

**Disability mainstreaming in
the framework of the European Employment Strategy:
a collection of good practices**

European Platform for Rehabilitation
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Introduction

Following an invitation to the European Platform for Rehabilitation (EPR) to provide DG Employment and Social Affairs¹ with good practices for disabled people, EPR is honoured to contribute with this paper on *Disability mainstreaming in the framework of the EES: a collection of good practices*.

Herewith EPR presents good practices under the following employment specific guidelines: 1, 2, 3, 4, 6 and 10. Nearly all (except guideline no 10) of the good practices originate from the two *SIVOR (System of Information on Vocational Rehabilitation)* editions published by the EPR in 2002 & 2003. The main goal of *SIVOR* is to give an overview of trends, innovations and best practices of vocational rehabilitation services of the member organisations of EPR.

This document follows the pre-established template provided by the Commission. The only difficulty EPR found was with the “weak points” box. This is not due to the fact that there can be no weak points emerging from the collected good practices. Rather, it is due to the fact that no formal evaluation has been carried out yet by the respective organisations.

Disability mainstreaming in the framework of the EES: a collection of good practices is based on research conducted from 2001 to 2003. Do not hesitate to contact the EPR secretariat if information is required on the current status of any of the measures or for any other information you may require.

¹ Letter from Mrs Odile Quintin (Director-General DG Employment & Social Affairs) dated 18. 03. 2004

GUIDELINE OF THE EES	NAME OF MEASURE	Page
<p>1. Active and preventive measures for the unemployed and the inactive</p> <p>1.1 Job retention schemes and personalised action plans for people who become disabled during their working life</p> <p>1.2 Adaptation of active labour market policies for long-term unemployed to the needs of long-term unemployed with disabilities</p>	<p>DISABILITY MANAGEMENT</p> <p>EMPLOYMENT BOARD SYSTEM</p>	<p>4</p> <p>6</p>
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<p>Guideline of the European Employment Strategy concerned:</p>	<p><u>1. ACTIVE AND PREVENTIVE MEASURES FOR THE UNEMPLOYED AND THE INACTIVE</u> 1.1 Job retention schemes and personalised action plans for people who become disabled during their working life</p>
<p>Name of measure:</p>	<p>DISABILITY MANAGEMENT</p>
<p>Responsible organisation:</p>	<p>Opera Don Calabria (Verona, Italy) http://www.centrodoncalabria.it</p>
<p>Description of measure:</p>	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> • The new trends of the welfare State and the social cutbacks that every country in Europe has to face in the future lead to the necessity of a different approach towards people who acquire a disability during their work life. • This need does not only concern people with disabilities but also people who have any kind of personal, familiar, social problems which influence in a negative way their ability to stay in their job. • Employers need to find strategies to better face the impact of the absence from work of an expert worker and the problems connected with disadvantaged workers. <p><u>Objectives</u></p> <p>Disability Management is an active process of minimizing the impact of an injury, disability or disease on the worker's capacity to successfully perform his or her job. The main goals of the project are:</p> <ul style="list-style-type: none"> • To support a worker in maintaining his/her job, when he/she has got a disability or when his/her ability in performing a job is compromised by invalidating factors or by other events which reduce physical, psychological, social wellness. • To support employers to better manage with the disability or with the disadvantaged situations of their workers

<p>Strong points:</p>	<ul style="list-style-type: none"> • Promotes health and safety policy in the Company. • Builds up a network with the local services, dealing with health and wellness promotion, risk and industrial accident prevention. • Improves the relation between the Company Management and the employees. • Supports the employees in overcoming difficulties, which can arise, in order to facilitate a successful stay in their job or a quicker return to work. • Supports the Company in minimizing the negative effects related to the absence of a worker. This includes: early intervention to facilitate a quicker return to work, temporary lighter jobs, vocational rehabilitation, re-training, ergonomic adaptation, job carving, etc.). • Reduces the social costs connected with the absence from work of a worker.
<p>Weak points:</p>	
<p>Results of the measure:</p>	<p>INNOVATIVE SERVICES OF THE PROJECT</p> <p><u>General strategy</u></p> <ul style="list-style-type: none"> • Promotion of the social quality of Enterprises. • Fulfilment of the Disability Management Project in a wider number of Companies. • Experimentation of a 2nd year of Disability Management Project, with new contents. <p><u>Assessment</u></p> <ul style="list-style-type: none"> • At the end of the 2nd year of experimentation of the Project, employees will be asked to fill in a questionnaire to monitor their situation after the interventions carried out as a consequence of the analysis of the workers' needs. <p><u>New target group</u></p> <ul style="list-style-type: none"> • New partnership between Istituto Don Calabria and other public and private

