

**CORE - RELIEF**



Erasmus+

# **COMPENDIUM of the existing best practices related to the reintegration of people with changed abilities in the labour market**

**Belgium, Finland, Hungary, Lithuania, Slovakia and Spain**

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

CoRe-Relief is a project co-financed by the **Erasmus+ Programme, KA204 – Strategic Partnership for Adult Education**.

It brings together partners from six countries (Belgium, Hungary, Slovakia, Finland, Lithuania, Spain), and will last for a total of 26 months.

The main objective of the project is to **facilitate the reintegration of people with changed abilities into the primary labour market** and the main outcome of the project is a curriculum written as simple text in the working language of the partnership and in the 6 languages of the Core-Relief consortium (GE, FI, ES, SK, HU, LT) which can be used by the partnerships' stakeholders and other partners.

The goals include:

1. **Secure top-grade professional development** for the Core-Relief Course adult/professional trainers in response to expected high demand for training.
2. **Extend the level of knowledge** in connection with the main topic in Slovakia, Belgium, Spain, Finland, Hungary and Lithuania, and other EU countries.
3. **Support usage** of the Core-Relief Course by elaborating its training methodology into an even greater level of detail.

Professionals of the sheltered labour market and teachers/trainers of social care workers are the primary beneficiaries and the focus of the proposed project. Each consortium partner will establish a study group of staff members possessing one or more of the following areas of expertise in order to increase policy effectiveness:

- Professional worker educators/trainers in the sheltered labour market
- Health care experts
- Adult training methodology experts

**All CoRe-Relief results will be available in multilingual versions**, free of charge and without restrictions through the OER (Open Educational Resources) platform.

Drawing on the experience and on lessons learnt from previous projects, CoRe-Relief partners started to map the existing best practices in terms of participation in the reintegration of people with changed abilities into the primary labour market to have a thorough understanding of the complex interplay of threats to and opportunities for inclusion in their countries. This COMPENDIUM is a result of the mentioned survey.



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# BELGIUM

## ALTERNATIVE VOG

Practice from NGO sector

## BESCHÜTZENDE WERKSTÄTTE EUPEN

Practice from business sector

## BISA VOG

Practice from social economy

## CAJ VOG / INTEGO

Practice from training and educational support

## DABEI VOG

Practice from training and educational support

## DIE ZUKUNFT

Practice from business sector and educational support

## HOF PETERS VOG

Practice from complementary service

## RCYCL SPERRGUT - SORTIERZENTRUM

Practice from business sector

## TAGESSTÄTTE AM GARNSTOCK / CATERING

Practice from complementary service



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## Company for household work

Practice from NGO sector

### Main activity and purpose

With over 30 years of experience, we are a reliable partner for all household work, sewing and ironing work. We are also at the disposal with over 300 domestic helpers. The aim of the alternative is to enable unemployed people to enter or re-enter the labor market.

### Relevance

Women are often forgotten by our working society. Single parents often live under the most difficult conditions and have to offer their children life and education with little financial means.

By avoiding undeclared work, the employees are socially protected.

### Values and goals

- Train and employ people with low education, to give them training in a working area.
- Avoidance of undeclared work
- Protection of staff through social security (health and pension insurance)
- The unemployed people receive meaningful employment and have a regular working day and are valued by society

### Target/Concerned groups

Especially for women without school education, to give them a perspective and a job in the field of domestic help, seamstresses and ironers.



## Feasibility

In cooperation with the federal state, we can use the service check system to pay workers fairly and provide them with social security.

## Sustainability

The project has existed in a social society since 2006.

The initiative made it possible to combat illegal work in the household sector and the workers have health and pension insurance.

Despite financial pressure, the company is growing steadily. The pressure of profitability also arises in the social economy.

## Social innovation

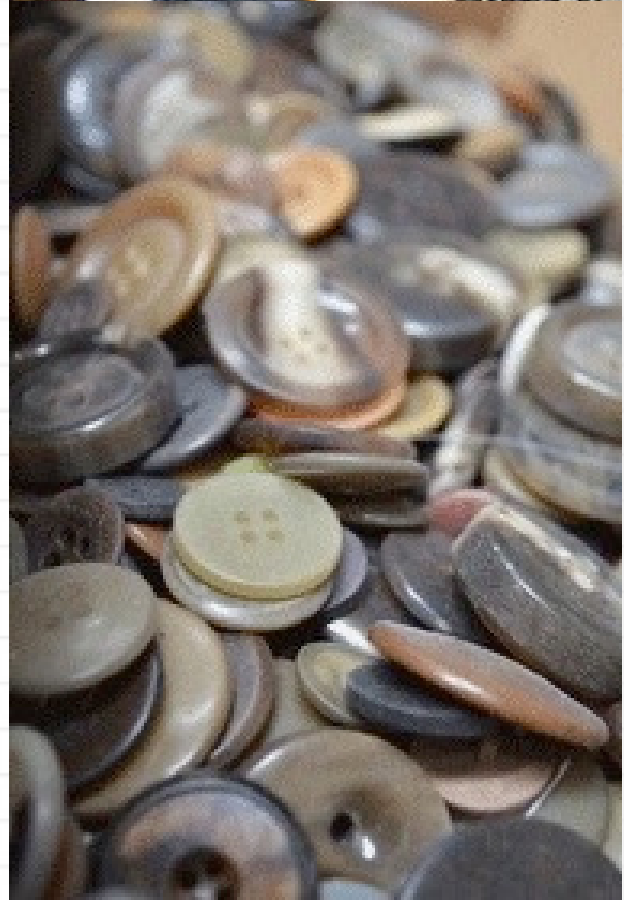
Promote women's work through state aid, employ and train them with social security coverage.

## What can be learned from this practice

Take social responsibility for marginalised groups in society, such as single mothers and women in general. Give women a professional chance to master their lives without public support and offer them social security.



ALTERNATIVE



# BESCHÜTZENDE WERKSTÄTTE EUPEN



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## Social enterprise with changed working abilities

Practice from business sector

BW is a reliable and quality-conscious production partner. The company receives offers from local companies, which outsource work in time of high order situations. Types of services that BW does are packaging work, repacking, assembly of precision parts, professional printing work, digital printing, mailing services, cabling of electrical distribution cabinets, delivery service of household and cleaning products and others.

## Target/Concerned groups

BW Eupen has an internal training department, which is aimed at people with disabilities from the age of 18, who are not yet able to get a job on the first employment market.

## Values and goals

The people concerned are trained through concrete employment directly at the workplace itself. However, they are not only taught professional skills, but also social skills such as motivation, interest, social behavior, communication skills as well as independence, which are indispensable for working life and to broaden horizons.

## Relevance

The various fields of employment are fulfilled by persons with impairments who either have a handicap or have not yet found their place on the first labor market. We give them the unique opportunity to start their first job.



## Feasability

BW Eupen's training department is designed to be flexible and each person with impairment receives individual attention to ensure customized training as a stepping stone to a self-determined life in society. In this way, we ensure to address the complex needs as well as the strengths and weaknesses of each individual. This type of internship can be carried out during three years.

## Sustainability

BW was founded in 1972 and today, BW has 135 employees who carry out customer orders in the areas of packaging, shipping and assembly. This type of internship can be carried out during three years.

At the end of this training, a final assessment takes place, in which it is decided with all persons involved, what the professional future of the person with impairment looks like and in which professional direction the path goes:

- to the free labor market
- into another form of employment
- into a wage relationship with the BW
- into a long-term internship of the BW
- Or the person needs a more intensive social framework and it is currently not possible for him/her to work independently.



## Social innovation

Our credo is to break boundaries and create space for talents to unfold, to help people to participate in an active way in society.

It is a workplace for these people with an employment opportunity where they feel comfortable. After all, for people with impairments, work is so much more than a framework that gives structure to their day. A fulfilling task contributes significantly to their quality of life.

## What can be learned from this practice

- It is possible not only to employ people with disabilities, but also to train them and keep them in the company for the long term.
- To seek cooperation with companies in the commercial sector and become a supportive and valued partner.
- To offer interesting products and services of high quality at a fair price.
- To also be able to offer high quality as a social enterprise.





## Combine ecology, social affairs and economy

Practice from social economy

## Main activity and purpose

The association aims to promote the social integration of persons, the creation of employment and professional and permanent training. The main activity of the association is the support and realization of all activities concerning the disposal and processing in the field of environment and recycling.

The focus is on the disposal and processing of green waste, as well as its fragmentation.

Household waste and organic waste is collected in four municipalities in East Belgium and taken away for disposal.

## Target/Concerned groups

- Workers referred by the Social Welfare Centre, between 1 - 24 months.
- Workers sent by the Justice House to serve penal / community-hours. Between 20 and 800 hours
- Workers placed by the Service for Self-Determined Living (DSL).

## Relevance

Ten workers are integrated annually in work processes and also in the social environment.

The green waste is collected and then sensibly and ecologically processed and returned to nature.



## Values and goals

**BISA is a LOCAL PLAYER** and collects green waste locally every week from 7,900 contract customers within a radius of 30 kilometres. BISA is also a local-player in household waste collection in three East Belgian municipalities.

### **BISA is CIRCULAR ECONOMY**

BISA accepts green waste from gardens and parks, processes it into compost and wood chippings, which are used back in gardens and parks.

### **BISA is INTEGRATION.**

BISA starts every year with 12 new workers and integrates them into the labour market and offers them trainings.

Disadvantaged people are given a stable social environment.

### **BISA is ENVIRONMENTAL AWARENESS.**

BISA uses vehicles and machines with the latest environmental technology and offers a valuable service to the population.

### **BISA is SOLIDAR ECONOMY.**

BISA succeeds within the framework of the social economy by reinvesting the proceeds in staff and materials.

## Feasability

By working with the social welfare center, we can pick people up from where they are and accompany them closely. This support gives them the chance to find their place in the world of work. Without this possibility, they would not get out of unemployment.

## Sustainability

Our project is well accepted by the population and is very well known and popular. It works very well and it is a winning project since more than 25 years.

Bisa became a reliable partner in the field of social economy with integration of people in work processes.

## Social innovation

Our project is unique in our region in combining economy, integration and environmental awareness.

## What can be learned from this practice

From BISA we can learn how a social enterprise with the main task of integrating people with low qualifications into the labour market combines economy with ecology, circular economy and environmental awareness.





## Training and integration project for unemployed people

Practice from training and educational support



### Main activity and purpose

Reintegration of unemployed people with multiple obstacles.

### Target/Concerned groups

Unemployed people between 18 and 65 years old.

