

*Building capacity for excellence in service  
provision for people with disabilities*

## **EPR EPSR DAY**

### **Active support to Employment**

**27<sup>th</sup> June 2019**

**GTB, Leuven, Belgium**

### **Report**

The meeting began with a visit to the **GTB** headquarters in Leuven and an introduction to their working group. The presentation also covered VDAB (Flemish Service for Employment and Vocational Training) as an organization that works closely with GTB and that often supports the same clients. Patrick Ruppol, staff coordinator, introduced GTB organization and figures, alongside its intervention in “support to jobseekers and employees, in an empowering environment towards self-managed careers as a basis for lifelong inclusion.” An overview of the Flemish labour market in transition was also provided.



Two good practices were introduced by GTB:

Patrick Ruppol introduced Talentoscoop and its pathways to develop an inclusive mindset at the workplace. In particular, the projects' blue print service design was explained in depth.

The SPOC (Single Point of Contact inside a company) was introduced as a key factor to achieve a change in the mindset of employers in relation with diversity and as an asset to relieve the employer at management level and in the workplace.



The ESF funded project START TO CAN, was then introduced, and its 5 main basis discussed in depth:

- Motivational coaching;
- Psycho-education and cognitive behavior therapy;
- Systemic vision: create relationships;
- Tailor made: self-assessment as a starting point;
- Design based research: nothing about us without us.



**Start to can**

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The second intervention was led by Isabell Dunschen and Otte Nele, professional Job Coaches at **Berufsförderungswerk Köln BFW**. They introduced their Integrated Rehab Teams, particularly underlining its multidisciplinary approach. In fact, their teams consist of medical support service staff (Diagnostics and treatment in disciplines like internal medicine, orthopedics, physical therapy and more); Psychological support service staff (Support for psychological problems, networking with external institutions, contact to peer support groups); Social support service – integration management staff (Support for social, familiar, financial problems; co-ordination with administration).

BFW also introduced the relationship between integration and rehabilitation, showing in detail the model and the pathway (lasting two years) undertaken by their customers.

Vocational rehabilitation and integration							
clarification	job profile		reflexion		documents		documents
job profile	participants profile		adapation		jobsearch		jobtrain
	documents		develop visions		train interviews		jobsearch
	work out competences						train interviews
	develop visions						contacts to companies
reha- preparation	education	training on the job	education	training on the job	education	examination	employment service
			2 years				

The last presentation of the mutual learning session was held by Lene Odberg Thorstensen, Job Specialist at **Fonix**, the largest company within the vocational rehabilitation market in Norway. After an overview on the labour market in Norway, Lene described her organization an its 4 main areas of intervention: Vocational Rehabilitation, Language and integration for migrants, Lifelong learning and company courses, Adapted Workplaces.

Fonix 4 weeks programme for job inclusion was explained in detail, underlining the different approach that this pathway foresees if compared to other methodologies, In particular, Fonix’s programme aims at finding immediately a paid job, focusing as much as possible on client’s own interest and skills. The strong interaction and collaboration between Fonix staff and the health team (doctors, psychologists, etc) is one of the assets of the methodology as much as the attempt to schedule a progressive pathway that is brief and well detailed since the beginning.



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Roberto Zanon of **EPR** then introduced the European Pillar of Social rights, particularly focusing on the employment related articles. Although those present had heard of the EPSR, for the majority of them it was the first occasion in which they investigated its contents.

### Challenges:

- Services need to be as mainstream as possible, but specialized as needed;
- De-categorization: service provision needs to move from handicap to specialized support needs;
- The relationship between sheltered employment / social employment / mainstream labour market is still difficult to manage;
- Focusing on possibilities, not on limitation is needed, still difficult to achieve, requiring a mind-set change in the whole rehabilitation sector.

### Recommendations:

- Employers must have a basic interest in diversity and grow of staff to make a labour inclusion project successful. Still, there is need for support to employers to encourage them to start the process and change their mindset;
- In general, it appears to be easier for labour inclusion projects be successful with organizations with at least 20 employees. That means that smaller organizations are not sufficiently supported;
- The quota system is fundamental to support labour inclusion of PWD;
- At the same time, the quota system should be integrated by compensations to companies for the loss of income.