	<p>Companies can be effected to broaden the implementation the Disability Management Project in other local contexts.</p> <p><u>Recruitment</u></p> <ul style="list-style-type: none"> • A seminar to disseminate the results of the 1st year of experimentation of the Disability Management Project will take place before the end of May 2003. • Other public and private companies will be invited to participate in the seminar, to promote a future co-operation with Istituto Don Calabria.
<p>Contact person (organisation, name, address, email, tel):</p>	<p><i>Cristina Ribul Moro</i> <i>Istituto Don Calabria – Medialabor</i> <i>Via San Marco</i> <i>37121 Verona</i> <i>Italy</i> <i>Tel: +39 045 8184951</i> cristina.ribul@centrodoncalabria.it</p>
<p>Guideline of the European Employment Strategy concerned:</p>	<p><u>1. ACTIVE AND PREVENTIVE MEASURES FOR THE UNEMPLOYED AND THE INACTIVE</u> 1.2 Adaptation of active labour market policies for long-term unemployed to the needs of long-term unemployed with disabilities</p>
<p>Name of measure:</p>	<p>EMPLOYMENT BOARD SYSTEM</p>
<p>Responsible organisation:</p>	<p>Centro de Reabilitação Profissional de Gaia (Oporto, Portugal) http://www.crbg.pt/</p>
<p>Description of measure:</p>	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> • In Portugal, specifically in the area of Porto there is a phenomenon of structural unemployment, also called "social unemployment". In fact, there are groups in the population, who have constantly more difficulties to integrate the labour market. These groups include young people with a poor standard of initial education or lack of vocational training, people whose skills become redundant, and people who are disadvantaged through disability or being a member of a minority group.

	<ul style="list-style-type: none"> • The “Employment Board System” project is based on a strategic partnership that promotes the networking between different organisations targeting the solution of this problem within a territory, through ICT. • Technology will play a key role in lifelong learning as it extends to delivery training “anywhere, anytime”, introducing a wider range of learning options and helping more efficient management of resources. <p><u>Objectives</u></p> <ul style="list-style-type: none"> • To support the social and vocational integration of disadvantaged groups through an open and flexible system, increasing people’s access to training, guidance and also the efficiency of partners’ service delivery. • To promote effective technology based networking between organisations concerned with social problems. • To demonstrate that ICTs are useful tools to promote social integration and fight against exclusion, allowing simultaneously economy of scale in service delivery.
Strong points:	<ul style="list-style-type: none"> • Improves technological literacy in the context of employment. • Improves knowledge about the world of professions on a vocational development basis. • Improves access to the network of vocational, training and educational resources of the national rehabilitation system. • Improves employability and active job seeking skills.
Weak points:	
Results of the measure:	<p>INNOVATIVE SERVICES OF THE PROJECT</p> <p><u>General strategy</u></p> <ul style="list-style-type: none"> • Empowering people in the seek of a solution to their professional project through an flexible and autonomous

	<p>technological information system, the "Employment Board system".</p> <p><u>Assessment</u></p> <ul style="list-style-type: none"> • Interview (accesses client's personal, familiar, social, vocational and professional needs characteristics). <p><u>New target group</u></p> <ul style="list-style-type: none"> • Long-term unemployed people. • Disadvantaged people – disabled, ethnical minorities, social excluded, people from socially depressed areas. • People in risk of unemployment – low qualified. <p><u>Recruitment</u></p> <ul style="list-style-type: none"> • Participation is voluntary. Clients can apply by their own initiative or they can be suggest to this training by other institutions (job centres, schools, social institutions, etc)
<p>Contact person (organisation, name, address, email, tel):</p>	<p><i>Sergio Fabela</i> <i>Centro de Reabilitação Profissional de Gaia</i> <i>Avenida João Paulo II</i> <i>4405-075 Arcozelo - Vila Nova de Gaia</i> <i>Portugal</i> <i>Tel: + 351 227 537 730</i> sergio.fabela@crpg.pt</p>
<p>Guideline of the European Employment Strategy concerned:</p>	<p><u>2. JOB CREATION & ENTREPRENEURSHIP</u> 2.1 Sheltered work and other aids which create more and better job opportunities for disabled people</p>
<p>Name of measure:</p>	<p>FIRST EXPERIENCE CONTRACTS</p>
<p>Responsible organisation:</p>	<p>Istituto Don Calabria, Città del Ragazzo (Ferrara, Italy) http://www.cdr.it/</p>
<p>Description of measure:</p>	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> • In the Province of Ferrara there exists about 9% of general unemployment, about 25% of unemployment of young people and about 40% of unemployment of people with disability. • Young people with low qualification or