### Values and goals

To pick people up where they stand and bring them further on their way by helping them to integrate themselves back in society and work.

### Relevance

We fight against unemployment; we help stigmatized people to find their place in society.

### Feasibility

We support every of our participants with the individual assistance they need. We help them so solve their personal issues und try to reintegrate them into jobs or formation or school. We have a success rate of more than 50%.





## Sustainability

The project started in 1974. Now INTEGO exists since 2018 and brings different projects together. We are growing year by year and we try to start new projects for our participants.

## What can be learned from this practice

To give young people in particular a perspective on life, to accompany them and give them the opportunity to develop according to their abilities, to provide them with structure and life skills.

## Social innovation

People with placement barriers need participant-oriented support. Our concept is based on a holistic approach. Each participant is picked up where he or she stands, with his or her abilities and skills.

The aim is to strengthen their personality, to teach them social competencies and manual skills that will give them life skills and facilitate their access to the labour market. Furthermore, we attach importance to the fact that they are accompanied by our social workers in everyday matters.







## Socio-professional integration of people with placement barriers

Practice from training and educational support



Dabei VOG is a Socio-professional integration of people with placement barriers. Activities in recycling, catering and construction.

## Target/Concerned groups

The project is aimed at jobseekers who need support on their way to the labour market. Due to the different fields of activity, people of both sexes, of all ages and from all backgrounds, with or without disabilities, can find their place in the organisation.

## Relevance

Since the end of 2019, the unemployment figures in East Belgium have been rising. These jobseekers are far from the requirements of the labour market

and have multiple barriers. A low-threshold training offer for individual support seems indispensable so that everyone can participate in social life.

## Values and goals

We want to offer people a framework to REALISE themselves and open up opportunities for them to take a VALUABLE place in SOCIETY

Our goals:

- We offer a professional framework in which we accompany people so that they can shape their own future.
- We want to contribute to a society that is open to all and where everyone can find their place.
- We are an organisation of the solidarity economy that offers social and sustainable added value in a network with others.

## Feasability

We offer an integration path in 4 phases. These build on each other and ensure flexibility and transparency in the transitions. The focus is on a uniform approach, individual goal setting and needs-oriented support for people with multiple barriers to placement.

The goal is placement in work or qualifying training, through:

- meaningful employment in an environment close to the labour market;
- analysis of strengths and weaknesses;
- psycho-social stabilisation;
- strengthening social skills;
- imparting basic skills in various areas;
- vocational orientation;
- establishing new contacts in a stable social environment.

Our partners in this work-integrative project are: the East Belgium Employment Office, the public welfare centre, the Service for Self-Determined Living.

## Sustainability

VoG DABEI was created in 2015 through a merger of 3 social organisations from St.Vith, including the Caritas Group St.Vith, which has been in existence since 1993.

Our mission statement includes adherence to the principles of sustainability.

We want to achieve this through the following objectives:

- Placement of our participants (45-50%) in work or in qualifying training;
- Integrating people with few opportunities in the labour market into work and employment;

- Practising awareness raising for sustainable consumer behaviour;
- Creating alternatives to the throwaway society by:
  - repairs
  - Remanufacturing
  - recycling and selling second-hand products
- Networking with organisations and institutions in the south and north of East Belgium and in Wallonia

## Social innovation

The 4-phase integration path is certainly innovative in our region. In addition, since the beginning of 2020, we have been working together with the "Venture Philanthropy fund" with the support of "Mango Chutney" to introduce participatory management in our company. This is certainly also considered a pilot project for our region.

## What can be learned from this practice

Integration is the mission, inclusion the goal.

The focus is always on the individual. The integration pathway ensures flexibility and transparency, a uniform approach, individual objectives and needs-oriented support for people with multiple placement barriers.

The aim is to place them in work or training that leads to qualifications, through meaningful employment in an environment that is close to the labour market.

Emphasis is placed on psycho-social stabilisation, strengthening social skills, teaching basic skills in various areas, vocational orientation and making new contacts in a stable, social environment.

# DIE ZUKUNFT BESCHÜTZENDE WERKSTÄTTE



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## Service industry

Practice from business sector  
and special training and  
educational support



The company receives offers from local companies. They outsource work in time of high order situation.

- Packaging work
- Repacking
- Assembly of precision parts
- Cabling of electrical distribution cabinets
- Professional printing work in small and large editions
- Personalization of printed matter
- Digital printing
- Mailing service;
- Delivery service of household and cleaning products
- Making candles

## Target/Concerned groups

Disabled people, mental or health.

## Values and goals

The objective is to guarantee disabled people the possibility of regular work at a reasonable wage. Integration means being part of the working society.

Since 1972, it offers around 80 people a workplace in a protected environment.

## Relevance

- Integration into society
- Increase of self-confidence
- To give people daily structures
- To enable society and companies to support social enterprises and disabled people.



## Feasability

“Die Zukunft” is a reliable partner for other companies, individuals and public administration.

They offer extensive services at competitive prices.

The outsourcing of simple work relieves our customer financially and personally and has at the same time actively contributed to the integration of people with disabilities.

## Sustainability

It was founded in 1973 and started with 15 people. Now, about 80 persons with changed working abilities are in our staff and about 20 social workers with administration staff are working together.

The services are continuously developing in various areas. The company guarantees customers competence, reliability and quality in all service areas at competitive prices.

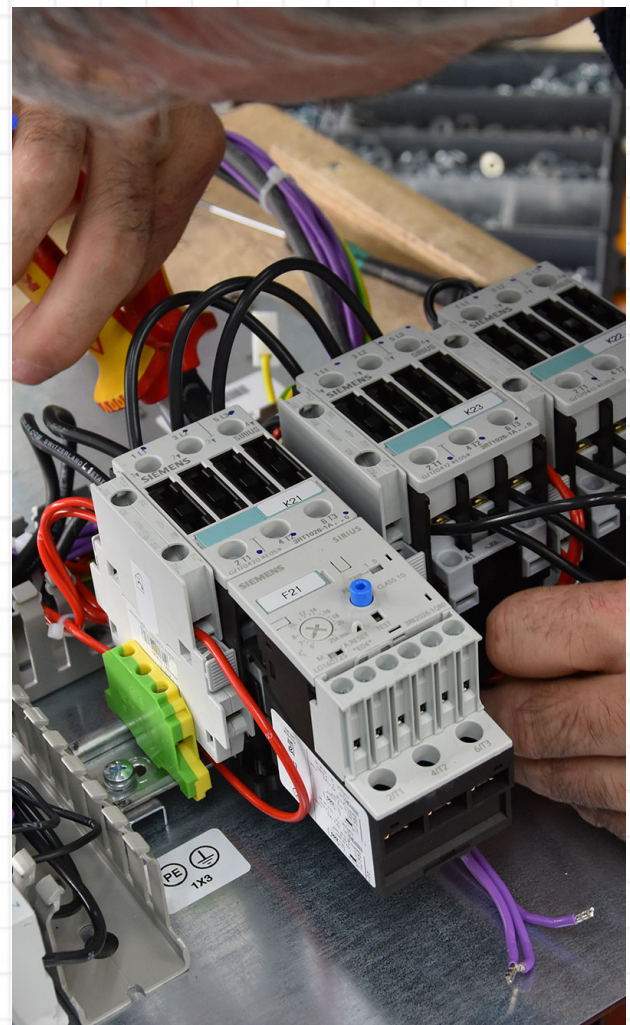
## Social innovation

The objective of the protective workshops is to guarantee people with a disability the possibility of regular work at a reasonable wage. Because integration means being part of the working society.



## What can be learned from this practice

- To guarantee people with an impairment the possibility of regular work at a decent wage. Integration means being part of the working society and offering sheltered employment to people with disabilities.
- It is important to emphasize that a reliable partnership with the local industry and business community makes it possible to offer comprehensive services at competitive prices and high quality.





## Integration company for people with disabilities

Practice from complementary  
service

## Main activity and purpose

Integration company for people with disabilities.

HOF PETERS offers people a working environment both indoors and outdoors.

The indoor area has specialized in the production of various own products, sandwiches, meals on wheels, catering.

Outside, mowing and clearing work, trimming of hedges and bushes, maintenance of beds, cleaning of asphalt and paved surfaces, tree felling work, thinning and nature conservation work as well as other work by agreement are carried out under expert guidance.

## Target/Concerned groups

HOF PETERS is a social enterprise that has been offering employment projects for people with social, mental, physical and psychological impairments who have been excluded from the job market and were difficult to place for the past 20 years.

## Relevance

Provide participants with a sense of self-worth and security.

The families are relieved by caring for their relatives.



## Values and goals

Social for Social Engagement to the local environment

An accompanying educational program with supervision

## Feasability

In so-called “mixed” groups, these hard-to-place people are given a chance to reintegrate into the labor market. Depending on their area of interest and their skills, they are individually supervised and promoted in various areas of activity. It is ensured that the work is adapted to the skills, resilience and interests of each person.

## Sustainability

We work with high-quality, mostly seasonal and regional products - some even from our own greenhouse. We pay great attention to a balanced and healthy nutrition.

In addition, products from their own production (cakes, breads, jams, juices, ...) are sold in the own small farm shop.

## Social innovation

We offer a variety of activities according to your preferences and abilities.



## What can be learned from this practice

Well-functioning social enterprises can also emerge from small, family-based initiatives. To realise an idea, you not only need the idea, but also a lot of commitment, enthusiasm and perseverance.



# RCYCL SPERRGUT - SORTIERZENTRUM



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## Recycle Sorting center

Practice from business sector

## Main activity and purpose

- Environmental protection
- Training and employment of people with placement difficulties
- Recycling of bulky waste
- Networking of social enterprises

In 2002 the sorting center was recognized as a federal integration company.

## Relevance

Specific training goals are to be pursued. The adapted, practical preparation for working life in the sorting center, with simple but varied work processes, helps the interns to get closer to the "classic" job market or to be able to take part in another preparatory integration measure.

## Target/Concerned groups

Social reintegration of people with risk of exclusion

## Values and goals

- Employment and job creation
- Integration of people with placement obstacles in the labor market
- Promotion of the basic and social skills of the interns (punctuality, occupational safety, mastery of work processes, communication and teamwork skills, work motivation, etc.)

RCYCL offers its staff regular training in: driver's license, forklift license, IT, Safety and hygiene and First aid.

## Feasability

Every year around 15-20 interns are employed in the sorting center. 30 people are currently employed in the sorting center.

