



## Services to people with disabilities in the mainstreaming environment in Europe

### EPR survey

The survey items are designed to gather information about services to people with disabilities in the mainstreaming environment offered by members of EPR. In this study we are interested in learning about programmes and good practices that support inclusion of persons with disabilities in the mainstreamed environment in any of the following areas: early intervention, education, vocational training and employment, housing services and social care. Please note that, for each of these areas, we are only looking for **practices that support inclusion**.

By 'mainstreamed environment' we mean the common society, that is, environments that are not segregated or targeted to special groups. A regular school, the open labour market or a community facility that is opened to the general public are examples of 'mainstreamed environments'.

If your organisation offers several of these programmes or services, please select the one you consider more innovative or most successful and complete the survey. If you would like to provide information about an additional programme/service you can also do it by completing another survey (maximum two programmes/ services).

There may be some items in the survey that are not applicable for the selected programme or service. In these instances, please indicate "not applicable".

Although the term "programme" is used in this survey, it can be replaced with "service" or "practice" in all occurrences.



### Organisational Information

**Name of the Organisation:** GTB vzw (specialized counseling for people with job difficulties due to a disability)

**Country where the organization is located:** Belgium/Flanders

**Title of the Programme/Service/practice:** TAZbis (Tender activation and care, second phase) for persons with mental, medical, psychic or psychiatric problems (MMPP)

**Contact Information (Include the name and relevant contact data for the primary contact person who can provide technical expertise regarding this Programme):**

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Study Criteria	Description of the Study Criteria
<b>I. Programme Information</b>	
<b>I (a) Goal of the Programme/service</b>	<b>State the goal of the Programme/Service in clear terms.</b>  To offer coaching and training to people with a large distance to the labor market because of health problems (MMPP) and / or limited opportunities in the self-guiding. The intervention is maximum 18 months with the aim of 'paid work' and is an activation programme with employment guidance (GTB), care (care organisations, hospitals, psychologists,) and empowerment training.
<b>I (b) Outcome Measures of the Programme</b>	<b>State the Outcomes Measures for the children/adults involved.</b>  <i>Outcome measures may be qualitative or quantitative. There may be organisational outcomes that are used to measure the outcome performance. These measures may include number of clients, length of time in the Programme, level and types of participation/community engagement...</i>



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	<p><u>Following outcomes are measured:</u></p> <ul style="list-style-type: none"> <li>• Customer Reach</li> <li>• Route Duration</li> <li>• Nature of the actions during the program</li> <li>• Outflow from unemployment</li> <li>• Recruitment NEC</li> <li>• Job Retention after 3-6-9-12 months</li> </ul>
	<p><b>State the theoretical principles that underline the programme/service.</b></p> <p><i>Examples may include rights-based approach; person-driven planning; family-driven planning; self-determination. Please specify whether theoretical principles specifically include community participation and engagement with mainstream society.</i></p> <p>Methodical guidelines:</p> <ul style="list-style-type: none"> <li>• Recovery</li> <li>• Personal action planning</li> <li>• Solution focused approach</li> <li>• Quality of life</li> <li>• Bio-medical –psycho -social model (ICF)</li> </ul>
<p><b>I (d) Year Programme was initiated and milestones in development</b></p>	<p><b>Identify the date when the Programme started.</b></p> <p><i>Support information may include milestones, turning points, and main changes to improve the practice. Please specify whether these developments increased community participation and engagement of your clients in mainstream society.</i></p> <p>TAZbis started on 01.01.2013, with earlier preparing projects since 2007.</p>
<p><b>I (e) Staffing patterns of the Programme</b></p>	<p><b>Identify the number of staff by titles and responsibilities.</b></p> <p><i>This information will describe the number of staff positions, position titles, position qualifications, and percentage of full time equivalency for each position.</i></p> <p><i>Please specify staff roles directly related to promoting community participation and engagement of your clients in mainstream society.</i></p> <p>All GTB counselors (N = 250) are involved in the program. In each county (N = 5), there is a partnership of care and empowering service providers with a responsible contractor. GTB is central in building the networks and supporting good collaboration of all partners.</p>



