



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: ONCE Foundation

Country where the organization is located: Spain

Title of the Programme/Service/practice: Support to Ongoing Entrepreneurs

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

Serving as a link with experts, due to language:

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Study Criteria	Description of the Study Criteria
I. Programme Information	
I (a) Goal of the Programme/service	State the goal of the Programme/Service in clear terms. The Programme “ Support to Ongoing Entrepreneurs ”, is one more step within a wider Programme: the ONCE Foundation’s Entrepreneurship Programme. To goal of the programme “ Support to Ongoing Entrepreneurs ” is to empower entrepreneurs with disabilities once their business activities have started, through specific and customized training, in order to foster the consolidation and sustainability of their initiatives.
I (b) Outcome Measures of the Programme	State the Outcomes Measures for the children/adults involved. <ul style="list-style-type: none">- Successful completion of the course for entrepreneurs by at least 75% of students (given the high withdrawal rate at online courses)- Learning performance.- Effective implementation of acquired knowledge to each individual business activity.- Impact measurement of the results of the course (evaluation forms to be completed by students).
I (c) Theory used for the Programme	State the theoretical principles that underline the programme/service. <ul style="list-style-type: none">• Right of people with disabilities to work, which is one of the main principles and goals of the ONCE Foundation, as



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	<p>well as the empowerment of people with disabilities and their social inclusion, in the mainstream environment where possible.</p> <ul style="list-style-type: none"> • Alignment with national and European framework. The ONCE Foundation and FSC Inserta always take into account initiatives, principles and objectives suggested by national and European bodies, in order to get profit of synergies and share resources. Our programs are not isolated or static, but part of a whole within the current social and economic context. Specifically, this programme is aligned to the principles of the European Social Fund 2007-2013 (which runs until 2015), and more specifically of those of the Operational Programme for the Fight against Discrimination. • Alignment with the strategy of the ONCE Foundation and FSC Inserta. The design and execution of the Programme reflects the same values inspiring the management of our organization: commitment, responsibility, transparency, client orientation, service quality and customization. • Current trend in Spain, with many initiatives emerging to support entrepreneurship. • Business consolidation, through provision of training on two essential issues: Finance Management and on Digital Marketing. • Control and monitoring (Quality). Being consistent with our organization's values, the Programme includes a control and result-monitoring system, in order to check the efficacy of its measures and allow its re-orientation or re-design according to them.
<p>I (d) Year Programme was initiated and milestones in development</p>	<p>Identify the date when the Programme started.</p> <p>The Programme arises within a wider <u>Entrepreneurship Programme</u>, which started in 1988, when the ONCE Foundation was created, as part of the Grant Programme to promote employment of people with disabilities.</p> <p>Later, in 2000, FSC Inserta, in the framework of the "For Talent" Programme (co-financed by the European Social Fund), joins the Programme, providing training, consulting (help to develop the viability plan and apply for grants) and monitoring to those persons with disability choosing this employment option, thus becoming a more Comprehensive Programme.</p> <p>In 2015 the ONCE Foundation launches a <u>Study on Entrepreneurship</u>, in order to assess and evaluate the results of the Entrepreneurship Programme (and specifically of the last few years: 2009-2015) with different goals:</p> <ul style="list-style-type: none"> - To find the survival rate of those business activities which have received a grant within the Entrepreneurship Programme. - To measure the results of the 3 main lines of the Programme (funding, training and consulting) as well as the impact of our support and identification of the needs of entrepreneurs supported by the ONCE Foundation, as a way to improve the Entrepreneurship Programme and implement new initiatives in the future. <p>Following the results of the study and according to the needs identified a specific training course on Financial Management</p>