These fixed-term contracts usually run for up to two years depending on age and institution. Most of the current staff started as interns at RCYCL.

## Sustainability

RCYCL was established in 1998 and in 2002 the sorting center was recognized as a federal integration company. The initial idea of the RCYCL-project was to find an alternative to the classic bulky waste campaigns.

In 2006, RCYCL was appointed Ambassador for Social Economy. The company is particularly proud of being named the best social enterprise in the Walloon Region and Brussels in 2012.

RCYCL works with 15 municipalities and 12 Social welfare centers and in 2017 3,303 tons of bulky waste were collected, of which almost 2,479 from households in the partner municipalities.

The amount of bulky waste is significantly reduced by the professional collection and separation of the individual goods and materials by the employees of the sorting center.

The recycling rate of the collected bulky goods is currently around 75%.



## Social innovation

The connection of aspects of environmental protection with the training and employment of people with placement obstacles and the cooperation with the public sector is very important.

In the area of social economy, the German-speaking Community supports projects for the social and professional integration of people who have great difficulties in finding a job on the primary labor market. The socio-economic initiatives offer their target groups tailored training, employment and intensive socio-educational support.

## What can be learned from this practice

The linking of aspects of environmental protection with the training and employment of people with placement barriers and the cooperation with the public sector should be emphasised here.





# TAGESSTÄTTE AM GARNSTOCK / CATERING



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## Day care centre: Employment of Persons with disabilities

Practice from complementary  
service



## Main activity and purpose

Day care centre: Accompanying people with a mental or physical impairment towards real employment in the field of catering. We accompany people who cannot be integrated into an economic job due to their impairment. These people nevertheless wish to have an occupation (according to their interests and abilities) in an adapted framework that is recognised as work in society.

### Our goals

The employment of persons with a disability and the integration of hard-to-place jobseekers within the framework of the employment opportunities listed below.

### Our services

- Project "Mare Nostrum": We offer the sale of pizza, a catering service for private and public celebrations, as well as a delicious meal in our small restaurant from Monday to Friday (between 08:00 and 16:00) upon reservation;
- Beaver and Nature Care project: We produce firewood and deliver on order. We maintain nature reserves in cooperation with Natagora and other regional nature conservation associations, municipalities and forestry administrations;
- Project "Transport of Persons with Reduced Mobility": We offer individual transport on request in the north of the German-speaking Community for people who cannot use public transport due to a limitation (Monday to Friday from 07:30 to 19:00).

## Target/Concerned groups

We want to open up a place in society for our people where they can gain recognition and self-esteem through work.

The goal is inclusion in society.

## Values and goals

Through their employment and the social support in the day centre, they receive emotional stability.

Intensive therapeutic support becomes superfluous. They live a socially balanced life and find their place in society.

## Relevance

Through their employment and the social support in the day centre, they receive emotional stability.

Thus, intensive therapeutic support becomes superfluous. They live a socially balanced life and find their place in society.

## Sustainability

The catering project has existed for more than 30 years and must constantly adapt to the changing needs of individuals. There is no statically defined concept once and for all. The creativity of the attendants is required so that people with severe impairments can also find their place there. This basic attitude enables people to live balanced and satisfied.

## Feasability

The starting point is people with their specific needs, abilities and interests. Work gives people recognition and a social place in society. By creating work processes and adapting tools, they learn their greatest possible autonomy.

## Social innovation

Every day we are looking for new activities and ways to provide people with answers to their diverse interests and to engage with new challenges. More and more people with challenging behaviour or multiple impairments are coming to us. We have to adapt to these people and not the people to our services.

## What can be learned from this practice

Social economy stands for equal opportunities and participation of all people.

Supporting weakened participants with creative ideas and innovative projects and giving them training.







## **ABILITATOR PROJECT**

Practice from training and educational support

## **FINNISH INSTITUTE OF OCCUPATIONAL HEALTH**

Practice from social economy

## **HIRE ME**

Practice from NGO

## **KEHITYSVAMMALIITTO**

Practice from NGO

## **OTE PROJECT**

Practice from social economy



# ABILITATOR

<https://www.ttl.fi/en>

Best practice of the special trainings/educational support



Leverage from  
the EU  
2014–2020



## Main activity and purpose

The Abilitator provides an indicative evaluation of the respondent's perceived work ability and functioning, social inclusion and well-being. If the measurement is later repeated, the method enables the analysis of changes in work ability and functioning.

## Target/Concerned groups

Professionals (in service systems) and individuals.

## Values and goals

As a concept, work ability is wide ranging and multidimensional. The Abilitator is based on Juhani Ilmarinen's Work Ability House model. The Work Ability House is a research-based summary of the key factors known to affect work ability. Work ability is the relationship between work and an individual's resources. The Work Ability's fourth floor represents work, and the three floors below depict an individual's resources.

## Relevance

The Abilitator is aimed at anyone interested in their work ability and functioning. It can also be used as a screening tool by professionals in service systems. In addition, the Abilitator is useful for decision-makers, as it produces valuable information to support decision-making.

## Feasability

The Abilitator produces data on functioning, gathered on individual, group and organizational levels. Individual-level data enables the analysis of the client's current level of functioning, the setting of individual goals and agreeing on actions to reach these goals. Individual-level data also reveal any changes that occur in work ability and functioning.

## What can be learned from this practice

The importance of self-assessment and connected networks.

## Sustainability

The Abilitator's benefits for the respondent: It is easy to use and versatile. Respondents can themselves describe their own situation. It indicates the strengths and weaknesses of the different areas of functioning. When used online, it provides immediate personal feedback.

It serves as a good basis for setting goals. It clearly illustrates changes in work ability and functioning.

Abilitator's benefits for professionals: It offers a uniform approach and acts as a tool for initiating discussions in customer work; It serves as an aid for assessing the need for services and setting goals; It provides a comprehensive picture of customers' work ability and functioning and changes within these; It serves as an aid for reporting results and monitoring effects on one's own work; It provides data for regional and nationwide comparison; The paperform is free of charge. The online version is free of charge in Finland until 9/2022 (the end of the ESF project funding).



# FINNISH INSTITUTE OF OCCUPATIONAL HEALTH

<https://www.ttl.fi/en/>



## Well-being through work

Practice from social economy

## Main activity and purpose

The Finnish Institute of Occupational Health (FIOH) is a multidisciplinary research and specialist organization that focuses on well-being at work, research, advisory services and training. FIOH operates under the Ministry of Social Affairs and Health as an independent legal entity, and has around 500 employees.

## Target/Concerned groups

Their clients include workplaces, decision-makers, individuals, occupational health service units and other parties engaged in ensuring well-being at work.

## Values and Goals

They develop well-functioning work communities and support workers' work ability.



## Relevance

FIOH aims to improve Finnish work life on the level of individual workers, workplaces, organizations, and society at large, through applied research and developmental projects, market-priced services for private and public organizations, training for occupational health and safety specialists, employers and workers, specialist advisory services for the government, and by disseminating information to the general public.

## Feasibility

FIOH's activities have impact on employment with partial work ability, create improved well-being at workplaces, help extend working careers.

## Social innovation

FIOH both researches and initiates social innovations, e.g. in the field of developing the work environment.

## Sustainability

### SUCCESSFUL DIGITALIZATION:

- Digitalization and new forms of work (i.e., platform, service and sharing economies)
- Learning and development in digital work (digital tools, artificial intelligence)
- Workflow in digital work (fluent and healthy work, cognitive ergonomics)
- Reformation and digitalization in social and health services

## What can be learned from this practice

Holistic perspective, the importance to connect the stakeholders with each other.

## Finnish Institute of Occupational Health





# HIRE ME

<https://www.kehitysvammaliitto.fi/in-english/about-us/projects/>



## Palkkaa mut project

Practice from NGOs

### Main activity and purpose

The Palkkaa mut (Hire me) project was a two-year project funded by the Funding Centre for Social Welfare and Health Organisations (STEA) to promote the salaried employment of people with intellectual disabilities.

### Target/Concerned groups

People with intellectual disabilities

### Values and goals

Participants in the national job coaching network were trained to adopt a new model of job coaching. They worked in cooperation with employers and their work was supported by producing materials and organizing visits to employer companies/organizations.

### Relevance

People with intellectual disabilities face numerous challenges in the job market, their employment has several barriers.

## Feasibility

The project involved people working in disability services and vocational schools, who were trained to act as so-called change agents locally. They disseminated information and inspired others to join in and start embedding the model in their surrounding communities.

## Sustainability

It was a two-year project, but the model has long-lasting effects.

## Social innovation

Yes.

## What can be learned from this practice

Peer-support is powerful, building a peer-network with various functions and levels can be a great approach.







# KEHITYSVAMMALIITTO

<https://www.kehitysvammaliitto.fi/in-english/>



## Finnish Association on Intellectual and Developmental Disabilities

Practice from NGOs

### Main activity and purpose

They carry out research, offer training, engage in development, communicate, exercise influence and produce materials with the aim of bringing people with disabilities out of the margins so that they can fully participate in the functioning of society and their own communities.

### Target/Concerned groups

People living with disabilities.

### Values and goals

They actively participate in different networks and committees on

disability policies. They promote the rights of people with disabilities in society and highlight the position of the individual in e.g. service processes. They collaborate closely at national and international level with, for example, service producers, NGOs and different ministries concerned with the field.

### Sustainability

It was launched in 1952. One of the key tasks of FAIDD is to produce and disseminate new information on the rights and needs of people with intellectual disabilities and speech impairments to support decision making and influence attitudes.

## Relevance

One of FAIDD's key goals is to improve the opportunities of people with intellectual disabilities and communicative impairments to participate and be included in the functioning of society and their own communities at every level. They promote accessibility, i.e. information and services offered in an understandable form and the possibilities of people with speech impairments to communicate in their own ways.

## Social innovation

Yes, several projects are for researching and practising social innovation.

## Feasibility

FAIDD has exercised influence especially in four key areas:

- The right of people with multiple disabilities to participate
- The right to have a home
- The right to easy-to-understand language and digital participation
- The right to salaried employment and other meaningful activities

## What can be learned from this practice

Strong representation of their target groups on every level.