<b>I (f) Physical location of the Programme</b>	<p><b>Describe the Programme's location(s).</b></p> <p><i>This information may include a description of multiple sites Accessibility and access to transportation may be included.</i></p> <p><i>Please specify whether the physical location of your programme contributes to the goal of community participation and engagement of your clients in mainstream society.</i></p> <p>GTB service starts in local job centers. The care and empowerment offer is done in the client's home region. The location can be an outpatient facility, community center or cultural center. Within each guidance an internship on a workplace is guaranteed.</p>
<b>II. Client Information</b>	
<b>II (a) Targeted clients admitted</b>	<p><b>Identify the admission criteria including age, gender, disability, and any other qualifying characteristics.</b></p> <p><i>This information includes number of clients admitted on an annual basis. Identify if they are admitted on the basis of specific sociodemographic characteristics.</i></p> <p>Every year 1,100 people start the TAZ-program. There is no age criterion except belonging to the labor force (18-65j). The client knows a great distance from the labour market due to health thresholds and / or thresholds in the self that can be recovered in a period of 18 months. At least a start up in a non-paid job with the aim to grow to paid work in a two year period is a successful result. Mainly people with mental vulnerability or mental health issues make the target group.</p>
<b>II (b) Number of clients currently in the Programme</b>	<p><b>Identify the number of current clients in the Programme.</b></p> <p><i>This information provides the actual number of clients by the selection criteria identified in the "Target Programme clients" study criteria. Cite the time period for this data.</i></p> <p>On 01.01.2015 there are 2100 people active in this program.</p>
<b>II (d) Involvement of the Family members</b>	<p><b>Describe how the family members are oriented to and involved in the Services provided.</b></p> <p><i>This information describes specific approaches that involve the family members in the services. This may include involvement in planning and developing the outcome measures.</i></p> <p>The active involvement of the private personal network is not monitored.</p>
<b>III. Programme Activities, Services and Intervention</b>	



<p><b>III (a) Activities during the Programme targeted to the clients</b></p>	<p><b>Describe the Programme activities that are targeted to the clients.</b></p> <p><i>These activities will be different according to the Programme. For example an Inclusive Education Programme may include support to the design of individualized educational plans, ongoing support to the educational and medical needs of the child, disability awareness-raising activities for the school community, among others.</i></p> <p><i>Describe if all clients go through the same activities or if programmes are individualised based on the clients' needs.</i></p> <p><i>Please specify how activities developed contribute to the goal of community participation and engagement of your clients in mainstream society.</i></p> <table border="1" data-bbox="584 707 1355 1279"> <thead> <tr> <th></th> <th><i>standard</i></th> <th><i>individual</i></th> <th><i>group</i></th> </tr> </thead> <tbody> <tr> <td><i>Create a personal development plan</i></td> <td>X</td> <td>X</td> <td></td> </tr> <tr> <td><i>Deal with the objectives and actions of the TAZ-program</i></td> <td>X</td> <td></td> <td>X</td> </tr> <tr> <td><i>Health recovery actions</i></td> <td></td> <td>X</td> <td>X</td> </tr> <tr> <td><i>Empowerment activities</i></td> <td></td> <td>X</td> <td>X</td> </tr> <tr> <td><i>Stage in the workplace</i></td> <td>X</td> <td>X</td> <td></td> </tr> <tr> <td><i>Mediation to (paid) work</i></td> <td>X</td> <td>X</td> <td></td> </tr> </tbody> </table>		<i>standard</i>	<i>individual</i>	<i>group</i>	<i>Create a personal development plan</i>	X	X		<i>Deal with the objectives and actions of the TAZ-program</i>	X		X	<i>Health recovery actions</i>		X	X	<i>Empowerment activities</i>		X	X	<i>Stage in the workplace</i>	X	X		<i>Mediation to (paid) work</i>	X	X	
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<p><b>III (b) Activities involving the family members</b></p>	<p><b>Describe the services and involvement of the family members and other close friends and support persons working with the client.</b></p> <p><i>This information will describe services that are provided with and/or for the family members. This may include modifications of the home, support social and recreational activities in non-education and non-work experience activities, and addressing issues of living independently.</i></p> <p>To strengthen the personal network is an action tailored to the customer. It can be restorative care actions and / or empowerment, and is offered individually and in groups. The barriers experienced by the customer are the starting point to shape the offer. The methodology of personal future planning is used in the TAZ-program.</p>																												
<p><b>III (c) Activities involving community partners</b></p>	<p><b>Describe services or activities that involve community partners.</b></p> <p><i>This information will include descriptions of how education</i></p>																												



