



Erasmus+



New Skills - New Jobs

Helping people with reduced working capacity to get back to the world of work

Brochure of
Best Practices

Cyprus

Czech Republic

Hungary

Estonia

Spain



The Brochure has been made within the frames of the Erasmus+ Strategic Partnerships project entitled 'New Skills – New Jobs' – helping people with reduced working capacity to get back to the world of work

Grant agreement number: 16/1/KA202/23042

Project reference number: 2016-1-HU01-KA202-023042

Created by:

Békés Megyei Kormányhivatal

Euroculture

GLAFKA s.r.o

ETÖK Eesti Tööküsimuste Keskus

MAD FOR EUROPE

Translated by:

Vidovenyecz Éva, Nagy Gabriella

Edited by:

A-TEAM Media Agency Ltd.

Published by: Government Office of Békés County

2018

Editor-in-chief: Dr. Takács Árpád government commissioner

This project has been funded with support from the European Commission. The document reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein.

CONTENTS

I.	Foreword	4
II.	The project partners and a brief overview of the labour market situation of people with reduced working capacities in the partner countries	5
II.1	Government Office of Békés County, Békéscsaba, Hungary	5
II.2	Euroculture, Nicosia, Cyprus	6
II.3	GLAFKA s.r.o., Prague, Czech Republic	7
II.4	ETÖK Eesti Tööküsimuste Keskus, Tartu, Estonia	7
II.5	MAD FOR EUROPE, Madrid, Spain	8
III.	Best practices applied to enhance the labour market integration of people with reduced working capacities	9
III.1.	Hungary	9
III.1.1.	'JOB for You, DREAM for Me!' programme	9
III.1.2.	I accept you, accept it from me... voluntary waiter programme in a coffee house	11
III.2.	Cyprus	13
III.2.1.	Therapeutic Community Agia Skepi	13
III.2.2.	Day Center	16
III.3.	Czech Republic	18
III.3.1.	Green Doors	18
III.3.2.	FOREWEAR	21
III.4.	Estonia	23
III.4.1.	Work ability reform in Estonia	23
III.4.2.	Astangu Vocational Rehabilitation Centre	24
III.5.	Spain	26
III.5.1.	FUNDACIÓN INTEGRÁ	26
III.5.2.	FUNDACIÓN ONCE	28
IV.	Social acceptance and integration of people with reduced working capacities, best practices applied in sensitisation	31
IV.1.	Hungary	31
IV.2.	Cyprus	32
IV.3.	Czech Republic	32
IV.4.	Estonia	32
IV.5.	Spain	33
V.	Afterword	33

I. Foreword

The two-year project entitled 'New Skills – New Jobs' – helping people with reduced working capacity to get back to the world of work has been made within the frames of the European Commission's ERASMUS+ programme by the consortium led by the Government Office of Békés County.

The general aim of the project was to search – in a European cooperation – for appropriate solutions to enhance the more successful social and labour market integration of people with reduced working abilities. The basics of the partnership was provided by the fact that in the partner organisations' countries the low level of employment and access to trainings as regards people with reduced working capacities was a constant problem, at the same time every partner applies good practices for handling the problem, which can be adapted in the partner countries therefore learning from each other helps accomplishing the project aims.

In the project a Cypriot non-profit education and cultural institution, a Spanish reference training institution, a Czech training and counselling organisation, an Estonian interest representative and counselling and a Hungarian employment organisation worked together.

To ensure the successful implementation of the project, the partners organised international meetings in each participating country, during which the methods, best practices applied at the partner organisations for motivating the target group, involving them into trainings and helping them in the access to acquiring a vocational qualification were introduced.

The most important results of the common work for the Hungarian, Cypriot, Czech, Estonian and Spanish partnership implementing the project are summarised and published in the current brochure. The partner organisations are presented, a brief overview is provided about the labour market situation of people with reduced working capacities in the partner countries, 2 best practices, labour market programmes per country are presented, which contribute to raising the target group's motivation towards learning, to help them acquire new vocational qualifications and become employed. As a closing conclusion such initiatives are described and referred to that are applied and organised in the partner countries to promote the target group's social integration and sensitisation.

II. The project partners and a brief overview of the labour market situation of people with reduced working capacities in the partner countries

II.1 Government Office of Békés County, Békéscsaba, Hungary

On 1st January 2011 as the legal successor of the county's public administration body, and through the partial integration of the majority of the territorial state administration bodies, the government office was established as the top authority of territorial state administration. The government office harmonises and enhances the implementation of government tasks on territorial level – according to rules of law and government decisions. The Government Office for Békés County is made up of the core office directly managed by the government commissioner and 9 district offices. The Government Office of Békés County's Department of Social Security and Employment and its divisions of employment – which operate within district offices – play a key role in improving the labour market situation in the county, enhancing employment, in preventing and moderating unemployment. As a state organisation it has been offering labour market services, employment fostering support, and operating complex labour market programmes both for employers and job-seekers since 1991. It is a task of key importance for the organisation to satisfy the demand of employers with a labour-force having the appropriate skills and qualifications and to have job-seekers employed within the shortest period of time. For many years now the department has been implementing various projects in national and international cooperation aiming to develop a VET system better tailored to economic needs and to foster employment.

In Hungary, the so-called rehabilitation authority has been appointed as the body acting on first instance from 01.01.2017, which is structured within the district-level administration offices of the county-level government offices. The authority examines the status of changed working abilities and implements a complex classification scheme related to the benefits of people with changed working capacities according to Law CXCI. of 2011 and its executive regulations. Based on the classification, it decides whether the client is entitled to receive rehabilitation or disability benefit/allowance, defines the amount of it and issues an official certificate and a rehabilitation card for the clients entitled.

A new system of benefits and classification has been established for people with disabilities and changed working capacities, which is adapted to the level of health-related harm in a better way, paying special attention to the remaining improvable abilities and chances of rehabilitation.

In Hungary, the client entitled to receive any rehabilitation benefit is required to cooperate with the employment rehabilitation agent of the competent district office. Its aim is the successful employment rehabilitation. To reach that, a plan for rehabilitation is created commonly that defines the client's needs (services, counselling, trainings), the direction of rehabilitation, jobs to be carried out, measures aiming at successful employment. Besides services provided by the state-level system, people with changed working abilities can turn to accredited NGOs and use their complex services, which are aimed at becoming employed and remain at the open labour market.

Due to the consecutive measures of the government, broadening the rehabilitation card, initiating new labour market programmes enhancing the employment of people with changed working abilities and increasing the amount of rehabilitation benefit, the employment chances of people with changed working abilities have been improved to a great extent recently.

The rehabilitation card makes it possible for employers to be completely exempted from paying social contribution regarding the employee up to an amount of wage twice as much the minimum wage.

In Hungary, according to legal regulations, for companies employing more than 25 workers, at least 5% of the entire staff members must be composed of employees with changed working abilities. In that case, the annual rehabilitation contribution per employee is not to be paid by the employer after each person not being employed with reduced working capacities. Most Hungarian employers have workers with changed working abilities, however not in a number, which would be sufficient to reach the required level of employment.

A further impetus was the launching of the 2 EU-funded programmes in 2017. One of the objectives of the complex employment rehabilitation labour market programmes was to involve and employ a further 7.500 people.

Today, the number of employees having reduced working capacities is more than 437.000 in Hungary. Their rate of employment has – partly due to the initiatives and measures mentioned above - increased from 31% (last year) to 34%. Within that number, more than half of the people receiving rehabilitation benefit is employed, while people receiving disability benefit that rate is slightly more than 20%.

II.2 Euroculture, Nicosia, Cyprus



Kleanthis Symeonides elnök

Euroculture is a non-profit cultural and educational association. Member in Euroculture can be any person interested in relative matters. The Board of Euroculture consists of educated people with degrees in Economics, accountants, IT experts, bankers, lawyers etc. Euroculture participates in EU projects and has relative experience in meetings, seminars, study visits, interviews, questionnaires, workshops, publications in Cyprus and overseas. Euroculture has also participation in many adult education activities promoting the idea of lifelong learning. Euroculture has professional relations with local community officers, elected mayors and government employees so it is very easy to achieve support in any related project. Economic crisis has created a lot of problems everywhere, so education (formal or informal) has a serious role to play in employment/unemployment matters. Euroculture with creative ideas is supporting new initiatives

that will affect the government efforts in a positive way to overcome the difficulties. Lowly educated people, unskilled people, job seekers, people with reduced ability to work do not escape our attention but all of us from any position must work hard to create a new and prosperous Europe.