	<p>“weak diploma” have many difficulties in finding the first job because they do not have any work experience and also because they would like only a job suitable for their educational qualifications.</p> <p><u>Objectives</u></p> <ul style="list-style-type: none"> • To improve the employability and/or the entrepreneurship of young people, through a real work experience. • To prevent long term unemployment. • To have companies as learning environment. • To build a network between vocational training centres and companies for the employability of young people.
Strong points:	<ul style="list-style-type: none"> • 200 first experience contracts during the first year. • Enterprises continue to stay in the programme for many years. • Reduced unemployment of young people.
Weak points:	
Results of the measure:	<p>INNOVATIVE SERVICES OF THE PROJECT</p> <p><u>General strategy</u></p> <ul style="list-style-type: none"> • New partnership between vocational training centres and companies. • Real and fully paid work experience as a better opportunity for young people to find a suitable job (the same as the experienced one or a new one). • Possibility to have a young worker who substitutes another one, who can improve his/her internal career. <p><u>Assessment</u></p> <ul style="list-style-type: none"> • Initial assessment of skills, potential wishes by tests and interview. • Matching between personal characteristics and job place. <p><u>After placement services</u></p> <ul style="list-style-type: none"> • During the temporary job (fully paid) the

	<p>company provides a supervision of the progress of the person in terms of working skills. The steering committee is also involved in the assessment of the results.</p> <p><u>Self entrepreneurship</u></p> <ul style="list-style-type: none"> Companies could promote a spin-off mechanism. Young people could start a new enterprise which works for those companies they have known during the programme.
Contact person (organisation, name, address, email, tel):	<p><i>Giuseppe Sarti Istituto Don Calabria Città del Ragazzo Centro di Formazione Professionale Viale Don Calabria 13 44100 Ferrara Italy Tel: +39 0532 747 906 sarti@cittadelragazzo.it</i></p>
Guideline of the European Employment Strategy concerned:	<p><u>2. JOB CREATION & ENTREPRENEURSHIP</u></p> <p>2.2 Setting up of own businesses by people with disabilities. Measures for promoting self-employment which are adapted to the needs of people with disabilities</p>
Name of measure:	SELF-START
Responsible organisation:	<p>Wexford Enterprise Centre http://www.wec.ie/</p>
Description of measure:	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> Trough running a series of vocational skills courses for People with Disabilities in Wexford a potential client group was identified. This group were not interested / unable to avail of the more traditional training courses. This group were interested in starting their own business / small enterprise. At the time there was Service Provider delivering a suitable package; a package that would allow participants create their own opportunities rather than accept those traditionally created for them. The client group were People with disabilities; the majority long term

	<p>unemployed.</p> <ul style="list-style-type: none"> • While originally intended as a Distance Learning Project, after meeting with the prospective participants, it was felt a centre based course would best suit their needs. • We could offer more support. A high percentage of participants live in rural areas, where People with disabilities typically experience significant levels of social exclusion. It was considered important these individuals come together as a group to benefit from group solidarity. <p><u>Objectives</u></p> <ul style="list-style-type: none"> • To equip People with Disabilities with the support and skills needed to set up their own enterprise in the IT Industry. • To equip participants with sufficient IT Skills to enable them to access information and manage information correctly. • To enable participants to gain an understanding of what is involved in setting up a business, and to acquire the skills to set up a business. • To document the training system used. • To compile resources suitable to the delivery of a training programme in Starting Your Own Business. • To offer new employment opportunities for People with disabilities; based on the principle of autonomy and self-reliance.
Strong points:	<ul style="list-style-type: none"> • An employment outcome achieved by the majority which represented a considerable improvement on their previous status. The Self-Start Project commenced May 1998. 18 individuals participated in the project: 3 = dropped out within 3 month; 6 = Started Own Business; 6 = Open Employment; 2 = Deceased; 1 = Further Education
Weak points:	
Results of the measure:	INNOVATIVE SERVICES OF THE PROJECT

	<p><u>Clients recruitment</u></p> <ul style="list-style-type: none"> • Prospective clients were identified through the NRB and local disability interest groups via an Information Day / Open Forum <p><u>Assessment</u></p> <ul style="list-style-type: none"> • The presence of a disability which affected an individual's ability to work. • An interest in IT and Business Start up. • A capacity for self-motivation and for talking initiative. • An ability to meet the educational demands of the course. • An ability to work with other people. <p><u>Self-entrepreneurship</u></p> <ul style="list-style-type: none"> • Project Outputs: <ul style="list-style-type: none"> - Model of training in Start your own Business / Third level IT Certification - Web Page www.business-manager.com This is a user-friendly web site with practical information on all aspects of starting a business. - An activities guide designed in conjunction with the above web site. This guide was developed as a self directed learning; a series of activities / project work to assist distance learning students in putting together a practical business plan.
<p>Contact person (organisation, name, address, email, tel):</p>	<p><i>Brona O'Donnell Self-Start Wexford Wexford Enterprise Centre Kerlogue Rosslare Road Wexford Ireland Tel:+44 53 472 79 wexford@ntdi.ie</i></p>
<p>Guideline of the European Employment Strategy concerned:</p>	<p><u>3. ADDRESS CHANGE AND PROMOTE ADAPTABILITY AND MOBILITY IN THE LABOUR MARKET</u></p> <p>3.1 Adapting working conditions in order to reduce the barriers which disabled workers</p>