	<p><i>institutions, vocational and apprentice training, employers or other community service organisations, etc. are involved in an ongoing basis on your Programme.</i></p> <p>Customization offered by regular care and empowerment partners is key. These partners form a consortium to implement the TAZ projects. Specifically, they have no exclusive offer for the target group but are deployed based on the needs of the customer. The direction-giving principle is as plain as can be, especially if you have to.</p>
<b>III (d) Activities targeting community partners</b>	<p><b>Describe services or activities targeting community partners.</b></p> <p><i>This information will include descriptions of activities or practices that your organizations sporadically undertakes in order to raise disability awareness or develop linkages with education institutions, vocational and apprentice training, employers or other community service organisations.</i></p> <p>Developments and results of the TAZ program are made known via a newsletter to: the employment and vocational training service VDAB – GTB / care - empowering operators / users organizations / social partners. In the Open Knowledge Network, the resilience of the target group will be interpreted by focusing on the positive outflow result (see below). Within this knowledge network we do the exchange of successful methodologies. University research is investigating on the successful practices and they report on it.</p>
<b>IV. Public Authority/Legislative Information</b>	
<b>IV (a) Legal Basis for the Programme</b>	<p>Identify the legal framework of the programme.</p> <p><i>This information should include, if available, the rationale for this legislative Framework.</i></p> <p><i>Please specify whether the legislation contains specific references to the goal of community participation and engagement of clients in mainstream society</i></p> <p>Tender Call VDAB with a duration of two years and maximum twice for one year renewable for the care and employment partner, subsidized project for GTB in a service agreement with the public employment service.</p>
<b>IV (b) Funding base</b>	<p><b>Identify the source(s) of the funding for the Programme (i.e., the government agency providing the support), the percentage of expenses it covers, the rate of co-payment per client if existent, and the length of time for the funding.</b></p> <p><i>Please specify whether there is funding targeted to support the goal of community participation and engagement of clients in mainstream society</i></p> <p>The public employment service VDAB finances the TAZ program</p>



	<p>but the intensity of service means this subsidy does not cover the costs. The care is often subsidized by Inami (structure for health and health orientated benefits) resources. For customers, the service is free.</p>
<p><b>V. Programme Directions</b></p>	
<p><b>V (a) Challenges with the Programme</b></p>	<p><b>Identify challenges to develop the social participation and inclusion of your clients in mainstream society.</b></p> <p>This information may include organisational and individual challenges. These challenges can be organisational, structural, person and/or community related challenges that your Programme faces to improve social participation of your clients in mainstream society.</p> <p>Organizational challenges:</p> <ul style="list-style-type: none"> <li>• Continuous and cost-effective financing</li> <li>• Uniform methodology development</li> <li>• Provide coaching and work more in an one person approach. <ul style="list-style-type: none"> <li>Now the guidance is too fragmented.</li> </ul> </li> <li>• Even stronger guidance in a mainstream setting</li> <li>• Sufficient good internship opportunities</li> <li>• Sustainable work with job coaching in regular workplaces</li> </ul> <p>Challenges for the community:</p> <ul style="list-style-type: none"> <li>• Socialization of care also means that the local community is sympathetic towards people with mental vulnerability.</li> <li>• Rapid intervention as crisis threatens.</li> <li>• Opportunities in employment continue to provide for a vulnerable group.</li> </ul> <p>Challenges final target:</p> <ul style="list-style-type: none"> <li>• Compliance to the therapy</li> <li>• Intrinsic motivation to activation</li> <li>• Continue connection to engage with the personal network</li> </ul>
<p><b>V (b) Opportunities with the Programme</b></p>	<p><b>Describe the opportunities that are available for the students and the organisation for developing and implementing the Programme.</b></p> <p>This information should include organisational, structural, person and/or community related opportunities that your Programme has to improve social participation of your clients in mainstream society.</p> <p>Except the large outlines of the TAZ, the offer is still too fragmented now in Flanders. Each province has developed its</p>



	own partnership based on pragmatism and not on the basis of evidence-based guidelines.
<b>V (c) Suggestions for strengthening the Programme</b>	<p><b>Identify specific recommendations that will benefit other organisations that are replicating the Programme.</b></p> <p>This information may include “lessons learned”, practices that have applications for other Programmes, areas of change if replicating the Programme and changes in outreach, recruitment and services with the clients and their families and their community.</p> <p>The results of TAZ are positive, 40% receive after the program the advice that paid work will be possible. 80% of individuals with the opinion 'work in the normal labour market' manage to achieve this. 65% of the trainees achieve sheltered employment if this is the end TAZ advice. The concept is extremely valuable for the target audience to continue. About the concrete practice approach can be even more focused on the efficacy of the various forms of support.</p>
<b>V (d) Additional Programme comments</b>	<p><b>Please give additional information to explain what makes this practice/service/programme particularly interesting or successful.</b></p> <p>Cooperation with the care and empowering stakeholders with a focus on work makes people with mental vulnerability are able to work. Now the employment rate for this group only 22% and thus susceptible to be improved.</p>