If we talk about Cyprus the number of registered persons with reduced working capacity is not so high, only 20.810, but the low educational level and the lack of vocational qualifications areas are also causing major issues. In 2015 the Social Inclusion Body of Cyprus initiated a programme, along with disability agencies and adult education institutions, to identify the training needs of adults with reduced working capacity and to design training programmes, which can also provide ideas for project partners. The unemployment rate in Cyprus is about 12%.

By definition, people with reduced working capacity are getting a small benefit and because of that, strictly speaking they are not considering as unemployed. Even though it is allowed for them to get a job and if they do so, then all benefits are stopped. 73% of persons with reduced working capacity do not have vocational qualification and 8.400 (40%) of them has no basic education. All of them are receiving basic benefits if their inability is approved by a medical council.

II.3 GLAFKA s.r.o., Prague, Czech Republic



Gabriela Vlckova
general manager

GLAFKA s.r.o. is Czech based educational and consulting institution located in Prague focusing on knowledge and innovation transfer in a field of lifelong learning and further education; labour market and entrepreneurship; teaching and training methods and technologies.

GLAFKA has a strong focus on empowerment of disadvantaged groups, including 60+, handicapped and socially excluded persons. One of our main aims is to increase employability of target groups through personal and vocational development, bridging the gaps between generations, genders and nations as well participating in activities friendly to the environment and sustainable development. Our main area of activities covers trainings, development of new methodologies and training modules, pilot and test.

Citizens with changed working capacity are defined in § 21 of Act No. 1/1991 Coll., On Employment, as amended. A citizen with altered working capacity is a citizen who has a very limited opportunity for work in the long-term unfavourable health condition, or preparation for work; citizens with changed working capacity are also beneficiaries of pensions that are conditioned by long-term unfavourable health condition, provided that the retained working capacity allows them to work or to prepare for this job. An altered citizen is always a citizen who is the beneficiary of a partial disability pension or has been recognized as partially disabled even though he or she did not qualify for a partial disability pension or was entitled to a partial disability pension, but this pension is for the benefit of a does not pay for gainful employment.

II.4 ETÖK Eesti Tööküsimuste Keskus, Tartu, Estonia



Eero Mikenberg ügyvezető

NGO Estonian Centre for Work-related Questions (in Estonian MTÜ Eesti Tööküsimuste Keskus – ETÖK) promotes social dialogue in Estonia. ETÖK is a member of the European Centre for Work-related Questions, based in Germany (www.eza.org). ETÖK organises seminars and trainings on work relations in Estonia and other EU member states.

Special focus has been put in recent projects on youth unemployment and occupational health (our members include medical personal working in this field), also the re-integration of senior citizens in the labour market. ETÖK is consulting centre-right political organisations on work relations and occupational health issues.

The membership is ca 30, mostly multipliers. Based in the second-biggest city of Estonia, Tartu, which is the academic capital of the country, ETÖK helps to transfer academic knowledge to the policy-making process.

As an Estonia-based labour market organisation, we would like to distribute the experience made in our country regarding persons' with special needs access to jobs. In recent years, the taxpayers' expenditure on work disability benefits has increased significantly in Estonia. To address this is-

sue, the so-called „work-ability” reform was launched by the Ministry of Social Affairs. The idea is to enable people with special needs to return to the labour market. In most cases, it is mutually beneficial, since it reduces the cost of benefits, but in the same time gives persons with reduced work-ability back their self-esteem and lets them live a fuller life.

Moreover, access to vocational education for people with special needs has improved in Estonia. Astangu Vocational Rehabilitation Centre has made its mission in it. Manual work is a good option for integrating persons with special needs to the labour market. The mainstream vocational sector does not offer the necessary framework, however.

II.5 MAD FOR EUROPE, Madrid, Spain



Gregorio García-Solans Molina elnök

MAD for Europe is an international organisation established as a reference training institution in Madrid.

MAD for Europe has been established as a non-profit organisation that aims to bring Europe to all people and is aimed at improving the quality of life of all Europeans with programs such as Erasmus +, LLP, Horizon2020, Europe for Citizens, EYF, Creative Europe, with educational projects to integrate people with problems or socially excluded in our society and provide them with a better future by helping them develop their own talents and qualities. Our vision on the labor access to people with reduced capacity in Spain, is that much progress has been made, but there is still more to advance, now there is a greater awareness of the population, and the government takes more effective measures, although it is the organisations and Foundations dedicated to this sector are the ones that fight for their normalisation.

Currently, people with disabilities are highly disadvantaged in the labor field and this is largely due to the prejudices that still exist in companies about their performance or capacity. In Spain by law, each company must have at least 2% of its staff composed of disabled people if it has more than 50 workers. Very few companies comply. 81% of companies in Spain do not comply with the Labor Insertion of Persons with Disabilities Act (LISMI), despite the fact that the State offers important economic benefits and aids to companies that decide to include people with disabilities on their workforce. This group has an unemployment rate of 32.2%, eight points above the general unemployment rate. In addition, of this percentage more than 60% are long-term unemployed, which further increases the bad situation of these people.

III. Best practices applied to enhance the labour market integration of people with reduced working capacities

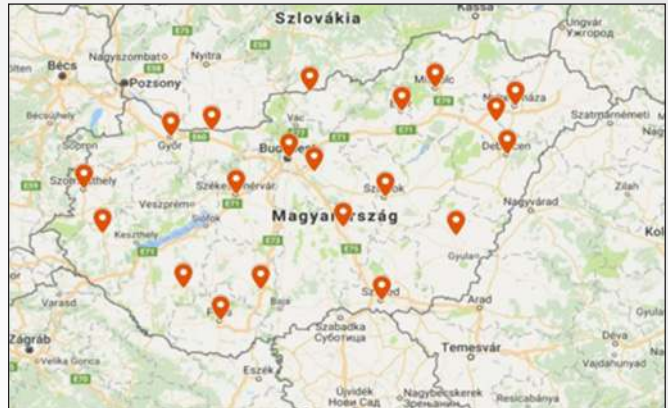
III.1. Hungary

III.1.1. 'JOB for You, DREAM for Me!' programme

Aim of the programme:

The programme called 'JOB for You, DREAM for Me!' was started in Budapest in 2015 by Salva Vita Foundation with an organised open day – for disabled people visiting different employers. The success of the initiative in Ireland, based on the Job Shadow Day/ DUO Day programme, shows that next year, besides Budapest, several events were organised in the countryside. Then in 2017, with the support of the Ministry of Human Resources and the Equal Opportunities of People with Disabilities Public Benefit Nonprofit Ltd., with the involvement of county government offices, it became a national programme, and all 19 counties joined the programme along with the capital.

The aim of the programme is to enable people with disabilities to get acquainted – by doing everyday work at each workplace – with the occupations they consider most interesting and to try them out. At the same time, it also enables people with disabilities to show their skills and personality to employers, thus increasing their employment opportunities in the open labour market. Personal encounter



The programme has become nationwide

in real life circumstances between employers and people with disabilities or reduced working capacities gives an opportunity for the parties to share experiences.

The programme draws the attention to the fact that employers can count on people with disability or with reduced working capacities – disadvantaged people in the workforce – as potential employees, as they also stand their ground in the world of work.

The programme promotes the social acceptance and inclusion of the primary target group and their successful integration into employment.



It can be tried out in a wheelchair as well

Target group of the programme:

The primary target group of the programme is people with disability or with reduced working capacity. The secondary target group is employers participating in the programme, who are open to receive and later employ people with disability or with reduced working capacity.

As a participant, any person with disability or with reduced working capacity can apply for the programme, in addition, any employer belonging to the private, non-profit sector or any employer, enterprise or organisation operating in the public sector can participate.

The short-term impact of the programme is that people from the primary target group can get experience from employers first hand, learn about their own values, increase their self-confidence and become motivated to work by positive reinforcement. As a long-term impact it promotes job placement, the creation of an independent life, the prosperity of everyday life, and supports social integration.

Activities implemented during the programme:

Previously prepared, accredited civil organisations in 19 counties of the country and the Salva Vita Foundation in Budapest participated in organising and implementing the programme.

After the recruitment of those wanting to participate in the programme and the search and application of the employers, they (the employers and people with reduced working capacity) are prepared by organisations providing human services.