	<i>and Digital Marketing is offered to granted entrepreneurs.</i>
I (e) Staffing patterns of the Programme	<p>Identify the number of staff by titles and responsibilities.</p> <ul style="list-style-type: none"> - Entrepreneurship programme - Call for Grant Proposals: The Call and Evaluation of projects is managed from the ONCE Foundation HQ in Madrid, specifically by the Grant Department: 6 persons. - FSC Inserta (in charge of training, consulting and monitoring): 2 staff members coordinating the programs at the HQ in Madrid, 1 staff member assigned per region office. The total number of staff assigned to this programme is 21. A consultancy firm is sub-contracted locally to help entrepreneurs to develop their viability plan. - Additionally, the whole Programme is supported by an updated computer system that helps the optimization of all processes. - Study: The Study on Entrepreneurship has been developed by the Consultancy Firm "Intersocial", expert on Social Research and wide experience and expertise on disability issues. - Online Course for Entrepreneurs: The course will be held online. It will be run by a Specialized Training Centre (Business and Finance). The course has been assigned 2 teachers, 1 director and administrative staff. Also, there is a coordinator at the ONCE Foundation (Employment Department).
I (f) Physical location of the Programme	<p>Describe the Programme's location(s).</p> <ul style="list-style-type: none"> - Entrepreneurship programme - Call for Grant Proposals: ONCE Foundation HQ in Madrid. - FSC Inserta - training, consulting and monitoring: HQ in Madrid, and region offices - The whole Entrepreneurship Programme uses an updated computer system that helps the optimization of all processes. - Course for Entrepreneurs: The course will be held online. <p>All of the offices (ONCE Foundation's and FSC Inserta's) are accessible to people with disabilities. The computer system and the online course also meet accessibility criteria.</p>
II. Client Information	
II (a) Targeted clients admitted	<p>Identify the admission criteria including age, gender, disability, and any other qualifying characteristics.</p> <p><u>Entrepreneurship Programme:</u></p> <ul style="list-style-type: none"> - People with a certified disability under the Spanish Law (over 33% degree) - Over 18 years old - Unemployed - They can either already have a business idea or not. One of the activity lines at FSC Inserta is helping potential entrepreneurs to generate ideas regarding the



	<p>activity they could or would like to develop (as an option for persons in the job seekers database who cannot find a job in the ordinary market).</p> <ul style="list-style-type: none"> - If the project has a viability plan, they can apply for a grant by the ONCE Foundation. In order to be eligible, their business projects must also prove co-financing, in order to maximize the survival possibilities. <p><u>Course for entrepreneurs:</u></p> <ul style="list-style-type: none"> - The course was open to up to 50 persons. - Criteria: <ul style="list-style-type: none"> o People with a disability o Who had received a grant under the ONCE Foundation Entrepreneurship Programme between 2013 and 2015 (313) and whose business activity has been started and is still operating (313). <p>The reason to set this period (2013-2015) as a criterion is that the Entrepreneurship Programme establishes an 18-month monitoring period for all granted projects, so we have updated information on most of those projects. Additionally, this training course is mainly intended for new business activities, in order to help improve their sustainability and progress.</p>
<p>II (b) Number of clients currently in the Programme</p>	<p>Identify the number of current clients in the Programme.</p> <p>Finally <u>50 entrepreneurs</u> have registered for the course (= maximum number of places offered).</p> <p>The course will start next September 28, and will end around mid-December.</p>
<p>II (d) Involvement of the Family members</p>	<p>Describe how the family members are oriented to and involved in the Services provided.</p> <p><i>Not applicable.</i></p>
<p>III. Programme Activities, Services and Intervention</p>	
<p>III (a) Activities during the Programme targeted to the clients</p>	<p>Describe the Programme activities that are targeted to the clients.</p> <p><u>Entrepreneurship Programme:</u></p> <p>From FSC Inserta:</p> <ul style="list-style-type: none"> - Information on entrepreneurship - Training for entrepreneurs - Consulting (help to develop the viability plan and apply for grants) - Monitoring of the business activity <p>From the ONCE Foundation:</p> <ul style="list-style-type: none"> - Grants (financial support).



	<p>Course for Entrepreneurs:</p> <ul style="list-style-type: none"> - 100-hour course - Online format (allowing flexibility con compatibility for entrepreneurs, who have to run their businesses and also geographical flexibility). - Two sections: Digital Marketing and Finance Management, each of them divided in several units: <ul style="list-style-type: none"> <u>Digital Marketing:</u> <ul style="list-style-type: none"> o What's marketing? Marketing Plan o Means: blog, website, advertising, social media o Website and blog o SEO positioning o SEM positioning o Email Marketing o Mobile marketing o Advertising on the Internet o Personal brand o Social media <u>Finance Management:</u> <ul style="list-style-type: none"> o My business - financial information o Results o Costs o Business control methods – ratios o Treasury o Inversion needs and managing debt o Budget o Taxes - Although the course allows flexibility, the programme includes deadlines for submitting assignments, projects, reports, business cases, research, etc. They will be also part of the evaluation, together with section exams, and other voluntary activities. - The course is intended to make each entrepreneur focus on his/her own business, so that they can apply all the knowledge acquired to their own circumstances. Part of the evaluation will be the realization of an e-marketing plan for their own businesses. - Students registered: <ul style="list-style-type: none"> o Men 52% - Women 48% o Rural environment 22% - Urban 78% o Type of disability: 44% physical disability – 10% hearing impairment – 18% visual impairment – 2% visual + hearing – 6% intellectual – 20% combination o Level of disability: High 26% - Medium/low 74% o Level of education: University 44% - Secondary 42% - Basic 14% o Accessibility: Needing adaptation 18% - Not need for adaptation 82%
<p>III (b) Activities involving the family members</p>	<p>Describe the services and involvement of the family members and other close friends and support persons working with the client.</p> <p>Not applicable</p>
<p>III (c) Activities involving community partners</p>	<p>Describe services or activities that involve community partners.</p>



