



## 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 counselling for people with job difficulties due to a disability)**

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

**Title of the Programme/Service/practice: Building a corporate collaboration between the public unemployment office VDAB and GTB to promote the employment rate of people with disabilities: a good example of mainstreaming**

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

Luc Henau: [luc.henau@gtb-vlaanderen.be](mailto:luc.henau@gtb-vlaanderen.be)

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>  Building a corporate collaboration between mainstream and specialized employment services in supporting people with a disability to work. The guidance to employment for persons with disabilities is totally embedded in the regular services VDAB. The leading principle is: as regular as possible, as specialized as necessary.  In every mainstream office of the public employment service there are specialized coaches from GTB included in the service. If a person with a disability has a question or need for service, he or she goes to the mainstream job-office and is served equally.
<b>I (b) Outcome Measures of the Programme</b>	<b>State the Outcomes Measures for the children/adults involved.</b> <ul style="list-style-type: none"><li>• Promoting the employment rate of people with a work disability.</li><li>• Service to persons with a disability is done from the same local job centers as other jobseekers.</li><li>• Service flow is the same as 'normal' job seekers, only the intensity is greater and more personalized.</li></ul>
<b>I (c) Theory used for the Programme</b>	<b>State the theoretical principles that underline the programme/service.</b>  Methodical guidelines: client-orientated and empowering



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	<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>Milestones</i>  2008: transition specialist unemployment services for jobseekers with disabilities moved from welfare to work (recognition and financing) and the transition of 5 provincial services ATB to one Flemish GTB. On the same moment big step to embedding GTB in the local job shop included in the regular unemployment office VDAB  +  Integration of specialists in the central policy-service of the mainstream work services.</p> <p>2014: new step integration of 10 specialized labor research centers in GTB: developing a shared vision and cooperation model between all specialized services and VDAB with focus on the client/ job seeker with an occupational disability and the employer.</p> <p>2015 further strong collaboration with VDAB to increase the employment rate of persons with disabilities by integrating methodology, work processes and staff in joined teams or service.</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> <table border="1" data-bbox="584 1675 1353 1883"> <thead> <tr> <th></th> <th>FTE</th> </tr> </thead> <tbody> <tr> <td>counselors</td> <td>180</td> </tr> <tr> <td>labor investigators, assessors</td> <td>100</td> </tr> <tr> <td>Staff and management</td> <td>40</td> </tr> <tr> <td>Support services</td> <td>50</td> </tr> </tbody> </table>		FTE	counselors	180	labor investigators, assessors	100	Staff and management	40	Support services	50
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<p><b>I (f) Physical location of the Programme</b></p>	<p><b>Describe the Programme’s location(s).</b></p> <p>The collaboration was expanded throughout Flanders. The</p>										