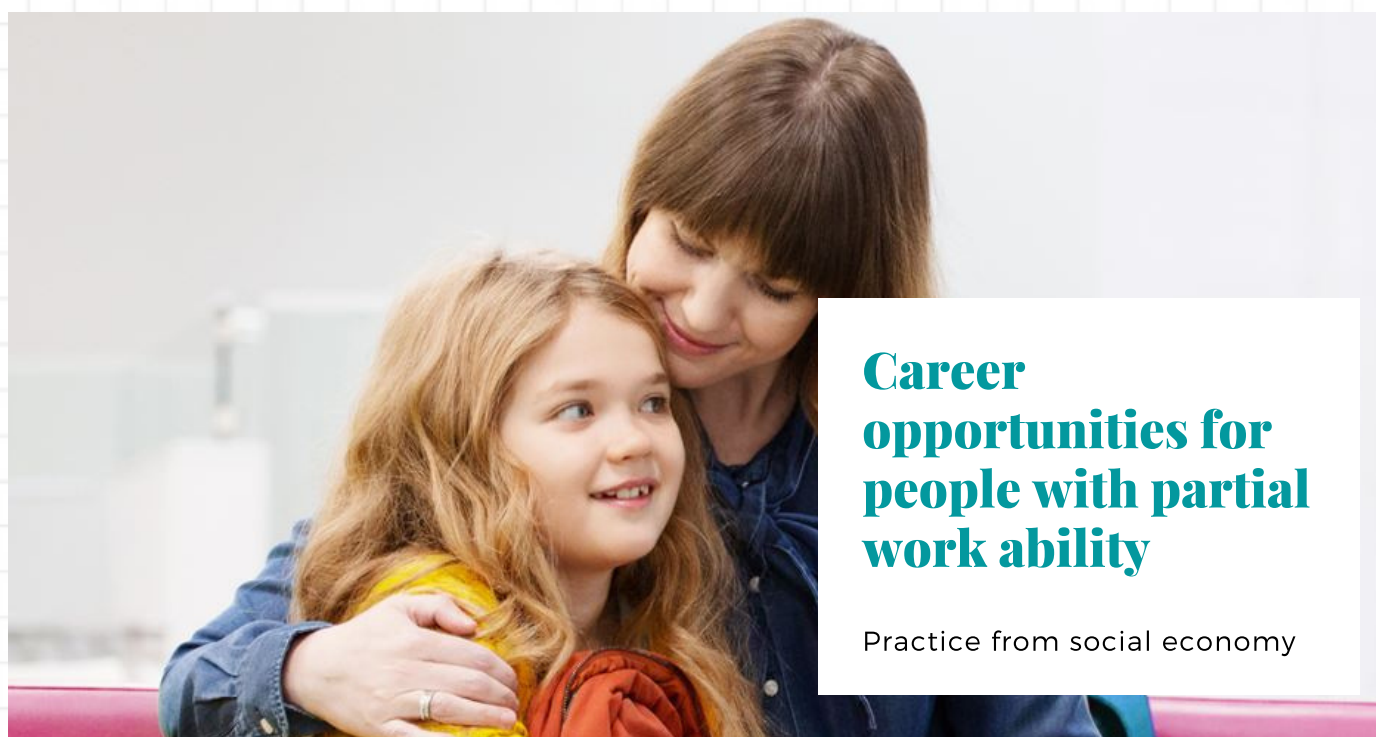


# OTE PROJECT

(2015-2018)

**Finnish Ministry of Social Affairs and Health and the Finnish  
Ministry of Economic Affairs and Employment**

<https://julkaisut.valtioneuvosto.fi/handle/10024/161516>



## Main activity and purpose

Developing new services, as part of the health and social services reform:

- Legislation developed
- Online training service - Road to employment (Tie työelämään) - all stakeholders' involvement and connection
- 700 Work Capacity Coordinators were trained as experts both in health, social and employment services

- Activities centres: information and service offices open for all. The centres provide support and guidance for persons whose work ability is weakening. Activities centres can be visited without any referral from a doctor.

## Values and Goals

Goal: to improve the labour market opportunities of people with impaired capacity for work. In addition, the project aimed to foster more positive and open attitudes towards greater diversity in working life.



## Target/Concerned groups

People with impaired capacity for work and employers in all sectors.

## Relevance

Fragmented, disconnected services, no eligible connection between the stakeholders to reach transformative change in the worklife situation of the people with impaired work abilities.

## Feasability

Results: since 2015 the number of unemployed persons with limited work ability has decreased by 30.2%.

In 2006, Finnish employers had a very negative attitude towards hiring a person with limited work ability. In 2017, 80% of employers had a positive attitude towards those applicants.

## Sustainability

The project itself took place between 2015-2018, but the results are part of the on-going health and social services reform and successfully implemented on several levels.

## Social innovation

In Finland already existed a wide but complex selection of means, services and benefits to support the working of persons with partial work ability. However, these means were not utilised sufficiently. They were utilised separately and it was really difficult to manage and to access the whole of it. This project established connection and complex guidance throughout the whole system.

## What can be learned from this practice

It is not enough to offer a multitude of excellent services, but excellent guidance is needed to be provided to the people to get access and also these services needed to be connected to operate optimally and with higher capacity.



# HUNGARY

## EDUCATORS' CENTRE ASSOCIATION

Practice from complementary service

## EDUCATORS' CENTRE ASSOCIATION

Practice from complementary service

## HOLD MY HAND FOUNDATION

Practice from NGO

## POWER OF HUMANITY ASSOCIATION

Practice from NGO



# EDUCATORS' CENTRE ASSOCIATION

Complex Reintegration of Employees with changed  
working abilities to real life

Hungary - 7624, Pécs, Szent István tér 17.

[www.ckh.hu](http://www.ckh.hu)



## Main activity and purpose

Social services for employees with  
changed working abilities,  
rehabilitation, complex care.

## Target/Concerned groups

People with changed working  
abilities.

## Feasibility

Creating a training methodology for  
the Core Relief Course Plan, which  
will be freely available for the service  
partnership members, their clients,  
public bodies, interest groups and  
other stakeholders

## Sustainability

Accreditation of related training  
courses on the national level will  
substantially increase sustainability of  
the training system.



## Values and Goals

- contains steps about the mentoring and assistance services in connection with people with changed working abilities
- complex care of workers
- it contains materials for the Training for the Professionals, as a guide
- it contains basic informations for the training materials

## Relevance

Understanding the people with changed working abilities, increasing the empathy, developing the knowledge of the professionals, helping the reintegration of the people with changed working abilities to the labor market

## Social innovation

IT courses for elderly people (65 y o more). IT basics, how to contact with grandchildren or other relatives, who stay in abroad or in the covid sotuations, conducting official business, how to connect to the online world.

## What can be learned from this practice

Methodology of social service system from a well-functioning company, wich is related of the employing people with changed working abilites.



# EDUCATORS' CENTRE ASSOCIATION

Complex Reintegration of Employees with changed  
working abilities to real life  
Hungary - 7624, Pécs, Szent István tér 17.  
[www.ckh.hu](http://www.ckh.hu)

## Main activity and purpose

Development of IT competencies for  
people over +65.

## Target/Concerned groups

People over 65 years old.

## Values and Goals

- development of curriculum paying attention for the age specifics of the target group
- helping and mentoring for the target group
- it contains materials for the Training for the Professionals, as a guide
- it contains basic informations for the training materials

## Relevance

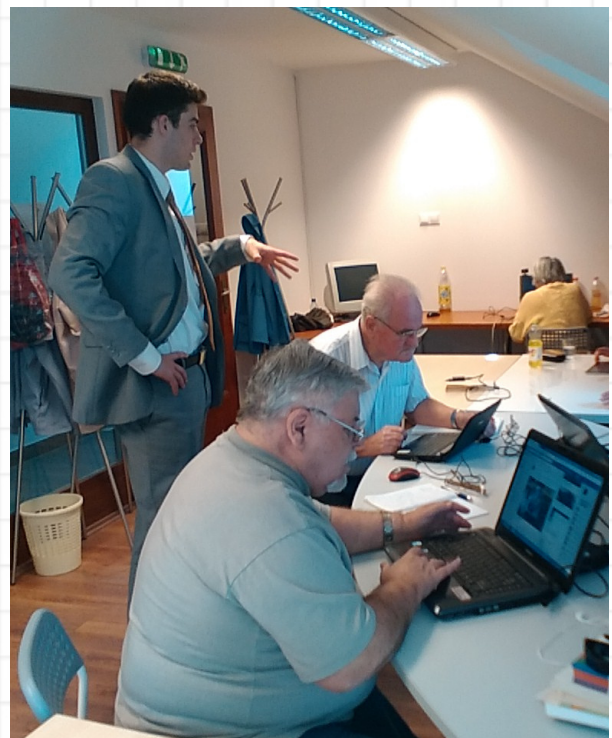
- preparing the target group for IT-based contact with family and relatives and acquaintances
- preparation for e-government

## Feasability

Creating training material for participants, creating an individual - personalized - progress and training plan.

## Sustainability

After the trainings, the participants stay in touch with both the trainer and each other, continuously developing their skills and abilities.





## Social innovation

IT courses for elderly people (65 y o more). IT basics, how to contact with grandchildren or other relatives, who stay in abroad or in the covid situations, conducting official business, how to connect to the online world.

## What can be learned from this practice

We want to facilitate the return to the labor market with complex and structured preparation, strengthening the self-esteem of the participants, exploring their abilities. Keep in touch with family acquaintances, building human relationships.





# HOLD MY HAND FOUNDATION

H-7634, Pécs, Kovács Béla str. 10.  
<http://fogdakezemalapitvany.hu/>

## Main activity and purpose

A social campaign to strengthen the integration and inclusion of people with disabilities.

## Target/Concerned groups

Guests and staff from cafés and the people with disabilities or changed working abilities.

## Values and Goals

It's a job opportunity for the people with disabilities or with changed working abilities and provides personal contact for the majority society, which is important because of the inclusion.

## Relevance

Helps this social stratum to find a job and learn this profession.

## Feasibility

Contact frequented cafes and restaurants. In general, this is not a problem, and even guests are happy to visit places that participate in the campaign.

## Sustainability

In the long term, not only gives young people with changed working abilities the opportunity to work, but also gives them a valuable profession and experience.

## Social innovation

The initiative is a social innovation in itself, several large hungarian cities have taken over the practice.

## What can be learned from this practice

During the conversation and service, the guests can experience the presence of the participating young people so that their human values are not the focus of the fact of their disability.



# POWER OF HUMANITY ASSOCIATION

H-7621, Pécs, Citrom street 12.  
www.emberseg.hu  
Educators' Centre Association  
www.ckh.hu

## Main activity and purpose

A face to face campaign, which provides the personal contact with social stratas with prejudices.

## Target/Concerned groups

Disadvantaged people and the majority society.