Within the framework of the programme, people with disabilities or with reduced working capacity can visit an employer where they can get acquainted with the 'dream job' they choose, they can follow the daily working activities of the employees and can actively take part in it for half a day. By collaborating with the mentor of the workplace they can get acquainted with the employer and the tasks to be performed. During the day, participants with disabilities or with reduced working capacity are assisted by prepared volunteers who are familiar with the visited employer and who can contribute to communication, contact and daily activities when needed.

The programme is accompanied by a media campaign which aims at providing information on the programme and the difficulties related to the employment of people with disability or with reduced working capacity as well as giving information about the locations in order to promote social acceptance.

Results of the programme:

The programme has become well-known in all Hungarian counties over three years. In 2015, it was organised only in Budapest, in 2016 five rural locations joined it – Debrecen and its region, Miskolc, Pécs, Szeged and Szekszárd, and it became nationwide from 2017.

In 2017 a total of 270 people with disabilities or with reduced working capacity were involved in the country and nearly as many employers, in 2018 more than 200 people with disability or with reduced working capacity and almost the same number of employers participated in it.



Working at the Government Window



Any help can be good at any time...

The programme was organised by Mécses Association in both years, in 2017 there were 18 people, in 2018 there were 12 people who could try their 'dream job'.

The Government Office of Békés County also provided opportunity for those who wanted to know and test the work of government employees.

One of the participants of the programme was able to see the daily activities of the Békés District Administration Office Government Window Department of the Government Office of Békés County and he was able to join them for a few hours.

III.1.2. 'I accept you, accept it from me...' voluntary waiter programme in a coffee house

Aim of the programme:

Organisations aiming to help the disadvantaged have long been interested in the question of how to face and overcome obstacles in order to integrate them. As an answer to that, a movement called Ability Café was started out in Pécs, which aims at finding quick and effective solutions by creating live connections for mentally disordered people with the wider circle of society. It gives an opportunity to see the mentally disordered person in a process of working or performing certain tasks – for instance waiter or bartender. The programme is meant to convey the message of the creation of new chances for social cohesion instead of emphasising the fact of disability. It aims to inform potential employers about the fact that employing people with disabilities is not only beneficial for receiving favourable tax support but also because if given a chance, they can become a useful part of the society. Ability Café creates live connection between people with disability and the wider circle of society, promoting their social acceptance and inclusion.

The movement of Ability Café was started by a foundation called „Fogd A Kezem” (‘Hold My Hand’) in 2013, which aims at involving mentally disabled adults into the social sectors. Besides adults, the opportunity has also become open to secondary school students by using this programme in Békéscsaba. Skills development was implemented with the help of a mentor and a special education teacher. After the preparatory phase, a coffee house called ‘Café One’ provided the opportunity and the place for the students to practise serving in real life. Hence, the mentally disabled young people were given the opportunity to present their knowledge that is expected to make their integration into society easier and more natural. The opening of the Voluntary Coffee House Service Programme of the foundation called ‘Hold my Hand’ and the Chance Pedagogical Centre was held in April 2018 in Békéscsaba in the coffee house called Café One.

Target group of the programme:

6 students from skills development classes were chosen to be trained for this task from the Pánczél Imre Institution in Gyula, which is a member institution of Chance Pedagogical Centre of Békéscsaba. Their training took 4 months. The special education teacher who led the programme had participated in the preparatory phase as a mentor and prepared the students together with her colleagues through weekly situational exercises. These exercises presented different life situations that had to be solved by the waiter candidates.

During the implementation in Békéscsaba, secondary school students were involved which was unique, as all former participants were at the age of about 35. Professionals believe that it is an advantage that younger students were involved in terms of the later integration of these people into work. Working highly improves the social inclusion of disabled people. Young people were more active than the older ones, in addition, the support of parents encouraged them to try working.



Participants of the programme

Activities implemented during the programme:

The programme was implemented by the cooperation of the 'Hold My Hand' Foundation and Chance Pedagogical Centre. Within the implementation of the project, running a social campaign that strengthens the integration and inclusion of people with disabilities was another aim. In the busy coffee house of the town, the disabled people had a chance to work with the workers of the coffee house and were able to get in touch with non-disabled people under real, ordinary circumstances. Guests could experience the presence of these young people through fun, conversation, and service, not focusing on their disability, but human values.

The work was preceded by a long preparation phase, with the help of special education teachers and mentors, where young people spent more than four months practising hospitality through situation exercises. They even learned to manage failures. During the preparation as well as the 'real situations' the staff of the coffee house patiently helped their movements. The method of the programme has contributed to a much better experience of human values behind the fact of disability. One of the main objectives of the initiative is the better acceptance of young people with low mental but high emotional intelligence.

During the implementation of the programme it was necessary to deal with the anxiety of the mentally disabled young people involved in the programme. According to the professionals, at the beginning of the programme this was quite typical, but by mastering the tasks, practising the situations, that was moderated. A great advantage of the programme is that by being able to work and allowing these people to accomplish their confidence, their acceptance and chance of social integration are significantly increased.

During the implementation of the programme it was necessary to deal with the anxiety of the mentally disabled young people involved in the programme. According to the professionals, at the beginning of the programme this was quite typical, but by mastering the tasks, practising the situations, that was moderated. A great advantage of the programme is that by being able to work and allowing these people to accomplish their confidence, their acceptance and chance of social integration are significantly increased.

The results of the programme:

During the programme, disabled people worked as waiters for two weeks on a voluntary basis in catering. After their 2 weeks of introduction, the participants also had a chance to be permanently employed. Under 'Ability Café', people who participated in such a programme have been repeatedly invited for local government or university events to work as waiters. The method adopted in Békéscsaba is currently operating in the following cities in Hungary: Pécs, Orosháza, Eger, Debrecen and Békéscsaba.

Based on the statement by the implementers of the programme in Békéscsaba, they are already trying to improve it further. It does have a tangible result. The Chance Pedagogical Centre has already submitted a successful application to its sustaining body, as a result of which their own coffee house workshop can soon be built within the school. With the support of the sustaining Klebelsberg Centre, students in similar situations will have the opportunity to participate in the operation of the coffee house, so they also have a new chance to an easier achievement of social integration.

During the two-week programme held in April 2018, a guestbook was placed in the coffee house, in which many of the guests had written some notes. The implementers of the program-



A helping hand is always useful...



Making orders

me said that they would also use that to evaluate the programme and for feedback to the participants. They say they have had a memorable time, they have collected a lot of experience and will be glad to read and review the guestbook. They see their intention to be verified that those who get in the coffee house will not only receive enthusiastic service, but with their consumption they will also be able to give: self-esteem, zest of life to these great students who are barely known by our society.



While in service



And here it is...the delicious ice-cream

III.2. Cyprus

III.2.1. Therapeutic Community Agia Skepi

Aim of the programme:

“Agia Skepi”, a long term Therapeutic Community for adults, is a private non for profit organization founded in 1999. It provides services to long term depended substance users and their families in an inpatient and outpatient setting. The main goal of the programme is total abstinence from illicit drugs and alcohol. The facility is located in Politiko village in the outskirts of Nicosia, in a privately owned building within 50 acres of land that belongs to the Holy Abbey of ‚Machaira’.

Agia Skepi is one of the most promising programmes in Europe for fighting the devil of drugs but at the same time in helping people with special difficulties to enter the labour market. During the programme ex drug users, can develop special skills to find a job. At the same time, the whole society has to benefit because as we all know, drug users consist a continuing threat in their effort to find and use drugs (crimes, thefts etc). This programme can also apply to alcoholic persons in the same sense.

The therapeutic community is perceived as the main therapeutic tool; it assists in promoting growth in an alternative house with an alternate family. Rehabilitation is achieved through the process of



The building of Agia Skepi

differentiation from the other members as well as from the team. The TC operates in a hierarchical way in which members change roles and receive responsibilities.

Target group of the programme:

The target group are persons with limited ability to work because of their dependence in drugs or alcohol. There are not any special requirements to enter the programme, you just have to be 'clean' for 3 weeks from drugs/alcohol and also have the strong will to overcome your problem.

The entry criteria include 1) willingness to actively participate in the TC and reach abstinence, 2) be at least 18 years old, 3) gone through detoxification prior to admission and 4) completed a preparation process (which includes various types of evaluations) prior to admission.

Participants must complete an application form with a report from psychiatrist that they suffer from dependence in drugs. Then, there is a selection process according to the availability in the programme, where all details of the applicants are being examined and of course a statement from a doctor is necessary that the applicant is 'free' of drugs for more than 3 weeks. The participant is free to stop the programme any time, but the programme cannot accept him back again. Participants can either contacted voluntary or even sent by public bodies (social services, police, anti-drug council, etc.) but in any way they must decide on their own if they want to participate.