	encounter in the workplace
Name of measure:	S.I.L. - TOOLS FOR WORK PLACEMENT FOR PEOPLE WITH DISABILITIES
Responsible organisation:	Istituto Don Calabria, Città del Ragazzo (Ferrara, Italy) http://www.cdr.it/
Description of measure:	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> • In Italy, since January 2000, there is a new legislation on employment of disabled people. We still have a quota system, but the legislation introduces the possibility to choose the right person for the right place (matching) instead of simply send the first person of the unemployment list. • The decentralisation process gives to the local administration the responsibility in the field of employment policies. That means that decision process is closer to the needs of the people. • Despite that improvement People with disabilities are still unemployed four times more than non-disabled ones. • One of the main reasons, in our view, is that the employment officers are working from their desk and have no possibility to visit the company, to answer quickly to their questions and needs, before – during – and after the placement. • People with disabilities and companies are “alone” in the process of placement. Of course there are projects for the training of People with disabilities but they provide services for a limited numbers of clients. <p><u>Objectives</u></p> <ul style="list-style-type: none"> • The general goal is to start a new service for people with disabilities not from an office, but “on the work-place”, helping Employment Centres, Companies and, first of all, People.
Strong points:	The S.I.L. provides three kind of services: <ul style="list-style-type: none"> • For the person (assessment of work potential; matching; individual plan for placement; introduction of the person into

	<p>the company; on going support; negotiation of contract; personalised supported employment programmes if needed; follow-up)</p> <ul style="list-style-type: none"> • For the company (analysis of workplaces; counselling on possible economical advantages; transition programmes as work experiences, apprenticeship; supported employment and support for co-workers; support service in case of problems to prevent the dropping out from work) • General services (info point, communications, networking with Employment Centres, Social Services, Association of People with disability, Associations of Enterprises)
Weak points:	
Results of the measure:	<p>INNOVATIVE SERVICES OF THE PROJECT</p> <p><u>General strategy</u></p> <ul style="list-style-type: none"> • For the first time there is a connection between public and private service providers in the field of placement of people with disabilities. Partners are: Local Enterprises Association, Social Services and Association of People with disability. • We would like to overcome the situation where people with disability and service providers are adversaries of the companies (in Italy we still have a quota system at 7% of the employees. • We would introduce a “win-win” situation, improving both the number of people who get a job and the quality of the job (more jobs, better jobs). The service will be in the work-place and the clients are the Employment Centre (which pays for the project), People (who get job opportunities) and Companies (which get not only a disabled worker, but a complete service). <p><u>Programme planning</u></p>

	<ul style="list-style-type: none"> • Personalised plans for placement, final goals and intermediate objectives are agreed between client and company. • Taylor-made programmes and signed agreement between person, company and service provider with long-term and intermediate goals. <p><u>After placement services</u></p> <ul style="list-style-type: none"> • Supported employment personalised programme provided by specialists or by co-workers, depending on the company.
<p>Contact person (organisation, name, address, email, tel):</p>	<p><i>Linda Milano Istituto Don Calabria Città del Ragazzo Centro di Formazione Professionale Viale Don Calabria 13 44100 Ferrara Italy Tel: +39 0532 747922 info@cdr.it</i></p>
<p>Guideline of the European Employment Strategy concerned:</p>	<p><u>3. ADDRESS CHANGE AND PROMOTE ADAPTABILITY AND MOBILITY IN THE LABOUR MARKET</u> 3.2 The role in ICT and telework in overcoming mobility obstacles</p>
<p>Name of measure:</p>	<p>BRIDGE TO EMPLOYMENT</p>
<p>Responsible organisation:</p>	<p>Cedar Foundation http://www.cedar-foundation.org/</p>
<p>Description of measure:</p>	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> • Since 1997 there has been a shift in UK policy from benefit dependency to promoting Welfare to Work for disabled People with special initiative funding being made available in a scheme known as New Deal for Disabled People. • Improved political stability in Northern Ireland has resulted in significant inward investment particularly in Call Centre developments which will provide 2% of all employment by 2001. • Inward investors and local companies aiming to expand are supported by the Training & Employment Agency by

	<p>Bridge to Employment Programmes which offer customised training programmes to ensure the availability of a skilled labour market for new investors.</p> <p><u>Objectives</u></p> <ul style="list-style-type: none"> The main objective of the New Deal for disabled People Bridge to Employment Initiative developed by the Cedar Foundation is to provide customised training to equip disabled people with the skills necessary to compete for employment opportunities in Call Centres on an equal basis with non-disabled individuals.
<p>Strong points:</p>	<ul style="list-style-type: none"> A customised training programme of information technology and soft skills training which included: Computer Skills; Telephone Techniques; Customer Care Skills; Selling Techniques; Numerical Skills; Communication Skills; Word Awareness; Assertiveness; The World of Banking; Analysing job description, person specification; Completion of application forms; Preparation for aptitude tests; Interview preparation.
<p>Weak points:</p>	
<p>Results of the measure:</p>	<p>INNOVATIVE SERVICES OF THE PROJECT</p> <p><u>New target group</u></p> <ul style="list-style-type: none"> The nature of the disability benefits (Qualifying benefits include: Incapacity Benefit, Severe Disablement Allowance or Income Support with a Disability Premium) was the key determinant of the target group rather than disability per se. As such, the Cedar Foundation, worked with a pan-disability client group as opposed to its normal target group of physically disabled people. <p><u>Assessment</u></p> <ul style="list-style-type: none"> The joint agency and employer assessment was an innovation in client

