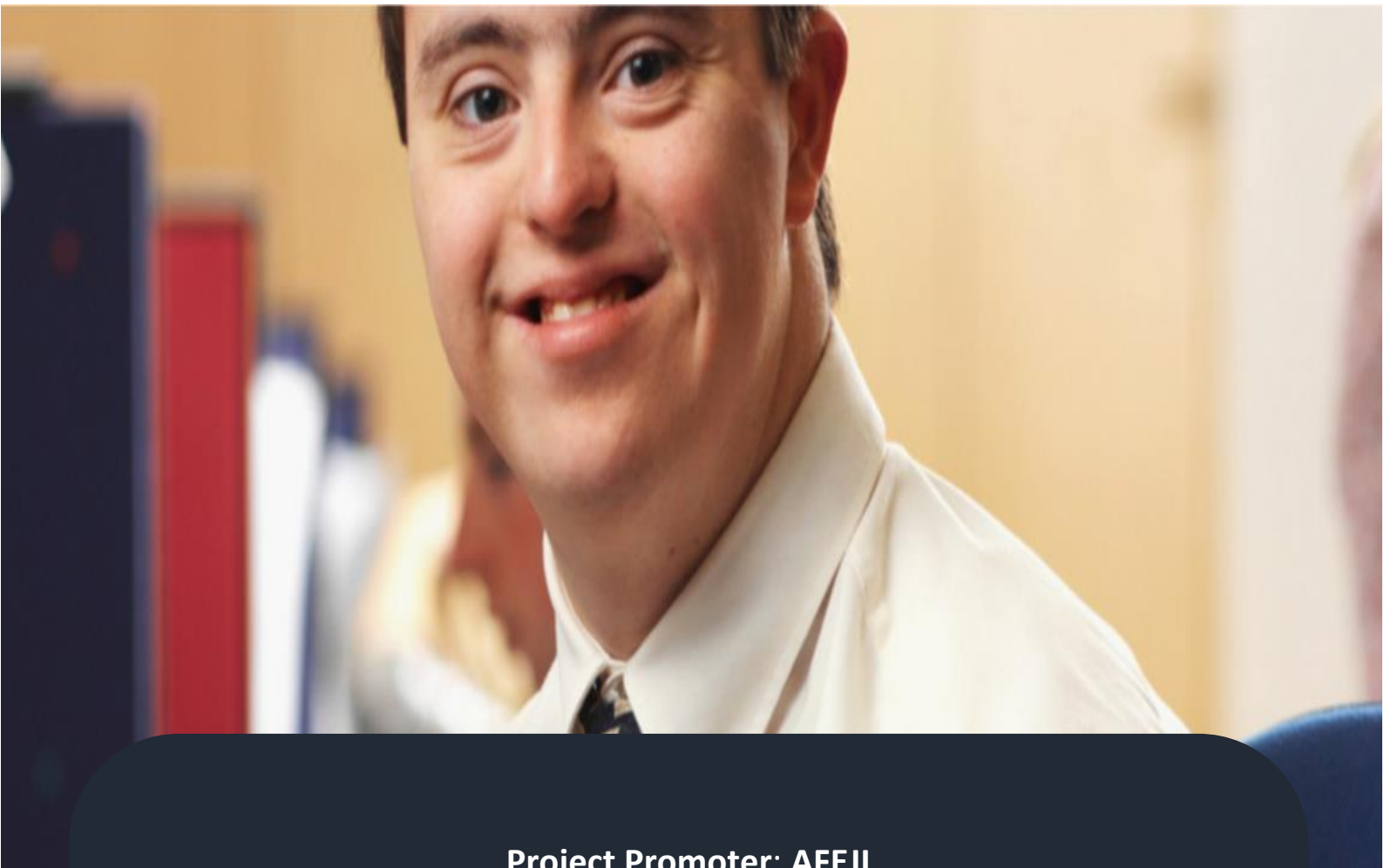
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