## Values and Goals

All of the volunteers, who participating in the program, it can be said that finding a job is also a difficulty for them, so any kind of personal contact can strengthen the inclusion.

## Relevance

People's prejudices can be reduced by personal encounters. Personal stories can be connected points, thus increasing empathy and social inclusion

## Feasability

The "books" of a living library are actually persons, and they are volunteers. Each of them has an attribute that can create prejudices for the majority society. the ngos and organizations that organize the events usually insert these events in a festival setting or for large-scale events.

## Sustainability

In the long term, not only gives young people with changed working abilities the opportunity to work, but also gives them a valuable profession and experience.

## Social innovation

- Reduction of prejudices
- Open platform for ask questions
- Getting to know and accept each other

## What can be learned from this practice

Reducing prejudices and increasing social inclusion will also make it easier for stakeholders to find work





# LITHUANIA

## EUROTELA

Practice from complementary service

## "PIRMAS BLYNAS" THE FIRST PANCAKE

Practice from business sector

## "REGSEDA"

Practice from complementary service

## "GYDANČIOS RANKOS" HELPING HAND

Practice from training and educational support

## "THE NEW THEATRE OF THE DISABLED" (LT "NAUJASIS TEATRAS")

Practice from complementary service



# “EUROTELA”



Vilhelmo Berbomo g. 10 - 212, Klaipėda  
info@eurotela.lt <http://www.eurotela.lt>



## Social enterprise

Practice from complementary service

## Main activity and purpose

“Eurotela” is a social enterprise, that **employs people with disabilities** providing them with an opportunity to work in a **professional call centre** (telemarketing) as well as in publicity and market research services. This social enterprise work with state, public and business enterprises and organizations to which they offer a **wide range of services** and flexible approach. With the help of the **EU funding** for the integration of people with disabilities, they enable people with changed working abilities to work and improve their professional skills.

## Target/Concerned groups

The majority of the company's employees (60 people in total) are **people with physical disabilities** – they are employed to work in a call centre and/or perform other tasks related to communication and marketing activities.

## Values and goals

Since the main aim of this social enterprise is to **fight unemployment** of people with changed working abilities and promote their **integration** into labour market and society, the values perfectly correspond with the “CORE-RELIEF” project, since it also promotes integration of people with disabilities into society, aims to support their independence as well as **raises social awareness**.

## Relevance

"Eurotela" is a social enterprise that employs people with various disabilities, thus encourages their **integration into labour market** and society.

This company constantly **organizes trainings** for their staff and this investment has clearly paid off not only with the trust they have gained from their customers, but also through **state recognition**. In 2010, the company was awarded "For the Integration of Socially Vulnerable Persons into the Labor Market" and received thanks from the Minister of Social Security and Labor as well as Prime Minister.

## Feasibility

In 2010 UAB "Eurotela" was recognized as **the most advanced and innovative in integrating people with disabilities into the labor market**. Therefore, it proves that employees feel comfortable here, have the opportunity to communicate, improve their skills and achieve their life goals. More than 10 years of experience, successful work and constantly growing number of workers prove that this **initiative is important, needed and beneficial** on both regional and national level.

## Sustainability

This social enterprise was established more than 10 years ago. It is one of the first of its kind in Lithuania, but its success is clear – currently they have more than 60 employees, **provide employment for disadvantaged people, organize trainings, and contribute to raising public awareness**.

## What can be learned from this practice

It is important to keep in mind that **people with changed working abilities have their strengths** that must be noticed – many people with physical disability can succeed building a career in the field of marketing, communication, client support, etc.





# “PIRMAS BLYNAS” (ENG. “THE FIRST PANCAKE”)



Konstitucijos Prospektas 12A Planetariumas, Vilnius  
info@pirmasblynas.lt <https://www.pirmasblynas.lt/en>



## Social enterprise

Practice from business sector

## Main activity and purpose

“PIRMAS BLYNAS” is a social enterprise. It’s the first Lithuanian restaurant that hires people with a disability. In this pancake restaurant people with disabilities work as waiters and help in the kitchen. Interestingly, the name of the pancake restaurant is a Lithuanian saying, which means **“first time trying to do something”**. The first pancake just like the first try sometimes can turn out as a failure, yet in the future, by trying and not giving up (and making more pancakes), progress and positive results will be evident. Winner of **SOCIAL BUSINESS AWARD of 2018**.

## Target/Concerned groups

In this pancake restaurant people with mental and/or physical disabilities work as waiters and help in the kitchen.

Wider society is a secondary target group, since multiple events are organized every month, most of them are oriented towards an educational and socially conscious programs.

## Values and goals

The primary goal of the CORE-RELIEF project is to facilitate the reintegration of people with changed abilities into the primary labor market - described social enterprise (“PIRMAS BLYNAS”) perfectly corresponds to the aforementioned goal and acts as a



practical example of the empowerment of the people with disability – employment is provided for people with various disabilities, thus their integration into society and labour market is facilitated.

## Relevance

“PIRMAS BLYNAS” was created aiming to increase the independence of people with disabilities and thus enable them to live in the community. In “PIRMAS BLYNAS” they also host multiple events every month, most of them are oriented towards an educational and socially conscious programs.

## Feasibility

This social enterprise has been established 2,5 years ago and so far the results are positive – employment is provided for people with changed working abilities, their integration into society and labour market is facilitated. In addition to that, this restaurant is actively participating in society education regarding empowerment of people with various disabilities.

## Sustainability

The social restaurant was opened in 2018, by a Dutchman Tim van Wijk. While in the Netherlands social enterprise is a very common way to help people with disabilities enter the market and become independent workers, it is still quite a unique idea in Lithuania. The founder of “PIRMAS BLYNAS” is using his own experience from the Netherlands to make a social enterprise with disabled workers possible in Lithuania. So for the implementation of the

initiative is successful – both target group members and the society benefit from it (employment, awareness, integration).

## What can be learned from this practice

That foreign best practices can be transferred and implemented abroad – in this particular example shows Dutchman Tim van Wijk establish a social enterprise (restaurant „PIRMAS BLYNAS“) in Lithuania. As mentioned before, in the Netherlands social enterprise is a very common way to help people with disabilities enter the labour market and become independent, however in Lithuania in 2018 this was still a notion – despite all that, the initiative was successfully launched, gained a lot of attention from the public and is successfully targeting the set goals.



# “REGSEDA”



Šviesos g. 3, LT-92317, Klaipėda  
info@regseda.lt <http://www.regseda.lt>

## Social enterprise

Practice from complementary service

### Main activity and purpose

“Regseda” is a **social enterprise** that creates and maintains jobs for **people with various disabilities** ensuring long-term cooperation with customers through providing highest service standards and mutually beneficial partnership.

The company produces stationery and cardboard products, packaging, document stapling mechanisms, provides metal processing services. Various handicraft services are also provided: gluing, assembling various small parts, packaging, etc.

### Target/Concerned groups

The **majority of the company's employees are people with disabilities**. Majority of them – blind people, who are perfectly capable in performing various tasks, such as: gluing, folding, strapping, assembling, packing, etc. The company provides jobs not only for people with visual impairment, but also for people with **hearing, movement** impairment, **nervous** system and complex **disorders**. At the moment, **188 employees** are working in the company, **145 of those have disabilities, 87 of them are visually impaired**.



## Values and goals

Company values: **Responsibility, professionalism, quality, teamwork, respect for people.**

These correspond perfectly with the foreseen “CORE-RELIEF” project, since integration of people with disabilities into society is promoted, their independence is improved, social awareness is raised.

## Relevance

“Regseda” is a social enterprise that employs people with various disabilities, values them and cherishes its’ customers.

### Company goals:

- Carry out activities that provide jobs for people with various disabilities.
- Encourage the return and/or integration into the labor market as well as social life of economically inactive people who are facing difficulties in this field due to disabilities.

**Reduce social exclusion** of people with disabilities.

## Feasibility

More than 30 years of experience, successful work and constantly growing number of workers prove that this **initiative is important, needed and beneficial on both regional and national level.** Almost 150 people with various disabilities are employed here - this solves the primary problem of unemployment of people with changed abilities and contributes to the education of the wider society and empowers the target group to seek more.

## Sustainability

This social enterprise was established more than 30 years ago. It is **one of the first of its kind** in Lithuania, bringing foreign best practices of integration of disadvantaged groups into society to Lithuanian labour market. So far it is not only providing **employment** to people with changed working abilities, but also greatly contributing to raising **awareness** regarding the importance of integration of people with various disabilities into the labour market.

## What can be learned from this practice

It is important to keep in mind that people with changed working abilities can perform tasks, that might at first seem impossible for them to complete – in this social enterprise, blind people who are perfectly capable in performing various tasks complicated, such as: gluing, folding, strapping, assembling, packing, etc.





# SOCIAL ENTERPRISE “GYDANČIOS RANKOS” (ENG. “HEALING HANDS”)



J.Janonio str. 4. Klaipėda, Lithuania  
info@gydanciosrankos.com <https://gydanciosrankos.com/>



## Massage studio

Practice from training and educational support

## Main activity and purpose

“GYDANČIOS RANKOS” is a massage studio run by a certified massage and occupational therapist, who has a vision impairment. In fact, this enterprise only hires people with vision impairment.

## Target/Concerned groups

This studio is a social enterprise that provides employment and training opportunities for blind and/or visually impaired people.

## Values and goals

The primary goal of the CORE-RELIEF project is to facilitate the reintegration of people with changed abilities into the primary labour market - described social enterprise (“GYDANČIOS RANKOS”) perfectly corresponds to the aforementioned goal and acts as a practical example of the empowerment of people with various disability.

## Relevance

“GYDANČIOS RANKOS” is an initiative that enables visually-impaired people to gain not only skills, but also independence and further develop a career in the field of massage.

## Feasability

This social enterprise allows visually impaired people take care of themselves and their families and thus contributes to their independence and empowerment. So far, the initiative has proven to be valuable, useful and applicable.

## Sustainability

The enterprise has been created more than 3 years ago and since then the number of visually impaired people working and/or participating in trainings there is steadily increasing. According to the available data, this initiative has greatly contributed to strengthening the independence and further career development of visually disabled people in the Klaipėda region.