	<p>selection.</p> <p><u>Job placement</u></p> <ul style="list-style-type: none"> • Access to Work Scheme available to meet transport and support costs of Employee and any adaptations or specialised equipment needs. <p><u>After placement services</u></p> <ul style="list-style-type: none"> • Follow up with employee one month and thereafter quarterly for Year 1. Advice and guidance to employer on disability issues and additional support.
Contact person (organisation, name, address, email, tel):	<p><i>Eileen Thomson Cedar Foundation 31 Ulsterville Avenue Belfast BT9 7AS Northern Ireland Tel: +44 28 90 666 188 info@cedar-foundation.org</i></p>
Guideline of the European Employment Strategy concerned:	<p><u>3. ADDRESS CHANGE AND PROMOTE ADAPTABILITY AND MOBILITY IN THE LABOUR MARKET</u> 3.3 Corporate Social Responsibility and actions for disabled workers</p>
Name of measure:	ORBIS
Responsible organisation:	<p>National Training & Development Institute-NTDI (Dublin, Ireland) http://www.rehab.ie/ntdi/</p>
Description of measure:	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> • Orbis Human Resources Development Ltd is a joint venture company formed by the National Training and Development Institute (NTDI) and Optimum. • NTDI is the leading provider of training, education and employment access programmes for people with disabilities and other socially disadvantaged groups in Irish society. • Optimum is a private company which specialises in training and management consultancy services. Orbis is a commercially run company which intends to provide tailor made programmes to companies and organisations in disability

	<p>equality and diversity management. All Irish companies and organisations now operate in a legal framework which has seen the introduction of two specific pieces of legislation: Equal Status Act 2000 and Employment Equality Act 1998.</p> <ul style="list-style-type: none"> • These pieces of legislation have the potential to affect employment and business practices. In a bid to meet the demand from the Human Resources department and professionals for advice and training in equality and workforce diversity issues. NTDI sought to establish a vehicle through which this service could be provided. <p><u>Objectives</u></p> <p>The objectives of the Orbis Company is to:</p> <ul style="list-style-type: none"> • Provide tailor made training and consultancy services to companies and organisations in disability equality and diversity management. • To provide these courses at a price that will generate enough income to allow Orbis to continue to trade on a commercial basis. • To employ people with disabilities as training workshop facilitators thereby providing a source of income and developing the capacity within the broader community of people with disabilities to provide this type of service as self-employed consultants. • To raise awareness amongst companies of the employment potential of all people with disabilities.
<p>Strong points:</p>	<ul style="list-style-type: none"> • Orbis uses a network of trained specialists and consultants to deliver and facilitate a variety of training workshops and services which are tailored to meet individual client needs. The range of workshop and services offered are: Disability/ Diversity Awareness; Customer Service and Disability/ Diversity; Recruitment, Selection and Disability/Diversity; Providing Support to Employees with a Disability; Managing Diversity in the Workplace; Organisational Evaluations.

	<ul style="list-style-type: none"> • Orbis training workshops are highly interactive; they tap into the experiences and knowledge which individual within companies may already have. People with disabilities are involved in presenting to the group and a range of experimental methods are employed. (e.g.) group activities, role-plays, demonstration and group discussions.
Weak points:	
Results of the measure:	<p>INNOVATIVE SERVICES OF THE PROJECT</p> <p><u>General strategy</u></p> <ul style="list-style-type: none"> • The most innovative aspect of Orbis is that it is a joint venture company between a not for profit business association and a commercial run (i.e) profited based private sector training and business consultancy company. Partnerships between such unlikely partners are very rare in Ireland and it is an innovative approach to try and provide solutions to the problems being faced everyday by both public and private sector companies/organisations due to the recent changes in legislation. <p><u>Training of trainers/self entrepreneurship</u></p> <ul style="list-style-type: none"> • Orbis sees as one of its objectives the development of the capacity of individuals who have disability to provide professional consultancy services to public and private sector companies/organisations. Thereby providing direct employment opportunities initially but more importantly providing opportunities for individual to gain enough experience to set up their own consultancy service in the field of disability equality and diversity management.
Contact person (organisation, name, address, email, tel):	<p><i>David Muldoon NTDI Roslyn Park College Beach Rd Sandymount Dublin 4 Ireland Tel: + 353 1 2057276</i></p>