The main entrance of Agia Skepi

Activities implemented during the programme:

The programme is based on the bio-psycho-social model and cognitive behavioral theory. The daily living activities of members include: Group therapy, Educational groups, Drama therapy, Ranching, Cooking, Gardening, Sports, Art, Entertainment. Finally, the programme provides assistance for vocational rehabilitation and social reintegration.

There are a lot of specialists in helping this programme to operate. There are ergo therapists, psychiatrists, psychologists, cooks, managing staff, cleaners, administrative staff, etc. but the heart of the programme belongs to its own graduates that continuously help existing 'students' to stay and finish the programme. Only those that graduate the programme can understand how difficult is to stay away from drugs and become – at the end of the day – a useful and productive member in the society. A lot of public services are supporting/ cooperating Agia Skepi like for example social services, the Anti-drug Council, government employment services, private enterprises, Ministry of Education departments, Ministry of Agriculture departments, Police social welfare department, etc. All of them are supporting Agia Skepi with targeted programmes (advice, classroom les-



Participants and specialists outside Agia Skepi

sons, leaflets, outdoor experiments, visits, videos, etc.) either, they send them specialists according to their needs or new methods to apply.

Currently, Agia Skepi runs 4 programmes: the Therapeutic Community, the Counseling Center, The Family Programme, the Reintegration Programme and the newly formed Women's programme where drug addicted women, pregnant women that are using drugs, as well as mothers of young children can attend the programme, which gives the option to reside with their young children in the Therapeutic Community.

Both the Therapeutic Community and the Women's programme remain the only ones of their kind to Cyprus.

Participants do not get any salary for their participation in the programme. The main tool to motivate the target group, is either the threat of having problems with the police (drugs are not legal) and the will of the participants to get control of their life back again. Also, by learning some skills during the programme they understand that there are good possibilities to find -or create- a new job/small business.

The legal name in the registry of foundations of the Cyprus government is "foundation of therapeutic community Agia Skepi". The organization receives a limited amount of governmental aid and is mainly sponsored by the "Association of Friends of Agia Skepi" who has been struggling for years now, through fund raising to keep the Therapeutic Community alive.

Results of the programme:

Currently all of the programmes of Agia Skepi serve on average 110 clients on a weekly basis. Since 1999, more than 800 people received services.

This programme is very successful and one of the most promising in Europe. A lot of young people from Greece are interested to participate because there is high success rate (about 65% are finishing the programme). The police, the Government, the families of the participants and the whole society are also very happy because drug users – a huge threat for the society – at the end, after finishing the programme, they are transformed into useful members of the society. And not only they finish the programme but at the same time, they are ready to create their own small business taking advantage of the skills they have acquired during the programme.

It's not very easy to develop more such a programme, because each participant needs personal attention on a daily basis, so to develop more such a programme for more people you need a lot of money (perhaps EU projects can help). If there were more money, the programme could not only accept more participants but also create a new range of activities for them like horse riding, fish farming, beekeeping, modern agricultural methods, coffee/chocolate production etc.

III.2.2. Day Center

Aim of the programme:

The programme aims at reintegration and in the psychosocial rehabilitation of people with mental problems in society.

This programme is the result of Government and parents common actions and interest. There was a need for establishing such a programme for young people with disabilities in order to spend



Planting works outside Agia Skepi building

their time productive in an institution, but also at the same time, to have the chance to gain some skills that could help them find a job. The needs are arising from the participants and their parents, since they cannot stay isolated in their houses in the margin of our society (marginalisation).

Target group of the programme:

The Day Care Center is aimed at serving of the mental health needs of adults (from 17 to 60 years of age) with mental problems.

Isolation from the society is an enemy, and this wonderful project allows young people having disabilities to meet new people, to learn some skills, to make new friends, to spend productive their time in a

healthy environment. Employers are visiting the programme to learn how it works and how they can find suitable workers. Some participants learn fast and they are ready to work to cover their daily expenses. The parents of the participants are also very happy because their youngsters contribute to the family budget.

There is no recruitment process, it is an institution and anybody can make an application directly and start the programme. A report from a doctor is also necessary to state the kind and the complex of the disability of the participant.

Activities implemented during the programme:

Day schedules are provided support and counseling in individual and in group level. Services are also provided for treatment and psycho-mental rehabilitation, media from systematic monitoring of people with mental disorder, organization of daily personal care, counseling, families and/or groups, information to mental health issues and awareness.

In order to achieve its objectives, the center develops a variety of actions in which included:

- The fight against criticism in the prejudices about the psychic illness (community sensitisation).
- Creating support and in-of people with psychological and their careers.
- Encouraging people to socialize development and development of relations.

Day services are provided by psychologists, nursing officers, psycho- health care, and occupational therapists. Some of the programmes provided at Day Center are:

- Music therapy
- Drama therapy
- Visual therapy
- Computers
- Painting
- Gymnastics
- Craftsmanship



The main entrance of Day Centre



Participants of Day Centre during a television programme

Helper in the work of the Day Center is Mental Health Group of Limassol Cyprus. It operates daily from Monday to Friday, from 7:30 to 14:30 and Wednesday afternoon from 15:00 to 18:00. Participation in the programmes offered is free. The government help goes through the parents to the institution, so it is a like a self-funding situation. Of course the funding is not enough to develop more activities and outdoor visits/workshops but is enough to offer the basic skills as described previously. Until now, parents and participants are very satisfied about this institution and the treatment of the staff. Also employers express their good comments that they find cheap and capable labour to help them in their enterprises. Some participants describe the institution as their second house and the specialised staff feels the participants like their own children. This 'love' relation is the ideal component to acquire new skills to find a job.



Participants of Day Centre enjoying their coffee

Results of the programme:

Since we talk about 'heavy' situations/disabilities of the participants, we could describe that a percentage of 40% of them, are in a position to find a job after finishing the programme. So far parents are very happy about the services offered to their youngsters and they know that due to limited resources the programme has limited possibilities for more developing. The main issue is that employers are asking for graduates of the programme for certain types of work (easy jobs) that do not need special skills and capabilities.



Participants of Day Centre with their trainers

III.3. Czech Republic

III.3.1. Green Doors

Green Doors is a non-governmental, non-profit organisation which is involved in the work and social rehabilitation of people with mental illness. Green Doors particularly focuses on working with young clients with a short-term illness whom they support in their efforts to overcome the crisis caused by their illness and get back as soon as possible into ordinary life. The role of Green Doors in this system is to provide their clients with complete support in the process of getting ready for the labour market.

Green Doors endeavour as much as possible to link social services with life in the community. The idea is based on the public familiarity with the issue of mental health which can help clients to get into the standard employment or school. They operate three businesses in which services for the general public are linked to rehabilitation. They also hold cultural and educational events.

Green Doors mission: to help people with mental illness to find strength to come back to the

work, support their integration into community and contribute to the de-stigmatization of mental illness.

Green Doors principles: respect; professional, partnership and individual approach, active participation and engagement of people with mental illness.

Café Na půl cesty (Training café operated by Green Doors)



Aim of the programme:

The Café Na půl cesty is a training café operated by the Green Doors, a non-governmental, non-profit organization. The training café provides their clients (people with mental illness) with complete support in the process of getting ready for the labour market throughout work and social rehabilitation.

Main aim of the training (rehabilitation) is to help clients practise and improve those skills which are key for success on the labour market. Throughout the training programme the client experiences the real work load, improve the communication and social skills, strengthen the stress-resistance and get the self-confidence. The client also improves his/her memory and concentration.

The work in the training café is intensive but very close to the workload of standard employment. The training café is fully equipped professional café. The training is lead by the work therapists and clients “patrons” (a person who will be client’s partner throughout the whole training programme)



Entrance to the Café na půl cesty



Inside the Café na půl cesty

Target group of the programme:

To be accepted, clients must have a stabilised medical condition, be at least 18 years old and have a recommendation from their psychiatrist (diagnosis of psychical disease – psychosis, affective disorder, personality disorder).

Activities implemented during the programme:

After consultation with a patron the client set his/her objectives. The patron is helping client to deal with work difficulties, motivate him/her and complete the rehabilitation.