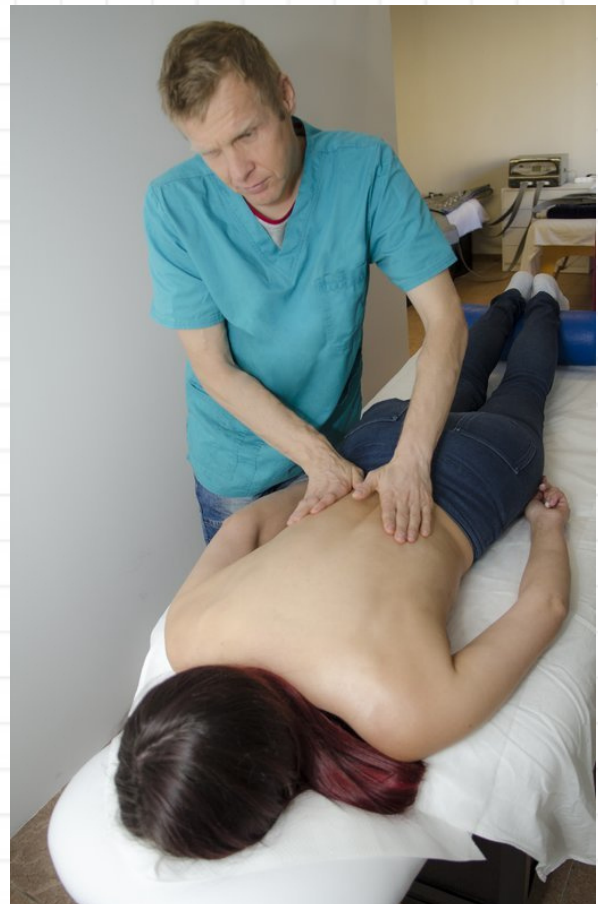
## Social innovation

No such information available. On the global scale, the concept of providing employment and training opportunities for blind and/or visually impaired people in the field of massage therapy is not new. However, in Lithuania this social enterprise is one of a kind and thus it could be said that it does practice a social innovation.



## What can be learned from this practice

When thinking about integration of people with changed abilities into the primary labour market it is important to acknowledge and notice their strengths and interests – this specific example shows that despite the lack of sight, visually impaired people can have a competitive advantage when it comes to skill (in the absence of visual cues, blind massage therapists are more in tune with the client's bodily responses to the massage).





# “THE NEW THEATRE OF THE DISABLED” (LT “NAUJASIS TEATRAS”)



A. Jakšto str. 9-136, Vilnius, Lithuania  
info@naujasisteatras.lt

<http://naujasisteatras.lt/lt/>



## Theatre for Persons with disabilities

Practice from complementary  
service

## Main activity and purpose

It is a theatre for people with disabilities and people from various social groups: healthy and disabled, professional and amateur artists together create theatre performances. Over the course of twelve years the New Theatre has presented more than 16 performances to an audience of adults and children. THE NEW THEATRE of the Disabled regularly presents theatre plays, takes part in theatre coproduction, participates in organization of courses, trainings & workshops, cultural exchange, exchange of experiences, participation at

international theatre festivals and tours for disabled and non-disabled. In the year 2016, The New Theatre in Lithuania was awarded with two important nominations: “Breaking Down the Walls” and “Heroes Among Us” from the President of the Republic and Ministry of Social Security and Labor.

## Values and goals

The core values “The New Theatre” has in common with the “CORE-RELIEF” project include integration of people with disabilities into society, promotion of their independence, creation and strengthening of the network of shared experiences and best practices as well as raising social awareness.



## Target/Concerned groups

The New Theatre is developed as a social enterprise of disabled persons with multiple departments: artistic part, administration, management and projects group. They currently employ 35 people (in the 21-70 age range), 32 of which have a disability (blindness, poor vision, wheel chair, physical and mental disabilities).

## Relevance

This social initiative promotes better social inclusion of people with disabilities, the development of their skills/abilities and the broadening of their horizons. It also greatly contributes to the improvement of their general well-being since it participation in the theatre work is not only related to financial gain, but also personal growth and self-realization through art. "The New Theatre" provides an opportunity for people with various disabilities to express themselves and at the same time strengthens their independence.

## Feasability

More than 12 years of experience, successful work and many national and international awards prove that this initiative is important, needed and beneficial on both regional and national level. Many people with various disabilities from different parts of Lithuania have taken part in the work of the theatre, many of them were or are employed here, and thus it not only solves the primary problem of unemployment of people with changed abilities, but also contributes

to the education of the wider society and empowers the target group to seek more.

## Sustainability

THE NEW THEATRE was established in 2008 (more than 12 years). It is the first of its kind in Lithuania, independent and aspiring to professional theatre-making. So far it is not only providing employment and training/leisure-time activities to people with changed working abilities, but also greatly contributing to raising awareness regarding the importance of integration of people with various disabilities into the labour market.

## What can be learned from this practice

It is important to keep in mind that people with changed abilities can not only perform simple tasks, but are often very creative and can have a unique way of looking at things. The fact that so many of them were and are in one way or the other involved in theatre productions proves that it is necessary to have an open mind and provide target group members with as many employment options as possible including jobs related to arts.





# SLOVAKIA

## **AFB SLOVAKIA, S.R.O.**

Practice from business sector

## **NGO BARLIČKA**

Practice from NGO

## **PROJECT BIVIO**

Practice from NGO and complementary service

## **WELLNEA**

Practice from business sector

## **WASCO**

Practice from social economy

Strojársená 1C, 917 02 Trnava, Slovakia  
<https://www.afb-group.sk/en/about-us/concept/>

## Social & Green IT

Practice from business sector

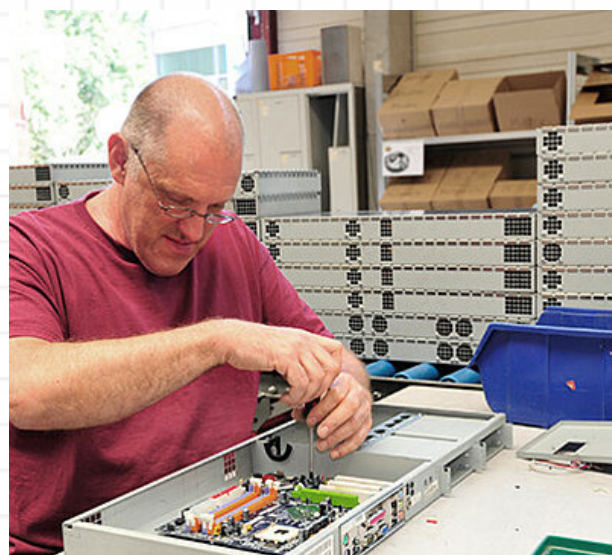
### Main activity and purpose

As Europe's first non-profit IT company, AfB is specialized in data erasure and remarketing of decommissioned IT hardware from European corporations, insurances, banks and public institutions. AfB retrieves the devices with trained personnel and transports these devices to the nearest AfB location.

### Target/Concerned groups

In this company, employees with and without disabilities work together side by side, to provide high-quality IT services and products. Here, acting

economically but also environmentally-friendly takes centre-stage.





## Values and goals

The values of this company declare the following:

- They convince their partners with the business model that includes diversity and is socially responsible.
- they are committed to the protection and privacy of data and give it the highest priority.
- they grow with the needs and requirements of their customers and partners.
- they have made a name for themselves with high-quality IT services, consulting work and products.
- they are known for being versatile, friendly and focused on success.
- they act with responsibility for the environment.
- Strong principles allow them to better guide their employees

## Relevance

Promoting inclusion of diversity and bringing down barriers! In the long run, the company intends to create 500 jobs for people with disabilities. Beyond that, they also want to raise awareness in the society for successful "Social Entrepreneurship" and strengthen sustainable management methods. The management sees great opportunities in the training of people with disabilities in order to empower them to lead independent and self-determined lives.

## Feasibility

The Slovak company has been established in 2019 in Trnava. Currently, the most of employees are persons with disabilities who work together with employees without disabilities in mixed teams.

## Sustainability

The company stands for the sustainable social and ecological value creation: they give used IT hardware a second life after data erasure and refurbishment.

They have designed the entire process to be barrier-free, since as an inclusion company we employ people with disabilities.

## Social innovation

IT remarketing preserves resources and the climate and reduces the amount of waste. At this company: AfB, it also contributes to greater inclusion of persons with disabilities in the job market. It is a great combination of success.

## What can be learned from this practice

We can be inspired by the approach with the employees. Employees and customers are demonstrably more loyal if a company is sustainably committed.

They try to convince other IT partners to be committed to inclusion and as well as climate protection.





## Social services provider - Sheltered workshop

Practice from NGOs

### Main activity and purpose

NGO Barlička was established in 1999 as an association of parents of children with severe health disadvantages. Through their activities, they try to eliminate barriers that prevent people with special needs from finding a job in society. For 20 years now, they have been increasing the quality of life of people with disabilities, supporting them in their efforts to live independently and integrate into society.

### Target/Concerned groups

Sheltered workshop - 50% of employees have health disability, usually young people with disabilities.

### Values and goals

We try to apply the methods of a human-centered approach and incorporate various innovative approaches into our activities, e.g., modern therapies and new methods, hosting and sending young people with disabilities, international exchanges and workcamps, as well as training work skills and habits in volunteer work teams.



## Relevance

They have created an interconnected support system in which it is possible to choose the type and level of support that an older person needs. In addition, they work together with senior home, which is able to offer work opportunities for people with disability.

## Feasibility

They offer comprehensive approach that opened a social service to the general public.

They opened the concept for clients from the Home of social services + they established the sheltered workshop where not only clients but also disabled people in general from public have the opportunity to work.

## Sustainability

In 2003, the Home of Social Services was established with an outpatient form of providing social services. In the following years, it was supplemented by the Sheltered Workshops, the Physiocentre and the Practical School.

Since 2010, they have also been working for the elderly. Gradually, the Facility for the Elderly, the Day Hospital and the Specialized Facility were established. They have created an interconnected support system in which it is possible to choose the type and level of support that an older person needs.

In recent years, the association has been trying to capitalize on the experience gained and pass it on to the next generation of parents. That is why they have opened a Maternity Center and they also take care of children in our Leisure Center and Early Intervention Center.

## Social innovation

NGO Barlička was awarded by the Prize of the Chairman of the Prešov Self-Governing Region - the Prize of the Wing of Desire of the Prešov Self-Governing Region as the best social facility in this region.

## What can be learned from this practice

Combination of methods of a human-centred approach and incorporate various innovative approaches into their activities, e.g., modern therapies and new methods, hosting and sending young people with disabilities, international exchanges and workcamps, as well as training work skills and habits in volunteer work teams.