	david.muldoon@ntdi.ie
Guideline of the European Employment Strategy concerned:	<u>4. PROMOTE DEVELOPMENT OF HUMAN CAPITAL AND LIFELONG LEARNING</u> 4.1 Making distance learning useful for people with disabilities
Name of measure:	HOMELINK
Responsible organisation:	National Training & Development Institute-NTDI (Dublin, Ireland) http://www.rehab.ie/ntdi/
Description of measure:	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> • Research in Ireland conducted with the Health Boards indicated very clearly that there were many Adults in the community suffering from Agrophobia , Social Phobias and other anxiety based disorders which resulted in social exclusion, unemployment and ill health. • Many adults had been home bound for over 5 years and would remain so without specialist rehabilitation interventions. • Services in Ireland were non existent for adults who were HomeBound as a consequence of their disability and therefore unable to access even minimum services available within the community. • Initial Interest adverts. carried out on Local radio generated an overwhelming response which confirmed the high levels of interest in this area of rehabilitative training. • There was very little knowledge and expertise available to support the set up a rehabilitation services for this client group. <p><u>Objectives</u></p> <ul style="list-style-type: none"> • To support the reintegration of adults with Agrophobia, Social Phobias or Anxiety into society with particular emphasis on accessing vocational training or employment. • To develop A Methodology suitable to HomeBased and Distance learning • To develop the appropriate technology to foster Homebased learning. • To encourage participants to develop

	<p>Individual coping Strategies which are sustainable in the long term in dealing with their complex needs.</p> <ul style="list-style-type: none"> • To create a learning environment which fosters a range of different learning strategies including open learning, peer learning and self learning. • To ensure that each participant has achieved their Individual Goals in relation to becoming included in social activities.
<p>Strong points:</p>	<ul style="list-style-type: none"> • Roslyn Park College has developed a methodology which facilitates HomeBased learning. This is a unique strategy of bringing the tutors, the technology, the open learning materials to wherever the learner is based. This involves the project staff in making home visits, in fostering a network within the group, in encouraging and structuring small group visits. The staff have brought mainstream learning opportunities and social experiences into the homes of participants and in this manner encouraged them to take the first traumatic step towards inclusion. • The learning environment and durations and levels of raining is built around and accomodates the participants high levels of anxiety and panic attacks and an approach of Effectiveness Coaching is Taken to facilitate coping strategies. • All training is individually based and directed by the unique needs of each participant. • A Holistic approach is taken to training which includes vocational opportunities, remedial education, leisure opportunities, social skill straining and access to individual counselling.
<p>Weak points:</p>	
<p>Results of the measure:</p>	<p><u>General strategy</u></p> <ul style="list-style-type: none"> • To provide development opportunities to people who are home bound by bringing training and development to them. This is done through a combination of home visits, peer counselling, use of multimedia and open learning technology.

	<p><u>Assessment</u></p> <ul style="list-style-type: none"> Initial Assessment is designed to establish the development and vocational needs of participants. It takes place using a range of information gathered through home visits, interviews and a combination of educational and vocational assessments. <p><u>New target group</u></p> <ul style="list-style-type: none"> People experiencing Agrophobia or Social Phobias. <p><u>Self-entrepreneurship</u></p> <ul style="list-style-type: none"> The Core enterprise skills are included on the programme and are incorporated into a range of individual project work. These are: Problem Solving, Creative/ Lateral Thinking, Team work, Personal Development, Self Advocacy, Presentation skills, Communication Skills, Negotiation Skills.
<p>Contact person (organisation, name, address, email, tel):</p>	<p><i>Karen Brett NTDI Roslyn Park College Beach Rd Sandymount Dublin 4 Ireland Tel: +353 1 452 5777 karen.brett@ntdi.ie</i></p>
<p>Guideline of the European Employment Strategy concerned:</p>	<p><u>4. PROMOTE DEVELOPMENT OF HUMAN CAPITAL AND LIFELONG LEARNING</u> 4.2 Equal access to education and measures for children potentially in danger of exclusion and early school leaving</p>
<p>Name of measure:</p>	<p>SCUOLA-BOTTEGA</p>
<p>Responsible organisation:</p>	<p>Istituto Don Calabria, Città del Ragazzo (Ferrara, Italy) http://www.cdr.it/</p>
<p>Description of measure:</p>	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> In Italy nowadays only 696 students out of 1000 get a diploma or vocational qualification. Young people with social disadvantages