Work positions:

Bartender:

- the work load is very similar to regular employment
- 4-5 hrs/day, at least 12 shifts/month (at least one weekend in a month)
- possibility to increase the number of shifts and work load
- motivating wages
- the length of the training from 3 months to 1 years (with a possibility to prolong the training)

Worker of the cleaning workshop:

- ideal for those who prefer less intensive training
- 2-4 hrs/day, at least 10-12 shifts/month
- motivating wages
- the length of the training from 3 months to 2 years (with possibility to prolong the training)

Results of the programme:

After successfully completed rehabilitation the client can move to Mlsná kavka (one of three businesses operated by Green Doors), where the workload is practically the same as that of standard employment.

Other programmes provided by Green Doors for integration into the labour market

Supported Employment

Supported Employment helps clients who want to find a suitable permanent work position on the open market. The consultant will first help the client define their ideal work position, and then subsequently supports them in finding a corresponding vacancy. If interested, the consultant can also participate in job interviews or the process of learning at the new workplace.

Co-operation usually lasts for 1 year at most, depending on the client's needs, and it can be extended to up to 2 years on an individual basis.

What client gain in the programme

- assistance in finding a suitable job and information on the open labour market
- support in discussions with the employer (agreeing job terms and conditions, assistance in undertaking administration tasks, accompaniment to recruitment interviews or authorities)
- if interested – assistance in induction for new position, practising skills needed to hold down a job
- support in creating a strategy for operating independently in the job

Work in one role can be undertaken for a maximum of 300 hours (approx. 3-5 months). Client can work a maximum of 20 hours per week.

Peer consultant

She has many years' experience of a serious psychotic disorder. Over that time, she underwent various phases of illness. She has come a long way on her journey to recovery, and so today she works and looks after her husband and three kids. She finds satisfaction in her life.

She has decided to help others on their journeys to recovery. She will be happy to meet clients and strive to give them advice – she very likely had a similar problem once and has a solution.

Job Club

The purpose of the free of charge Job Club course is to prepare participants as best as possible for entering the open labour market. It focuses on topics such as where to find job offers, how to write a CV and how to prepare for an interview. It also helps in finding everything clients need to know about employment legislation and helps them improve their communication skills. Participants also share their experiences and tips.

Participation in meetings is free of charge and open to anyone with mental illness who wants to increase their chances of finding suitable employment. The block of meetings takes place twice a year, in spring and in autumn.

Topics of meetings:

- How to look for work
- How to write a CV and motivation letter, how to get through a job interview
- Information on employment
- Communication – general principles, negotiating and saying ‘NO’, assertiveness
- Practical PC training
- Excursions
- Discussions with specialists – e.g. peer consultant, human resources officer

Transitional Employment

Work between rehabilitation and standard employment

The Transitional Employment programme mediates the provision of a short-term job in one of Green Doors allied companies. It is designed for clients who have successfully completed rehabilitation in one of Green Doors businesses and who want to test the work and social skills they have acquired before beginning employment on the open labour market.

Clients have an individual meeting with a work consultant who is available to them over the whole programme period, and who can also help with transferral to further employment or services.

What client can gain in the programme

- check how ready they are for work on the open market
- further work experience and the opportunity to get to know new work colleagues
- assistance in getting used to new work and a greater level of independence
- support in negotiating with employers and assistance in arranging work terms and conditions

Positions offered:

- café work - service guests, preparing drinks and food, cleaning
- bakery staff - making bread and pastries
- sales assistance in bakery - minor assistance at the store
- gardening

III.3.2. FOREWEAR

Aim of the programme:

Main aims of FOREWEAR project: giving job to disadvantaged people in sheltered workshops, supporting socially responsible consume, sustainability and environment.

In socially beneficial project FOREWEAR, they address the issue of old clothes no one wears any longer. They give it a new purpose by collecting it at company clothes collections or public clothes swap



events and sorting it. Part of the old clothes helps people in need in specific charity organizations and the rest is processed in order to have a new recycled textile material produced and new functionally-designed products made out of it in sheltered workshops by socially disadvantaged needlewomen.

Target group of the programme:

Socially disadvantaged needlewomen

Activities implemented during the programme:

Everything starts with a clothes collection in a company. They agree on a date and duration of the clothes collection and prepare an invitation. On the day when the clothes collection starts they come to the company to introduce the whole concept of cooperation and the recycled products to the employees. The non-profit organization Borůvka Praha (helps physically handicapped people find vocations) helps FOREWEAR to sort out collected clothing items. Among others, Borůvka runs the charity second hand Koloběh where good quality items from clothes collections are sold. The revenue from these sales helps to cover salaries and running costs in the second-hand operation. Clothing items which cannot be sold but are still wearable are donated for charitable purposes. A small part of unused clothing items which are no longer serviceable are recycled and made into new fabric. This recycled fabric is printed in own designs, very often corresponding to company colours. Seamstresses in the sheltered workshop in a city of Chotěbož produce FOREWEAR products according to FOREWEAR cuts and production patterns.

The motivation to build a socially beneficial project FOREWEAR was to address the issue of textile waste: FOREWEAR activities lead people to responsible consumption and getting rid of their old clothes in a meaningful way. Also, FOREWEAR give part of the clothes to institutions whose clients are ill or disadvantaged.

FOREWEAR won the competition for Social Impact Award 2013 organized by the Impact Hub Prague. Through their project they support sustainability and environment and give work to socially disadvantaged people in sheltered workshops.

Their products are diaries in recycled covers, book covers, mobile phone and tablet covers and document pockets. Their main objective is to sell these products back to the companies where the clothes collections took place in the form of recycled products with a strong story and a beautifully branded print which is tailor-made according to the company colours.

These sustainable objects can be used as company branded presents for employees or smart marketing materials for partners.

FOREWEAR motivation was to create impact by using recycling through their production process: the new recycled material they obtain is taken to sheltered workshops which employ socially disadvantaged needlewomen, and by producing these sustainable products and obtaining orders from companies, they give them job.



Example of products, ECONEA series



Look into our sheltered workshop

Results of the programme:

Until now, FOREWEAR have collected approximately 25000 kg of unwanted clothes which they donated to a charity second hand or gave new meaning to. They have involved hundreds of company employees in the clothes collections in companies and hundreds of individuals in the clothes swap events for the public. They produced 6350 unique products and gave job to 3 needlewomen.

For more information see: https://www.youtube.com/watch?time_continue=43&v=j32d3zIsk0w

III.4. Estonia

III.4.1. Work ability reform in Estonia

Aim of the programme:

The Estonian labour market is losing 1% of its workforce per year, due to demographic change and emigration to other states, mostly to Scandinavia and the UK. At the same time, social expenditure in the national budget keeps growing. One option to decrease the pressure on labour market is to enable disabled persons, who have been idle, have a suitable job.

A major step has been taken by the Estonian government in the recent years: the work ability reform. It has been a necessity on the one hand: there is a severe lack of workers in the Estonian economy. But on the other hand, it has enabled a large number of handicapped persons to participate actively in the society by returning to the labour market.

Target group of the programme:

The target group of the reform is persons with reduced work ability and employers willing to hire workers with reduced work ability.

Participation is not voluntary – all disabled persons must participate in the reform in order to receive disability benefits. All participants will be assessed by an expert commission regularly to evaluate their ability to work. The amount of their benefits depend on their work-ability degree.

Activities implemented during the programme:

According the Ministry of Social Affairs (<http://www.sm.ee/en/work-ability-reform>):

- Each person with reduced work ability is approached individually, assessed on one's ability to be active in the society, and, consequently, supported to find opportunities in the labour market. Also, a future employer of the person is dealt with separately, in order to find labour relationship solutions necessary for both parties.
- People with reduced work ability are paid work ability allowance. The income begins to decline after the 90-times the daily rate which in 2017 is 1063.80 € per month. From this amount, the allowance will gradually decline, and it will no longer be paid, if the person's income reaches 1,468.05 €. In case of deficient work ability, the allowance lapses when the person earns 1773.0 € per month.
- The employer is given compensation for workplace adjustment costs. As a result of the work ability reform, the disabilities do not incur additional costs for the employer and people with disabilities are equal employees. The support provided by the state creates favourable conditions for

hiring a disabled person. The Unemployment Insurance Fund advises employers, provides support in the period of acclimatisation and helps them to find solutions to emerging issues.

- The Unemployment Insurance Fund started assessing work ability and paying work ability allowances on 1 July 2016.
- Since January 2017, work ability is being assessed and allowances paid by the Unemployment Insurance Fund.

The short-term impact has been the return of the disabled persons to the labour market, which increases tax income for the state and reduces social expenditures.