	Not applicable
III (d) Activities targeting community partners	Describe services or activities targeting community partners. Not applicable
IV. Public Authority/Legislative Information	
IV (a) Legal Basis for the Programme	<ul style="list-style-type: none"> - UN Convention on the Rights of Persons with Disabilities - Spanish Law - Legislative Royal Decree 1/2013, of November 29, 2013, approving the Revised General Law on rights of persons with disabilities and their social inclusion. - Spanish Government Strategy for Entrepreneurship and Youth Employment 2013-2016 - a strategy forming part of the National Programme of Reform and in line with the recommendations and initiatives adopted in this area by the European Union.
IV (b) Funding base	<p>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.</p> <p><i>The <u>Entrepreneurship Programme</u> is co-financed by the European Social Fund under the Operational Programme 2007-2013 for the Fight against Discrimination, which runs until 2015 (50%/80% of the total budget, depending on the geographical zone, as determined by ESF criteria), and the ONCE Foundation (50%/80% of the total budget, depending on the zone, as determined by ESF criteria).</i></p> <p><i>The <u>course for entrepreneurs</u> is 100% financed by a donation from Citi (who has been financing ONCE Foundation projects and programs on a yearly basis, always around a main theme: finances).</i></p>
V. Programme Directions	
V (a) Challenges with the Programme	<p>Identify challenges to develop the social participation and inclusion of your clients in mainstream society.</p> <p>One of the challenges of the ONCE Foundation's <u>Entrepreneurship Programme</u> is the motivation of entrepreneurs. In many cases, persons with disabilities who want to start a business have not a real entrepreneurship interest, but, on the contrary, they see entrepreneurship as their only option to enter the labour market, given their lower levels of education or training, low personal insecurity, lack of social skills and high competitiveness at the open labour market.</p> <p>Other challenge is the current global crisis situation, which provokes the failure of many business activities, as well as (despite the fact entrepreneurs do have specific knowledge about their business activity) their lack of knowledge about</p>



	<p>issues such as finance management and marketing which are essential for business survival and success.</p> <p>The main challenge of the <u>training course for entrepreneurs</u> is the high withdrawal rate at online training. That is why the course has been designed following the specific methodology for adult training and education, trying to commit the student to the contents by linking them to their own needs and circumstances, and helping them to apply the acquired knowledge to their businesses.</p>
<p>V (b) Opportunities with the Programme</p>	<p>Describe the opportunities that are available for the students and the organisation for developing and implementing the Programme.</p> <ul style="list-style-type: none"> - Training on specific areas which they can apply to their businesses in order to consolidate them. - Improving the visibility of their businesses, which are usually local. - Empowerment of entrepreneurs with disabilities - Improvement of the social inclusion of people with disabilities. - Validation of the course method and format according to evaluation as a means to implement improvement actions for next courses. - Definite inclusion of the course as part of the Entrepreneurship Programme.
<p>V (c) Suggestions for strengthening the Programme</p>	<p>Identify specific recommendations that will benefit other organisations that are replicating the Programme.</p> <p>The study made on the entrepreneurship programme is a good system to identify the strengths and weaknesses of the programme and of the supported businesses by entrepreneurs with a disability.</p> <p>It also provided with some conclusions and guidelines for improvement, one of the resultant actions being the course for entrepreneurs.</p>
<p>V (d) Additional Programme comments</p>	<p>Please give additional information to explain what makes this practice/service/programme particularly interesting or successful.</p> <p>The <u>course for entrepreneurs</u>, as one more step within our Entrepreneurship Programme, is innovative, since:</p> <ul style="list-style-type: none"> - It helps to create a community for a specific group of people with disabilities who are usually isolated, as they work on their own and usually at small/local businesses, and spread all over the country. The community (online based) can also generate potential synergies. - Consolidation of ongoing entrepreneur projects as opposed to the current trend of promoting entrepreneurship. - Use of ICT to provide flexibility (geographical and schedule) - Environmentally Sustainable (online training)