	<p>services are easily accessible because it departs from the local job shops. Across Flanders there are these shops open for jobseekers where both GTB and VDAB offer their services. In this way GTB is now present in about 100 locations spread over the whole region of Flanders</p>									
<p><b>II. Client Information</b></p>										
<p><b>II (a) Targeted clients admitted</b></p>	<p><b>Identify the admission criteria including age, gender, disability, and any other qualifying characteristics.</b></p> <p>The nature of the restriction or disability is not a excluding criterion. If the customer does not get enough support from the personal services of VDAB, GTB can offer the guidance but within the same premises and file flow as VDAB. It is very important that the service is provided in a general way and not specified per disability.</p>									
<p><b>II (b) Number of clients currently in the Programme</b></p>	<p><b>Identify the number of current clients in the Programme.</b></p> <p>32 000 clients with a disability to work are now registered with VDAB. About 80% of them is guided and served by the mainstream public employment service, about 80% by the specialized partner GTB.</p> <p>GTB starts up about 10.000 new customers.</p> <p>Among them annually approximately 1200 customers who have an allowance from the health service (INAMI – they have a sickness label mostly mental health or physical) ask job counseling to VDAB or GTB, 1200 other clients have problems of a psychological or psychiatric background but are on work-benefits and some 600 students from special education are guided in their transition to work.</p>									
<p><b>II (d) Involvement of the Family members</b></p>	<p><b>Describe how the family members are oriented to and involved in the Services provided.</b></p> <p>The family's support options are systematically queried from the ICF framework (see bio –medico-psycho –social model). Homework assignments can be handed in order to strengthen the power of the personal network of the customer. If necessary empowering modules can be presented so that the customer's personal network as an asset to / at work can be used.</p>									
<p><b>III. Programme Activities, Services and Intervention</b></p>										
<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> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Action</th> <th style="text-align: center;"><i>individual</i></th> <th style="text-align: center;"><i>group</i></th> </tr> </thead> <tbody> <tr> <td>Guidance</td> <td style="text-align: center;">X</td> <td></td> </tr> <tr> <td>Mediation</td> <td style="text-align: center;">X</td> <td></td> </tr> </tbody> </table>	Action	<i>individual</i>	<i>group</i>	Guidance	X		Mediation	X	
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<b>III (b) Activities involving the family members</b>	<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>To strengthen the personal network is an advanced module within the GTB offering. This is a combination of group-based training and personal individual support. This module is applicable if the costumer is asking for it and is not a standard offering.</p>												
<b>III (c) Activities involving community partners</b>	<p><b>Describe services or activities that involve community partners.</b></p> <p>VDAB writes tender assignments, with GTB as a partner, in order to finance regular care and empowering service providers so that they open up their demand for our target group. GTB can use all the regular offerings from the VDAB and his partners. In this way GTB is the central actor in the networking with schools and health services for the guidance of persons with a disability on their pathway to work. GTB organizes every year a DUOday (job shadow-day) where more than 500 employers open their doors for one day for a person with a disability to taste a job. It gives an opportunity to employers to learn to know the target group and their abilities and it's a great opportunity for all the coaches to have contacts with employers. This day is open for different partners and for the VDAB.</p>												
<b>III (d) Activities targeting community partners</b>	<p><b>Describe services or activities targeting community partners.</b></p> <p>Recovery actions with a focus on employment are provided by GTB. These can be offered on individual basis or in groups. To reinforce the empowerment of the costumer GTB can mediate this person to existing good practise offered by regular centres.</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>The Flemish community worked out plans and objectives for the policy in the coming years. They worked out a green book (pact 2020) stating that the employment rate of people with a disability should be increased. Also the UN-standard rules express the need for inclusion of people with disabilities. In this big policy vision it is also stated that the work and services to integrate persons with a disability in the workforce</p>												



	<p>should be included in the field of employment (and no longer in welfare!).</p> <p>This framework subsidises the GTB in a service agreement that is adjusted every year. GTB has clear objectives in numbers of clients and results.</p>
<b>IV (b) Funding base</b>	<p>GTB receives an annual subsidy from VDAB which is based on legislation. For the community based actions GTB is sometimes depending on project- funding for certain duration.</p>
<b>V. Programme Directions</b>	
<b>V (a) Challenges with the Programme</b>	<p>The actual challenges are:</p> <ul style="list-style-type: none"> <li>- Methodically increasing the availability of recovery and empowerment partners. Now there are large provincial differences and the services are not fully inclusive.</li> <li>- Maximum sustainability in financing.</li> <li>- Supported employment must become a reality.</li> <li>- The employers need services on the job so that our target group can gain employment.</li> </ul>
<b>V (b) Opportunities with the Programme</b>	<p><b>Describe the opportunities that are available for the students and the organisation for developing and implementing the Programme.</b></p> <p>The vision, frameworks and methodologies are written (in Dutch) and available digitally.</p>
<b>V (c) Suggestions for strengthening the Programme</b>	<p>Structural funding framework is needed so that collaboration with community-based partners becomes possible. Betting on supported employment.</p>
<b>V (d) Suggestions for strengthening the Programme</b>	<p><b>Please give additional information to explain what makes this practice/service/programme particularly interesting or successful.</b></p> <p>The customer is at the steering wheel of his route to work so that the intrinsic motivation is enhanced. Due to our community based approach more people with disabilities gain a successful job.</p>