Initial cost is substantial, however, since the state must provide additional assistance (equipment, special transportation, tax reductions to employers) in the framework of the reform.

Participation is obligatory, dropouts will lose their benefits. Regular interviews with the expert commission will ensure the optimal workload for disabled persons. Personal approach will guarantee that contact will be maintained with the participating person.

There has been no resistance from disabled persons, since they are also interested in being active in the society and increase their income. In Estonia, it is not unusual to meet a shop attendant who is deaf or a masseur who is blind.

Results of the programme:

There are tangible results of the project: the number of persons with reduced work ability returning to the labour market. Moreover, in correlation to the previously mentioned number stands the quantity of people no longer idle and passive. The state can decrease social expenditure. By 2020, the public sector will have employed at least 1,000 people with decreased work ability.

ETÖK helps to promote the work ability reform on a voluntary basis. We distribute the concept among our international partners in the EZA network.

III.4.2. Astangu Vocational Rehabilitation Centre

Aim of the programme:

Astangu Vocational Rehabilitation Centre provides rehabilitation services and scholarly courses to working-age people with special needs. As a valued partner of the Ministry of Social Affairs, we work to improve the social services sector, with an emphasis on vocational rehabilitation in Estonia.

The mission is to create opportunities for people with disabilities developing their operational and work abilities and supporting them on the way to labour market. Astangu Vocational Rehabilitation Centre is a leading centre in Estonia in the field of social and vocational rehabilitation with the aim to support people with special needs in their process of self-actualisation.

Vocational Rehabilitation programme:

Astangu has been providing courses for people with special needs ever since the centre started operating in 1996.

The Centre currently offers the following programmes:

1. Prevocational training programmes
2. Vocational training programmes
3. Vocational education
4. Traumatic brain injury programme

Target group of the programme:

The target group is persons with work disability interested in vocational training:

- The process of finding traineeship opportunities takes place through close cooperation with clients, their parents and/or other people who provide them close support, vocational teachers, and (if necessary) rehabilitation specialists. When finding traineeship opportunities, client's abilities and skills are taken into account and preference will be upon traineeship sites near the client's home in order to maximise client's chances of finding a job in their home area.
- Cooperation with employers is a central activity of our vocational rehabilitation process in order to achieve the desired aim - client's employment. We are increasingly paying attention to educating employers because many companies have indicated low awareness of how to integrate people with special needs into the labour market.

Activities implemented during the programme:

Sheltered Workshops

Sheltered workshops in Astangu are designed for people who have special needs that are experiencing difficulties in finding a job. In the workshops, clients have the chance to do interesting work assignments according to their abilities, with their special needs considered.

The main objectives of the workshops are:

- developing work ethic in the client
- developing the client through work
- if possible, finding a job in the open labour market.

There are 2 different sheltered workshops in Astangu:

- carpentry
- handicrafts and simple task workshop (packing, folding, assembling and various other tasks).

Rehabilitation

Our rehabilitation team comprises a speech therapist, psychiatrist, rehabilitation doctor, creative therapist, psychologists, social workers, occupational therapists, physical therapists, activity supervisors and social caretakers.

We provide:

- **Assessment and counselling service**
The assessment includes preliminary interviews and multidisciplinary assessments resulting in suggestions for available improvement opportunities. Annually, around 150 clients are assessed.
- **Supportive rehabilitation**
Clients who participate in study courses, sheltered workshops and rehabilitation programs follow their individual development plan to get needed supportive rehabilitation. Annually, around 100 clients receive some individual or group rehabilitation.
- **State rehabilitation services for people of working age (16-64) with special needs.**
The provision of the services is funded by the Social Insurance Board. Providing state rehabilitation services allow us to create a rehabilitation plan and provide services described in the rehabilitation plan as an individual or program based service. Annually, around 150 clients receive state rehabilitation services.

Employment Support

The most important aim of Astangu centre is to prepare people with special needs for work, support them in their search for suitable jobs and help them in adjusting with their jobs.

Methods :

- Preparing students for work through career-guidance classes, individual counseling and company visits.
- Supporting students in finding traineeship places and providing continued support throughout the traineeship.
- Cooperating with employers, raising their awareness through various training events.

Support after graduation

The centre uses the supported employment method as a basis for helping our clients achieve employment. This method has been implemented successfully in many other countries. Instead of directly finding jobs for the students, the centre supports them while they take the active role in the search process. By involving the clients and their support circle, we share the responsibility. This ensures that the client's values are met, and that they keep their job long term.

Results of the programme:

Astangu has been providing courses for people with special needs ever since the centre started operating in 1996. Over the years, over 1000 people have graduated from a range of our courses. In the current, 2016/17 academic year, we have 115 students in 17 groups.

III.5. Spain

III.5.1. FUNDACIÓN INTEGRÁ

Aim of the programme:

The Integra Foundation was created in 2001. It was born in response to the need to help people who have lived in exclusion (jail, drugs, victims of gender violence, homeless, young people at risk, ...) despite of the good employment data at that time, they always stayed out of the labor market, due to their criminal records, having had addictions, having suffered situations of exclusion.

In Integra Foundation they help people in social exclusion and people with disabilities to take back the reins of their lives through labor insertion. The main objective is that they reach their personal fulfillment thanks to a decent job that allows them to recover their independence, their self-esteem and their sense of usefulness.

For this, they contact companies and social entities. In this way, they not only get the labor insertion, but also a real integration in society.

First, they evaluate the situation of each person based on their circumstances, concerns and previous experiences. And they design a personalized integration itinerary based on the emotional strengthening of the person and the training in social-labor skills.

Once prepared to work, they include them in the different selection processes according to their profile. The success of the whole process is due to the fact that people meet the level of demand required by the company and they are incorporated as one more, preserving their anonymity.



Target group of the programme:

The main target of integrates are mainly people with disabilities, which also target people in social exclusion as women victims of gender violence, homeless people, prostituted and/or trafficked women, ex-drug addicts, former prisoners, young people at risk of exclusion or probation.

People who made the decision to leave behind a difficult past and now seek a job opportunity to regain control of their lives.

The people who come to the Foundation follow a personalized itinerary that allows them to develop their skills, recover their self-esteem and strengthen their commitment to their insertion process.

Activities implemented during the project:

This itinerary includes the following phases:

- **Reception:**
Through different social entities, they receive all those people in exclusion due to disability who are ready to work and who want to return to the world of work. They interview and analyze their personal situation and previous experience, identify their skills, their work preferences and design a personal itinerary for them.
- **Training and development:**
The first stop of this itinerary is the School of Strengthening. Here they work in the development of personal and work skills through a training program for strengthening and pre-employment, where they learn to successfully face a selection process. This program is reinforced with coaching and coaching processes, as well as personalized tutorials and follow-ups.
- **Derivation of candidates to the company:**
Once prepared, they send the company to cover their offers and vacancies. An important part of the success of the hiring is the subsequent monitoring carried out by the people incorporated along with the HR department of the companies.
- **Hiring and Tracking:**
They ensure the good adaptation of the person to the position and, within a month of joining the work, the company is asked to assess its performance. In 90% of cases these ratings are positive.

During the first year, they follow up periodically in which they value their work and personal situation, thus closing the process of socio-labor integration.

Financing:

Income Integra Foundation 2017:

- Private Collaborations: € 724,835
- Employer fees: € 373,107
- Income from services: € 22,055
- Public contributions: € 10,000
- TOTAL INCOME: € 1,129,997

Integra Foundation 2017 expenses:

- Staff: € 791,489
- Own expenses of the activity: € 237,497
- Trips for insertion in provinces: 46,556 €
- Amortizations: € 47,795
- TOTAL EXPENSES: € 1,123,337



Young worker with disability, doing her job in the automobile sector

99% of the income of the entire Foundation is allocated to the mission of labor integration of people at risk of social exclusion and people with disabilities.

Results of the programme:

- More than 11,000 job positions working in more than 100 companies in Madrid, Catalonia, Valencia, Andalusia, Galicia and the Balearic Islands.
- More than 1000 people contracted in 2017.
- 90% of the people contracted through the Integra Foundation received a positive assessment in the company.
- More than 800 volunteers corporations of 54 companies have collaborated in the Integra Foundation School of Strengthening.