	<p>and who do not have any success at school.</p> <ul style="list-style-type: none"> • They are obliged by law to go to school until 15, then they have three opportunities: 1) to go to school or 2) to go to training centre or 3) to go for apprenticeship (first paid contract) until 18; but they do not have neither professional and social skills to work and do not want to stay at school. <p><u>Objectives</u></p> <ul style="list-style-type: none"> • To create a “fourth way” which fits for this youngsters. • To create a new model and improve the training and educational system. • Higher employment or return to school or to vocational training. • To prevent severe social problems and Help families. • To develop a model of enterprise as a learning environment and as a place for social inclusion.
<p>Strong points:</p>	<ul style="list-style-type: none"> • 50% of clients at work after programme. • 50% attending other training programmes. • Operative manual for trainers and tutors produced. • Model for certification of competencies acquired into the company. • The clients’ satisfaction obtained (young people, families, trainers and tutors involved in the project, enterprises where the young are employed). • A network of created services involving vocational centre, companies, social services.
<p>Weak points:</p>	
<p>Results of the measure:</p>	<p><u>General strategy</u></p> <ul style="list-style-type: none"> • Partnership between Voc. Training Centre, Companies, Social Workers, Voluntary Organisations, Local Administration since the very beginning of the project development. <p><u>Clients recruitment</u></p> <ul style="list-style-type: none"> • A Health promotion programme within the compulsory school allows us to meet

	<p>all the young people who are from 13 to 15.</p> <ul style="list-style-type: none"> • Teachers and social workers' signalling. • Non-direct clients are schools and enterprises, which could have after this programme new students or workers who are able to attend with success their tasks. • Families are also clients. <p><u>Training on the job</u></p> <ul style="list-style-type: none"> • Specific model for the target group: <ul style="list-style-type: none"> - Learning by doing into the work place, especially in small companies, where there is a strong relationship between the people - Tutorship and case management - The youngsters are involved in their project (holistic approach) under different ways (professional life and personal life) - The educator-tutor deepens the relationship with the boy or girl and keeps contacts with the adults living near him/her (parents, teachers, social services, groups and associations) - The boy/girl is personally involved in the project, with the aim of making him/her aware of both the final and intermediate objectives of his/her course, so that he/she can make a self evaluation of progresses, by comparing them with the objectives
<p>Contact person (organisation, name, address, email, tel):</p>	<p><i>Giuseppe Sarti Istituto Don Calabria Città del Ragazzo Centro di Formazione Professionale Viale Don Calabria 13 44100 Ferrara Italy Tel: +39 0532 747 906 sarti@cittadelragazzo.it</i></p>
<p>Guideline of the European Employment Strategy concerned:</p>	<p><u>6. GENDER EQUALITY</u> 6.1 Disabled women requiring special attention</p>
<p>Name of measure:</p>	<p>A FLEXIBLE MODEL OF PRE-VOCATIONAL TRAINING FOR WOMEN WITH DISABILITIES</p>
<p>Responsible organisation:</p>	<p>European Platform for Rehabilitation</p>

	(Brussels, Belgium) www.epr.be
Description of measure:	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> The EPVR Working Group on Women in Vocational Training was established in early 2000 to examine the participation and experience of women in vocational rehabilitation in the member centres of the EPVR. Membership of the Group came from the following Centres: NTDI Ireland, CRPG Gaia, BBRZ Linz, SRL Hoensbroeck, SRH Heidelberg. <p><u>Objectives</u></p> <ul style="list-style-type: none"> To examine the participation rates of women in vocational rehabilitation in the EPVR centres. To investigate the barriers for women in vocational rehabilitation. To make recommendations to the steering committee to improve the participation rates of women in vocational rehabilitation and to address the barriers to their participation.
Strong points:	<ul style="list-style-type: none"> Higher participation rates and success rates of women in vocational training programmes
Weak points:	
Results of the measure:	<p><u>General strategy</u></p> <ul style="list-style-type: none"> The work of the group involved the development of a quantitative and qualitative questionnaire that was issued to all Centres in the EPR. On the whole we have to admit that the statistical/quantitative results of the questionnaire did not give us the information we expected. Therefore the more important results have been found in the open/qualitative questions, where barriers for women could be identified and possible solutions were developed. <p>1. Barriers for women in entering and being successful in vocational training</p> <ul style="list-style-type: none"> Full-time training seems to be an unacceptable burden for many women,