# PROJECT BIVIO



**Association for people with developmental disabilities in Slovak Republic**

Alstrova 153, 831 06 Bratislava, Slovakia

<https://bivio.sk/en>



## Association

Practice from NGOs

### Main activity and purpose

**The Association for Help to People With Intellectual Disabilities in Slovak Republic** is one of the largest non-profit associations in Slovakia. Its history dates back to 1980 and it currently has over 10,000 members in local organizations in all regions.

**The main goal** of the association is to integrate people with developmental disabilities into the society. The fulfillment of their human rights is crucial for us. We would like those people to be accepted for who they are so that they have a chance to work, learn, relax, and have a family life and friends.

### Target/Concerned groups

Young and adult people with mental disabilities, who graduated from practice-oriented schools.

### Values and goals

BIVIO:

- **Advocates the rights and interests** and fight against the discrimination of people with intellectual disabilities. We are members of major Slovak and international organizations.
- **Fights prejudices** – we organize national annual events for wider public – Art Exhibition, Crooked Mirrors Day = Day of people with developmental disabilities...We run campaigns to spread the awareness about intellectual disabilities.

- **Dedicates our time to self-advocacy** – regular meetings of adult people with intellectual disabilities where they discuss their rights and responsibilities and learn about being independent and decision making.
- **Educates** – we organize courses, conferences and seminars for people with intellectual disabilities, for experts, parents, and volunteers...We publish information leaflets, brochures, specialized manuals, books.
- **Offers free consultancy and specialized advisory** in matters regarding housing, education, employment or social services to people with mental disabilities, their parents, caregivers...
- **Organizes recreation camps** – annual leisure & integration camps for people with intellectual disabilities and their assistants.
- **Publishes magazines**  
**INFORMATION and THIS IS US**, available also in Bivio Restaurant.
- **Cooperates** with foreign organizations and work on innovative projects.

## Relevance

Young and adult people with intellectual disabilities, who graduated from practice-oriented schools, often cannot find employment in Slovakia. There are several reasons, one of them being **insufficient preparation for particular professions**, which could be useful for the job market. If these people cannot find a job, they are then usually dependent on social institutions services or they stay home.

## Feasibility

**Work is key to a fulfilling and independent life**, and that is why the association has decided to focus on this topic. They wanted to come up with an effective solution for everyone. Preparing people with intellectual disabilities for employment is a demanding and hard process, but achievable. Thanks to the **support of Danish Velux Foundations** they were able to build BIVIO Centre, a unique social establishment, that brings new opportunities for many disabled people. Bivio offers **people with intellectual disabilities a possibility to prepare for work and employment** while providing full services for public.

## Sustainability

BIVIO is a social establishment, **the profits are directed to social area**, specifically for rehabilitation-educational centre, where people with intellectual disabilities are being prepared for employment. This way, chances of disabled people for integrating into the job market and society are much higher. **They can live more independent lives thanks to BIVIO.**

## Social innovation

The combination of services (hotel, restaurant, laundry services) that BIVIO offers is a great opportunity for person with mental disabilities to be included in the job market.

## What can be learned from this practice

BIVIO is not the usual type of hotel with restaurant and laundry service. It is a unique social project with rehabilitation and educational centre where people with intellectual disabilities prepare for jobs. The main goal is to help them to be able to get employed and live a fulfilling life.





## Registered social enterprise, wellness saloon

Practice from business sector

## Target/Concerned groups

Disabled employees - 12 employees - 6 colleagues have disabilities (visual disability, Crohn's disease, mobility disabilities, 1 lady over 50 that is also considered as vulnerable person)

## Relevance

Social responsibility - the priority is NOT to employ these people BUT the priority is given to providing quality services and create an appropriate condition for colleagues according their changed working abilities. One representative of disabled employee is a member of the advisory committee (3 members) that is responsible for monitoring of the required conditions at the workplace.

## Values and goals

- Labour inclusion of medically and otherwise disadvantaged and vulnerable people
- Development of social entrepreneurship - by supporting successful projects of socially oriented entrepreneurship in solving social problems.
- Social inclusion - to make our employees happy and successful employees who work in society as equal citizens
- Developing transparent partnership - establishing relevant partnerships at local and regional level
- Transparent activity and business - providing information about our economic activities in a transparent way



## Social innovation

Wellnea, rsp – wellness saloon registered under the Act 112/2018. on Social Economy and Social Enterprises (first opportunity to employ disadvantaged and vulnerable people – 30% of all employees) The prize as ASHOKA Changemaker Award and MPSVR Family Supporting Employer Award was awarded to Wellnea.

Our mission:

- to support people with disabilities and their work
- to prove that we are equal partners in the market able to provide quality services and thus break down prejudices against people with disabilities in society.

We currently provide the following services: hairdressing services, manicure and nail design, pedicure, massage, cosmetics and skin care, cavitation - fat cell breakdown, custom jewellery production - Swarovski crystals tastefully set in silver.

As part of the development of SP, we plan to expand our portfolio of services to include design activities, and we plan to offer services for the interior and exterior decoration of companies and dwellings according to the seasonal focus.

Duty fulfilment – over 20 employees – obligation to employ 3.2% of the total number of employees of the employer OR to order goods or services from sheltered workshop or social enterprise (Wellnea – contracts with big companies – Accenture, Dell, IBM – social benefits for their employees).

## Sustainability

Wellnea was founded as a sheltered workshop in 2009 and was focused to help people in need.

## Feasibility

100 % profit socialisation – further development of services or work environment. It is related to the social responsibility and to the global strategy of the integration of disabled people into the labour market.

Services are provided also in other social facilities – Homes of social services for pensioners or older people (hairdressing services, pedicure, manicure, massages, etc.)

## What can be learned from this practice

- Job coaching – with close cooperation with the Agency of supported employment we provide job coaching to our employees in order to help to break the stereotypes related to their disabilities.
- visible reduction of inequalities in labour market opportunities for disabled and otherwise disadvantaged people





# WASCO

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## Target/Concerned groups

Marginalised Roma communities (esp. Romani women), handicapped, long-term unemployed.

## Values and Goals

WASCO's main goal is to provide people distanced from the labor market with the time, skills and work experience, in order to improve their living conditions.

## Relevance

High unemployment rate and weak employability of difficult-to-employ local populations (low-skilled,

undereducated, physically handicapped).

## Feasability

A comprehensive approach to tackling unemployment and its side effects makes Wasco Cooperative a unique employer and an important stakeholder in Valaska community - a village suffering from a high level of unemployment and a low social and educational profile of its inhabitants, many of whom live in Slovakian marginalized Roma communities. Social enterprise provides strengthened onboarding trainings, additional mentoring, work skills education and the re-qualification opportunities for jobs outside of WASCO.



# Sustainability

WASCO has been established in 2015. Currently it employs 33 people.

In 2019, the Wasco cooperative was recognized as a registered social enterprise under Act 112/2018 on the Social Economy and Social Enterprises.

During the first wave of COVID-19, WASCO had managed to maintain all the employees jobs, by transforming into Face-mask creating workshop place, supporting population and crucial institutions with a large number of face-masks (100.000+) The Wasco cooperative founded the civic association Association of Young Roma. The goals of the association are mainly social, focused on building and a multicultural society, including all, with special emphasis on the Roma population and people with disabilities.

Enterprise encourages its employees to be able to acquire an employment elsewhere, after gaining the work habits. It cooperates with companies and also the Center created an Employment Agency to be able to structurally coordinate these processes.

## Social innovation

WASCO and Association of Young Roma lead the Opportunity Center consisting of: social enterprises, community center, educational center and community garden, social advisory center and employment agency.

Centre provides a comprehensive portfolio of activities providing the employees, their families and local population not only an employment, but also other crucial services, such as social counseling, school attendance support, debt management services and various other activities aimed at facilitating difficult life conditions faced by them.

## What can be learned from this practice

WASCO – cooperative is a successful long-term passion project turned into professional work-place sensitive to the needs of employees. We are steadily developing from initial 2 to current 33 employees, who have had previously not been able to get a job. Beside the employment, we provide other services, what helps us in supporting the people in their life improvement. We are currently planning to widen the laundry premises, to be able to employ additional 17 people.

When the times of crisis come, we have to adapt as fast as we can, so we will be able to survive (laundry temporary transformation to face-mask production).







# SPAIN

## FEMAREC

Practice from NGO

## GRUPO SIFU

Practice from business sector

## INOUT HOSTEL

Practice from complementary service

## SAO PRAT ASSOCIACIÓ

Practice from social economy

## SOLIDANÇA ASSOCIATION

Practice from NGO

# FEMAREC

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## Social action organization

Practice from NGOs

### Main activity and purpose

People at the service of the Person  
Femarec is a social action organization that has been working since 1991 for the social, labor and cultural insertion of groups at risk of exclusion, caring for people in the areas of career guidance, improving employability, psychological care and care, occupational training, continuing education for professionals, Mental Health Service, Special Work Center, business services, cultural and leisure activities, Pre-employment Service and social and experience exchange projects.

### Target/Concerned groups

- People with difficulties of labor insertion and / or in situation of social vulnerability
- People who do not charge unemployment benefits.
- People with low qualifications professional
- Young people under 30 years old
- People with a certificate of disability (mainly intellectual and mental disabilities)

## Values and goals

Employment is at the forefront as an essential element for integration. They attach great importance to the preparation and training of people, to recycle them and that they can adapt to jobs according to their abilities and skills. That is why an important part of its activity is focused on the provision of job training.

## Relevance

The most important problem is the lack of second chances for the most disadvantaged people, including people with severe disabilities and mental illness. These collectives have a special relevance for this organization. In fact, they employ more than 150 people with disabilities through their special work centers.

## Sustainability

FEMAREC has existed since 1991, and has grown in the services it offers, the diversity of groups it serves, and it has become a benchmark within the Third Sector or Social Sector, for the work achieved. It is well known for its social and cultural aspect, which it promotes among its care groups. The "Pot Teatre" theater group offers really good performances every year, to all the social entities, and to their main financiers. They tend to be very demanding actions on the insertion opportunities of the most vulnerable people.

## Social innovation

At present, and due to the situation of COVID-19, one of its objectives is technological innovation so as not to leave anyone unattended, and that we can have access to telematic intervention, adapted to all the needs of the different groups they serve.

## Feasibility

They work on the person globally. They train the person not only in the technical or professional field, but also in multiple transversal and cultural facets that will help him achieve a much higher level of personal autonomy.

They guide and accompany people. They provide support throughout the process towards social integration, with the aim that it becomes more solid and enduring over time.

They promote values

They focus their efforts on changing the way society views the more vulnerable people, promoting values of tolerance and solidarity.