III.5.2. FUNDACIÓN ONCE

Aim of the programme:

The ONCE Foundation for the Cooperation and Social Inclusion of Persons with Disabilities was born in February 1988, by agreement of the ONCE General Council, and was presented to society in September of that year as an instrument of cooperation and solidarity for the blind Spa-



nish to other groups of people with disabilities for the improvement of their living conditions. In addition to ONCE itself, as the founding entity, the main organizations of people with disabilities in Spain are present in the ONCE Foundation, through its Board of Trustees, the highest governing body. The main objective of the ONCE Foundation is to carry out work integration-training and employment programmes for people with disabilities, and global accessibility, promoting the creation of globally accessible environments, products and services.

To achieve its mission, the ONCE Foundation determines the following as its main objectives or aims:

- The promotion of full employment integration for people with disabilities.
- The promotion of professional qualification, work skills and personal and professional skills, as determinants of the level of employability of people with disabilities and, therefore, in the labor integration process.
- The promotion of universal accessibility and design for all.

The main objectives or aims of the ONCE Foundation are developed keeping in mind two fundamental values:

- Encourage solidarity and social cohesion by articulating actions, projects and programmes aimed at all persons with disabilities, regardless of the type of disability, through the development of their activity throughout the territory of the State.
- Collect, for the fulfillment of its objectives, the cooperation, collaboration and commitment of all administrations, institutions, agents and entities, public or private, involved in economic and social development.

Target group of the programme:

The objective of the project of the Once foundation, are people with disabilities in search of employment, also their relatives will benefit.

The fundamental axes of action of the ONCE Foundation to promote the employment of people with disabilities and contribute to the improvement of their employability conditions are:

- Provide people with disabilities of working age with a professional qualification and the necessary work skills to be able to access the labor market with equal opportunities, through training actions;
- Promote the creation of employment for people with disabilities, using the different ways and formulas existing in Spanish legislation;
- Support the creation of occupational positions in collaboration with the entities of the associative movement of persons with disabilities and their families.

Fundación ONCE supports quality in employment (stable jobs and the promotion of access to higher-skilled jobs); as well as favoring, in terms of equal opportunities, the most disadvantaged groups: women with disabilities, severely affected persons with disabilities (with disabilities greater than 65%), young people with disabilities, persons with disabilities over 45 years of age and persons with disabilities. Due to their disability, individual and/or social situations present greater difficulties in accessing employment and/or maintaining it.

In the last 20 years, the ONCE Foundation has created more than 97,000 jobs and occupational positions for people with disabilities. These data make the ONCE Foundation the main socioeconomic and employment operator in the disability sector in Spain.

Activities implemented during the project:

The Once Foundation dedicates more than 60% of its income to training and it has always obeyed the following criteria:

- **Flexibility: to adapt to the changing demands of the labor market.**
That allows to endow with the sufficient knowledge, skills and technical abilities for an adequate performance of the job. That allows to develop the social and personal skills essential for an optimal professional performance.
- **Accessible: providing each training action with the technical adaptations, the number of hours, the methodology and the necessary material and human resources according to the specific needs of each of the persons with disabilities participating in the action.**

Fundación ONCE and its group of companies (Grupo ILUNION) have undertaken a policy of collaboration with external entities through the deployment of an important level of activity in the field of strategic alliances.

ILUNION has a workforce of some 32,000 workers, of which more than 35% are people with disabilities. In addition, in order to fulfill its commitment to create employment for people with disabilities, ILUNION participates in other social enterprises, contributing to the maintenance of another 7,300 jobs, of which 81% are performed by people with disabilities.

It deploys its business activity in five divisions: Business & Facility Services, Social Sanitary, Consultancy, Tourism, and Commercialisation. These divisions bring together more than 50 lines of activity. Present throughout the Spanish geography, with around 500 work centers, of which almost half are Special Employment Centers.

ONCE Foundation created in 2017 a total of 8,476 jobs for people with disabilities, which is 20.55% more than in 2016, when 7,031 jobs were obtained.

Regarding the type of disability, 52.28% of the jobs generated in 2017 by Fundación ONCE were occupied by people with some physical disability; 11.72%, citizens with mental illness; 11.23%, workers with intellectual disabilities; 10.29%, employees with hearing disabilities, and 2.74%, people with visual disabilities. The section on other people with disabilities accounted for 11.74%.

Training:

In addition to the jobs created, and always in order to improve the employability of people with disabilities, ONCE Foundation last year carried out 1,283 courses, with a total of 12,367 students and 107,819 teaching hours. This means 541 more courses than in 2016, and an increase of 3,912 students with disabilities trained.

Financing:

The ONCE Foundation is financed mainly through the funds that are transferred to it by its founding patron, the ONCE.



Carpenter with reduced capacity, doing his work

In order to carry out its aims, the ONCE Foundation develops, among others, the following lines of action:

- Through the co-financing of projects that, promoted by third parties mainly belonging to the associative movement of people with disabilities.
- Through the activity developed within the companies belonging to its business group, the ILUNION GROUP.
- Through institutional cooperation with public and private entities.

Results of the programme:

The commitment to create employment is made betting on job stability, since to assess the degree of fulfillment of the objective of job creation, only jobs generated by third companies and entities will be taken into account with the support of ONCE and its Foundation that exceed a certain period of duration

In the last 20 years, the ONCE Foundation has created more than 97,000 jobs and occupational positions for people with disabilities. These data make the ONCE Foundation the main socioeconomic and employment operator in the disability sector in Spain.

IV. Social acceptance and integration of people with reduced working capacities, best practices applied in sensitisation

In this chapter some good practices and initiatives are emphasised, which are applied in the partner countries to enhance the target group's social acceptance and towards their sensitisation.

IV.1. Hungary

Invisible Exhibition – Budapest <https://www.lathatatlan.hu/>

The Invisible Exhibition is a unique, interactive journey into an invisible world where participants can try to find their way in complete darkness only via touching, sounds and scents.

At the Invisible Exhibition blind or sight-impaired persons will guide you to a journey, which changes your life. Participants obtain information exclusively through touch, hearing, scent and their sense of balance. This way, in the new situation caused by the loss of sight and despite the difficulties, they can experience that the world can still be beautiful and complete without this key sense.

The exhibition brings the world of the blind and the seeing closer to each other and teaches through positive experiences how we can help, even understand them.

Guided by a blind person, the invisible journey takes you to specially furnished and totally darkened locations, where unique sound effects, scents specialised for the particular location will make it possible for participants to gain real life-like experience.

The Invisible Exhibition currently provides full-time employment for 9 sight-impaired persons. Moreover, 5 persons with sight impairment are employed with simplified employment. Unfortunately, prejudices are still very much in the foreground because while employers can have a wide choice of seeing people as future employees, they do not favour employing the blind. The purpose of the exhibition is to change that attitude, providing people with changed working abilities with the opportunity to demonstrate their competence, knowledge in the different fields of life.

The Invisible Exhibition Budapest has close cooperation with several cultural institutions to raise attention towards the blind.

The World is Better With Us! concerts

The initiative called 'The World is Better With Us!' was brought into being in 2008 by a band composed of disabled persons called 'I Won't Give it Up' to make the others see that disadvantaged and disabled people can also create and transfer values, which enrich all people around. For 10 years now, they have been organising the charity event 'The World is Better With Us!' every year in November, which was established and has been implemented by the disabled young themselves. The unique character of the initiative is well demonstrated by the fact that they do not collect money for themselves but generally for the members of other socially disadvantaged groups.

The aim of the cooperation is to make people grown up in an unusual way of a family, with disabilities or reduced working abilities equal members of the society in each field of life thus in receiving the opportunity for founding a family as well as establishing family safety. The initiative 'The World is Better With Us!' is an event and thought, which greatly contributes to its social acceptance.

IV.2. Cyprus

In Cyprus there is a very good practice which has become a National Event once a year. It was back in 1989 when a group of people had the idea to call all mass media of Cyprus to cooperate for one single day to collect money and promote the problem of people with reduced working capabilities.

The event was 100% success and people contribute almost 1 million euros. The issue was not only the money but the society to become more sensitive to those people in need. That particular day (year 1989) there were several events like parties, long distance walking, theatre performance, exhibitions, radio and tv shows, volunteers collecting money on traffic lights, tv news announcements, interviews with people having less capabilities for working, live radio programmes, concerts by popular singers, outdoor food markets, a decorated car was travelling from village to village to collect money, etc. and all these events during that day were covered continuously by almost all mass media of Cyprus. It was like a national peaceful revolution for people with reduced capability to work.