	<p>especially if they have children or other family responsibilities. Where part-time training is offered, women are in the majority (SRL).</p> <ul style="list-style-type: none"> • Child and family responsibilities are often a severe obstacle for women, if appropriate child-care or family support cannot be provided. • Women very often suffer from low self-esteem concerning vocational training/education. There is a lack of encouragement, empowerment and career guidance for them. • Most training offers are stereotypically oriented towards men’s interests. • In some countries financial disincentives are an important aspect that might prevent women from participation in vocational rehabilitation. Also contribution history plays an important role in some countries. • Women are less prepared to relocate to participate in vocational training away from home. They are usually not supported in this by partners and/or family. <p>2. Recommendations</p> <ul style="list-style-type: none"> • <i>Enlarge the client potential</i> A survey has demonstrated that many rehabilitation centers face the fact more men than women participate in their vocational programmes. As there is no reason to believe that more men than women have disabilities, this means that there many disabled women that could-should benefit from vocational rehabilitation services, but are not reached for the moment. Lowering the threshold via flexible and targeted pro-vocational programmes will certainly ensure that part of this potential client group actually enters vocational training, and consequently increase the business volume of a service-provider. • <i>Provide a more adequate response to the demand of funding authorities</i> In many countries, funding authorities have
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	<p>an obligation to pay special attention to the reintegration of women into the labour market in the light of gender equality. Offering special pre-vocational programmes for women will meet this need of funding authorities and distinguish a service-provider from its competitors.</p> <ul style="list-style-type: none"> <p><i>Increase success rate of vocational training</i></p> <p>A survey has demonstrated that many centres face higher dropout rates for women (compared to men) in vocational training programmes. Tackling the factors that cause this unfortunate situation in a pre-vocational modules will increase the number of women that finalise successfully the vocational training programme. This will have a direct positive impact on the reputation of a service-provider. Moreover, it will often result in better financial results as funding sometimes depends on the successful finalisation of vocational training programmes.</p> <p><i>Develop pre-vocational programmes for other client groups</i></p> <p>Some rehabilitation centers have little or no experience with pre-vocational programmes, while it has been proven that such programmes often lead to good results. Through piloting the pre-vocational programme for women, such centers will be able to build up the required expertise and use the acquired know-how to set up pre-vocational programmes for other specific client groups (e.g. clients with mental illness).</p>
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<p>Guideline of the European Employment Strategy</p>	<p>10. ADDRESS REGIONAL</p>

concerned:	<u>EMPLOYMENT DISPARITIES</u> 10.1 The social economy is an important generator of employment and can provide a lot of employment opportunities for people with disabilities
Name of measure:	GREAT LAKES
Responsible organisation:	Cedar Foundation http://www.cedar-foundation.org/
Description of measure:	<p><u>Context, population & needs</u></p> <ul style="list-style-type: none"> • This project was a partnership development between the Cedar Foundation and NTDI, 2 member organisations of the European Platform. It also involved an overseas partnership with 3 organisations in Kingston, Ontario, including a Community College, a Brain Injury Service and a Youth Employment Service. • Both the Cedar Foundation and NTDI (the latter through its partner organisation REHAB Care) are associated with the delivery of care services to disabled people as well as vocational training. The Cedar Foundation are experiencing particular difficulties in the recruitment of support staff to work in its care services. This is directly attributable to the fact that Northern Ireland has high levels of employment (68% against an EU level of 65%) with a particular growth in the retail industry (linked to an improving political context) which has attracted the ‘traditional’ work force for the care sector. This has led to a workforce shortfall at a time when changing social care policy has opened up service development opportunities for disabled people. In particular, there has been a demand for new services for individuals with traumatic brain injury. • With the labour market supply diminishing, the Cedar Foundation had to target new markets for recruitment which in turn led to a focus on those individuals most excluded from the employment market. The project was designed to

	<p>address the skill shortages of this disadvantaged group in both general and specific employability skills.</p> <p><u>Objectives</u></p> <ul style="list-style-type: none"> • To maximise opportunities for participants to gain employment within the care sector. • To provide participants with a range of accredited industry related skills. • To provide participants with a clear insight into the nature and demands of a range of provisions within the care industry through direct training and participating in relevant work placements. • To promote and improve mutual understanding among participants by providing direct and indirect opportunities to explore a range of related issues. • To enable participants to develop self confidence in their own abilities. • To enable participants to build confidence and develop skills in applying for jobs and attending interviews.
<p>Strong points:</p>	<ul style="list-style-type: none"> • Improvement in mutual understanding among participants, measured through participant feedback. • Improvement in self confidence of participants, measured through participant feedback. • Improvement in job seeking skills, measured through participant and employer feedback.
<p>Weak points:</p>	
<p>Results of the measure:</p>	<p><u>General strategy</u></p> <ul style="list-style-type: none"> • A formal evaluation of the project was undertaken using both quantitative and qualitative measures. These indicated the following achievements of the project: 80% achieved employment within 6 months of programme end; 79% achieved full accreditation; target not achieved because 3 participants became ill and were unable to complete the overseas phase; 100% participants reported an increased understanding in relation to the mutual

	<p>understanding agenda</p> <ul style="list-style-type: none"> • The evaluation highlighted recommendations for improvement in the model of practice which has been factored into a successful bid for a second programme in 2003. Key recommendations included: <ul style="list-style-type: none"> - Customising the training programme to ensure greater compatibility with an approach which is designed to be more appropriate to individuals who are unemployed and from disadvantaged backgrounds. It was felt that the initial programme placed a disproportionate emphasis on academic as opposed to vocational achievement within the overseas phase. - Extending the programme from 12-16 weeks to achieve a greater balance in the programme. - Developing a more effective strategy for participant recruitment. • <u>New target group</u> For the Cedar Foundation this was the first time it worked with disadvantaged as opposed to disabled persons.
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