But all these methodology bases are supported by:

Social intervention Team (EIS)

This device is composed of a multidisciplinary team and has for goal to achieve the maximum personal and professional autonomy of people with disabilities and special difficulties of the CET (Special Work Centre), and work for optimal integration in their social and cultural environment.

## What can be learned from this practice

For us the most important thing and that differentiates perhaps from other examples that we have presented, is this emphasis that they put in the formation and the good preparation of the people who take care of, only with this new acquisition of competitions people can choose their professional life, if there has also been a change in circumstances or abilities that prevents them from doing what they were doing.





## SIFU Foundation

Practice from business sector

### Main activity and purpose

The mission of Grupo SIFU is to promote the labor integration of people with functional diversity in the labor market and to work for the training, education and development at the social and labor level of this group while providing quality and socially competitive services to our customers.

### Target/Concerned groups

People with functional diversity.

### Values and goals

Two main goals are: "committed to integration" and "adaptability in a changing environment".

The Professional Activity Support Units are multidisciplinary teams whose objective is to provide adequate support to each person,

their disability, and their needs during the labour integration process in our Special Employment Centre. As well as apply the Personal and Social Adjustment Program, individually to each person with a disability, their context, and characteristics.

### Relevance

The main problem they want to solve is the insertion of people with functional diversity, and especially people with difficult insertion. Being a special work center, they act as a bridge between a protected job and the normalized labor market, so that their employees, little by little, can be inserted in ordinary companies. This time in a more protected environment is what people need to empower themselves and verify that they can do what they propose, regardless of their disability.

## Feasability

At Grupo SIFU they employ more than 4,500 people with disabilities. Their success has its origin in the recruitment policy and the method, which prioritizes the evaluation of the person, the adaptation to the job and the continuous development of their abilities. Selection, training and monitoring are the keys to their effectiveness.

## Sustainability

They are the benchmark company in socially responsible Facility Services, with more than 25 years of experience and more than 33 branches throughout Spain. This has allowed them to systematize patterns and create effective responses to meet each of the needs of the workers and clients.

In the medium and long term, the benefits for inserted people are many since they find a place in the community and are respected for it. Thus, an extremely high number of workers are recovered, who without this opportunity would be doing nothing, receiving a pension with no future.

## Social innovation

We think this special Professional Activity Support Units are a very innovative methodology:

This team is made up of professionals from the social field (Psychology, Social Work, Pedagogy, Social Educator, etc.) and professionals of support and labour accompaniment (labour integration technicians, supervisors, group monitors, service coordinators, etc. ) that help to overcome the barriers and difficulties

that workers with disabilities have during the process of incorporation to the job, as well as their permanence and progression in it.

This direct support in the workplace and individual social monitoring is what allows us to detect the needs of users, which are analysed as a team in order to program and develop the best adaptations. Our team is part of the program of personal and social adjustments for workers, so the members of the unit provide the necessary support in the workplace and in the rest of their environment, including everything related to their social inclusion, cultural and sports.

Likewise, it is an individualized program of supports and aid in order to cover economic needs in terms of technical and work adaptations, rehabilitation, promotion of social and cultural integration, improve the employability and quality of life of our workers / ace.

Finally, the team performs an important coordination function with external agents, both with social entities, mental health centres or labour integration services as well as with the family environment, in order to guarantee full inclusion, not only labour, but also social and culture of people with disabilities.

## What can be learned from this practice

We believe that the example of this company is very important for our project due to the extensive experience in insertion of the group with disabilities, the methodology employed as well as the philosophy of a quality service and a constant adaptation to the needs of the market, but also of the hard-working person, whatever their characteristics.

# INOUT HOSTEL



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## Icaria Iniciativas Sociales

Practice from complementary service

### Main activity and purpose

INOUT Hostel belongs to **Icaria Iniciativas Sociales**, a non-profit organization whose mission is the **social and labor inclusion of people with disabilities**, who form the workforce of professionals.

90% of the workforce is made up of people with disabilities.

INOUT Hostel workers as well as other workers are 51% owners of the company.

INOUT Hostel understands that each client has different needs and our goal is to make the facilities visually, physically, audibly and mentally accessible and accessible to all our guests equally.

### Target/Concerned groups

People with disabilities.

### Values and goals

All the services in this hostel are managed for disabled people, they find the responsibilities and tasks concerning the true work place.

Most of the people who work here have some intellectual disability, this group has even more difficulties than others to find a stable job, we think that this hostel and the foundation that manages it are very sensitive to the adaptation of the work to the capacities of these people, while giving a good service, which can compete with other hostels in the city of Barcelona.



## Relevance

We think that it provides a solution to the labor insertion of people with intellectual disabilities, above all, which is one of the most difficult groups to insert. In a visit that we made years ago to this hostel, we had the opportunity to see with what care and care they carry out all their tasks the people who work there. Having the experience of staying in this hostel allows us to sensitize clients about the different realities of our society and open our minds a little more.

## Sustainability

Open in 2005. It shares with the main companies in the tourism sector some objectives: to offer the best customer service and generate a sufficient level of resources to obtain benefits, obtaining customer satisfaction scores above 80%.

INOUT HOSTEL is the first hospitality service in Europe where 90% of its workforce is made up of workers with disabilities, mostly intellectual.

### Labor conditions

100% of the workforce has a permanent contract and the relationship between men and women is equal. In the general direction there is a woman.

### Health

We ensure the health of workers and clients through healthy diets and promoting sports.

## Feasibility

This project allows its workers to have a stable job, which, although it is considered "special", has all the characteristics of responsibility, competence and productivity, of any more "normalized" job.

## What can be learned from this practice

For us, the most important thing is the care group, mostly people with intellectual disabilities, who can access a very dignified and highly regarded job. The tourism and accommodation sector in the city of Barcelona is very competitive, and being able to sustainably manage a hostel with these characteristics is not easy. It is a good practice that shows us that good management and great sensitivity can be decisive factors for the success of a job placement process.



# SAO PRAT ASSOCIACIÓ



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## Socio-educational organization

Practice from social economy

## Main activity and purpose

The SaóPrat Association is a socio-educational organization, non-profit and declared of public utility, which was born in 2004 in El Prat de Llobregat with the purpose of accompanying children, young people and their families in a vulnerable situation.

The mission is for children and young people to regain motivation and develop their personal, social and work skills so that they become part of active citizenship and social transformation.

The vision is to be the reference entity in the territory in projects with children and young people in a situation of vulnerability, preserving values and identity, committed and actively participating in social transformation.

They have values: centrality in the person, education, hospitality, gratuity, flexibility, simplicity and humility, human rights and teamwork and networking.

## Target/Concerned groups

Young people, children and their families.



# Values and Goals

## Accompaniment and guidance

They provide a space for guidance, information and personal, training and work support with the aim of supporting the life development processes of children, young people and their families.

## Formation

Training is a key pillar in breaking down exclusionary circles. It is a framework in which to regain self-esteem, regain motivation, resume habits and routines, as well as rejoin professional training processes that enable the future with dignity.

## Occupation

They support people so that they have the resources and tools necessary to look for work independently, to sustain a job and to take responsibility for decisions and actions that affect their future. They seek the complicity of companies to give opportunities to people who have more difficulty accessing a job.

## Relevance

One of the important problems among our young people is the insertion of young immigrants without a work permit. The association creates jobs that allow these young people to make the first employment contract so that their administrative situation is regularized, or other companies are sought so that the young people have that first offer.

## Feasability

Our experience with this association is very good, in general: they have

always offered us training places in their courses for our young people and they have also got a job for many of them. They serve about 230 people in this employment service.

## Sustainability

This organization is 16 years old. The job placement part works very well. Young people are trained in the technical knowledge of a profession and work on skills such as responsibility, teamwork, and more. Through an employment contract and with the condition of committing to a work or training process, they have their first experience in the world of work.

During the process, young people gain self-confidence, improve their self-esteem, and rely on their abilities to prepare for their future.

In 11 years of activity, they have managed to accompany the growth of 200 young people by regaining the ability to believe in themselves. They have generated 10 permanent jobs and 200 insertion contracts, generating the first job opportunity for young people in a vulnerable situation and boosting the local economy.

## What can be learned from this practice

For us the differentiating element of the work of this association is the community part of its work, since they never lose sight of the territory where they are, and the incidence that can be realized through their services and projects to the nearest people. Thus, all the children, young people and families participating in its services also perform voluntary services and work for the community, a very important element for their total reintegration.





# SOLIDANÇA ASSOCIATION

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## Non-profit organization

Practice from NGOs

## Main activity and purpose

Solidança is a non-profit organization with 20 years of experience in the field of the social and solidarity economy. Our motto is: A commitment to people and a commitment to the environment.

## Target/Concerned groups

Groups at risk of social exclusion (long-term unemployed, immigrants, people with addiction problems, ex-prisoners, young people without basic education, handicaps, etc.

## Values and goals

They offer a second chance to people who no longer have the skills and abilities that they had before, and which prevents them from integrating, with equal opportunities, into the ordinary market.

## Relevance

Without this second chance, many of the people they serve would never leave their "toxic" area. For them it is especially important to be in a place where they are recognized for the work they develop and the skills they acquire, and not for their background previous.

## Feasibility

A high% of people who go through SOLIDANÇA services can insert themselves into the ordinary market and re-establish their lives normally, since they have reached a significant degree of self-esteem and empowerment. It is also true that some people, due to the type of exclusion they suffer, need a longer process, and sometimes they cannot get that “normalized” job.

## Sustainability

This association has more than 20 years of existence. During this time, they have shown that the insertion of these groups is possible, in most cases. There is an important benefit that reverts to society in general, and to the territorial economy, since these people, if they can keep their jobs, cease to be subsidiary people and go on to contribute to the sustainability of the community economy. They also reduce conflicts in their neighbourhoods and closest territory (robberies, petty crimes, dangerous use of addictive substances, etc.)

## Social innovation

It was one of the first social companies that specialized in the recycling of household appliances, furniture, and clothing, creating the ROPA AMIGA (FRIENDLY CLOTHES) network, with different stores in the territory, and that has been expanding its scope of action to other waste, always with the idea of improving the environment and creating jobs for these excluded groups.

## What can be learned from this practice

We believe that what this social enterprise can bring us is this conjunction between job creation for people in exclusion, who need that second chance to recycle and convince themselves that they can do something important in their life, and the areas of intervention in which they This employment is created, which are precisely recycling and recovery of waste, and improvement of the environment. Something that has a direct impact on that community where they want to insert themselves again.