The success was so big and the influence in the society that this event called RADIOMARATHONIOS (radio marathon) is being renewed once every year and everybody is waiting that day to offer and participate. Also, they have created an institution called RADIOMARATHON to handle the money collected every year and all donations (income-expenses-money contributions) are published in the media so all people know that there is transparency in all financial issues. Really it is an amazing practice that all European countries must copy.

IV.3. Czech Republic

Listen – Reflect – Change

ERASMUS+ project focused on storytelling as educative method. Main aim is to use authentic stories to sensitize major society towards minorities.

<https://www.facebook.com/pribehmikpoznaniu/>

Programme Together to diversity

The basic aim of the program is mutual understanding, despite the perception of otherness (which can be attributed to social, racial, ethnic, linguistic, cultural or religious differences) and to create a space for tolerant and friendly coexistence in society.

<http://spolecnekrozmanitosti.cz/>

IV.4. Estonia

The work-ability reform is bringing people with special needs to mainstream jobs, such as cashiers or store clerks. To indicate their special situation they are wearing signs such as „I am deaf, but I can read your lips”. In Estonia, clients are not surprised to be served by a deaf or blind person anymore.

In the rehabilitational education sector, the supported employment method is used. This encourages a person with special needs to take initiative and responsibility in his/her life and accompany these persons in the process of applying for a job, instead of offering them employment. This increases chances that the job will be kept longer.

In the European Union, national experience should be shared, in order to avoid the need to „invent a bicycle” anew. The experience made in Estonia in making it possible for disabled persons to

the labour market has been substantial. People with reduced work-ability have returned to the labour market in high numbers.

Furthermore, since reduced work-ability has been on the rise, special emphasis has been put on developing the curriculum in the vocational education sector. Astangu Center has done a remarkable job in this respect. Moreover, it has sent out its staff members to other countries to share their experience.

IV.5. Spain

The Atresmedia Foundation in Spain (Private Television), has carried out a project, with awareness campaigns, on the importance of giving work to people with reduced capacity, and to raise awareness in Spanish society about it. In this campaign, daily reports and interviews with Spanish cinema and television celebrities are published that talk about the inclusion of disabled people in the workplace, since only 1 in 3 work, and the idea is to expand this number of disabled workers with this project.

The campaign was held coinciding with the day of people with reduced mobility (December 3, 2017) in this campaign the celebrities, lent their image and helped raise funds to give more visibility and improve the quality of life of people with mobility reduced, in addition to raising awareness among companies to see the benefits they can bring.



V. Afterword

This brochure is brief to present the intense work in full detail what has been done during a two-year period in this project by the exemplary cooperation of partner organisations working in the area of counselling, education and employment.

For the social and labour market integration and/or re-integration of people with reduced working capacities, we have collected the best methods, practices and programmes from Hungary, Cyprus, the Czech Republic, Estonia and Spain which provides the most profit for the reader.

For further information you can contact the partner organisations:

Government Office of Békés County

Békéscsaba, Árpád sor 2/6.
Hungary, 5600

Website: <http://bekes.munka.hu>

Contact person: Vidovenyecz Éva

E-mail: vidovenyecz.eva@bekes.gov.hu

Telephone: +3666/444-211/1212

Euroculture

Agiou Georgiou 29

2231 Latsia, Nicosia, Cypru

Website: www.euroculture.com.cy

Contact person: Kleanthis Symeonides

E-mail: ksymeonides@cytanet.com.cy

Telephone: +35799467906

Glafka s.r.o.

Hulanova 1387/3

10400 Prague, Czech Republic

Website: www.glafka.cz

Contact person: Lukas Novotny

E-mail: lukas.novotny@glafka.cz

Telephone: +420602746523

Mad for Europe

Calle Monte Esquinza, 39

28010 Madrid, Spanyolország

Website: www.madforeurope.org

Contact person: Gregorio García-Solans Molina

E-mail: info@madforeurope.org

Telephone: +34913083855

MTU Eesti Tookusimuste Keskus

N Triigi 3

51011 Tartu, Estonia

Website: www.etok.ee

Contact person: Ako Aasma

E-mail: ako.aasma@etok.ee

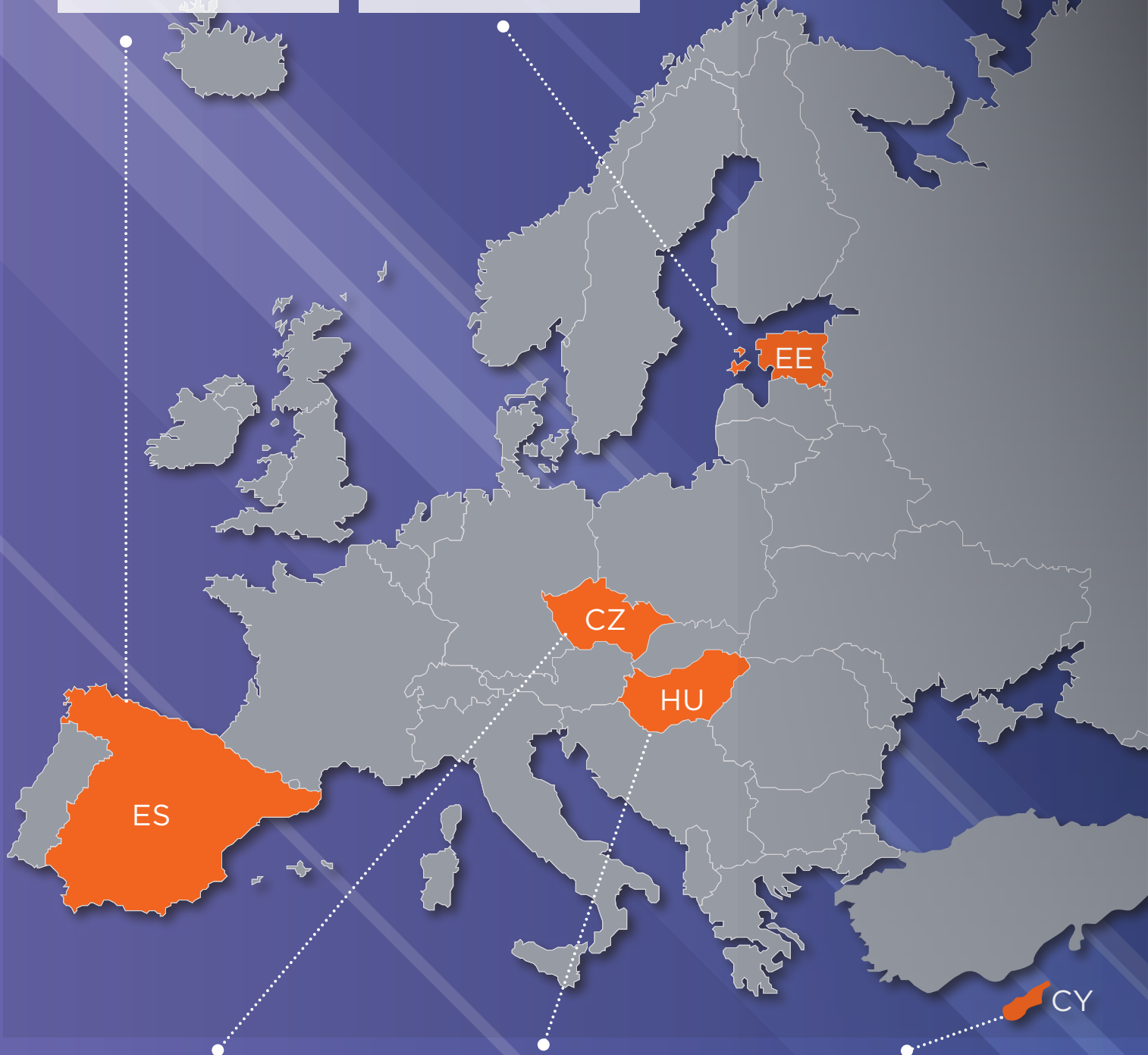
Telephone: +37258412151

Mad for Europe

Spain,
Madrid, 28010,
Calle Monte Esquinza 39.

**MTU Eesti Tookusimuste
Keskus**

Estonia, Tartu, 51011,
N Triigi 3

**Glafka s.r.o.**

Czech Republic, Praha,
10400, Hulanova 1387/3.

Békés Megyei Kormányhivatal

Hungary 5600
Békéscsaba, Árpád sor 2/6.

Euroculture

Cyprus, Nicosia, 2231,
Agiou Georgiou 29.

New skill - new jobs

helping people with reduced working capacity
to get back to the world of work