

The experience of the Agency for Supported Employment in inclusion persons with disability

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to trade market

Agency for Supported Employment

Bratislava 2020

History

- 1995 Development of Sheltered workshops in Slovakia
- 1999 First Agency of Supported Employment in SR
- 2004 Legal Framework of SE in SR
- 2004 Slovak Union of SE was established/52 Agencies in SR
- 2004 – 2012 The Quality Standards for SE, Ethical Code, Training programs (licensed by Ministry of Education SR
- 2013 National project on Deinstitutionalization Social services
- 2018 Act of Social Business

Legal Framework 1

- Act n 5/2004 **Act of Employment Services**
- Identified person with disability and support at trade market
- Tools supporting employment of disabled
 - Sheltered workshop
 - Agency for Supported Employment
 - Job Assistant

Legal Framework 2

- **Act n 112/2018**
- **Social Economy and social business**

Support in:

legal framework

technical assistance

financial Support

Define sector of social economy, define the subjects of social economy, disadvantage persons in social economy

Sheltered Workshops

- Sheltered environment for employment people with disability
- Every employer can ask for the financial support from the state/for minimum salaries for disabled workers and for running cost/
- Minimum 50% of the employees must be disabled
- 2-3 years must workshop keep running when th state start to support her financially

Job Assistant

- Every employer can ask for the financial support of the salary for the job assistant, when employ an employee with disability by regular agreement
- Support is providing without limitation of the time – long term
- Maximum 70 % of the salary is supported
- Job assistant is supporting person with disability only at working place , not in other support
- This support is not limited by creating the status of the sheltered workshop



Agency for Supported Employment ASE

Supported Employment is terminable service for disabled and long term unemployed persons who are looking for regular employment in an open trade market at equal wage conditions.

SE Principles in ASE

- Support is provided individually, according to the needs of the client, employer
- Training and preparation phase to the tailored working place
- Support in activation and participation of the client
- Support is provided continually, intensively
- Support is very complex / working, housing, social guidance, financial training
- Documentation and administration of the process is important
- Counselling and decision making in the team

Management of the process in

ASE - by supporting client

Councillor for SE respect following process of the work with the client

- Implementation of an initial interview
- Conclusion of an agreement with a client on provision, kind and extent and time in service provision
- Expression of an approval of a client with provision of relevant information outside ASE
- Diagnostic assessment
- Establishment of the individual plan
- Defining goals and agreement on the goal
- Exploration of necessary information and knowledge needed for successful search for a job and job retention
- Preparation of the client for the job
- Support the client in the adaptation phase
- Monitoring at the working place

Management of the Support of the employer

- Raising awareness of the employer
- Counselling for the employer
- Keeping a database of the employers
- Searching a new position for the clients
- Searching new clients for the new positions
- Adjustment and modification of the job positions and working places
- Monitoring at working place
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Cooperative subjects / Network

- Organization representing persons with disability
- State Administrative bodies and municipality
- Rehabilitation, training and therapeutic centers
- Employers organizations/ Units
- Other Consulting services

Target Group

- Persons with disability
- Long term unemployed persons
- Persons from other marginalized groups
- Employers

Disability Management

Background for Slovakia comes from NIDMAR

/ International project EQUAL – partners UK, Slovakia, guaranteed by Gail Kovacs, Canada/

Nidmar is:

- An internationally recognised organisation committed to reducing the human, social and economic costs of disability.
- An education, training and research organisation, that focuses on the implementation of workplace-based reintegration programmes.

The main topics from NIDMAR 1

- Effective disability management programmes
- Introduction to return-to-work coordination
- Physical impairments, rehabilitation services and return to work
- Mental health issues, rehabilitation services and return to work
- Job analysis
- The role of assessment

Topics....2

- Communication and interviewing skills
- Interviewing and helping skills
- Legislation and disability management
- Introduction to conflict resolution
- Insurance and other benefits
- Problem-solving with groups
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Topics....3

- Disability management in unionized organizations
- Disability and diversity in the workplace
- Disability management from a human resources perspective
- Management and organizational skills for Return to Work Coordinators
- Assistive technology and accommodation
- Managing change
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Topics...4

- Evaluating the return to work process and disability management programmes
- Marketing and education in disability management and return to work
- Information management
- Injury prevention and health promotion
- Professional conduct
- Managing the return-to-work process
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What is Disability management?

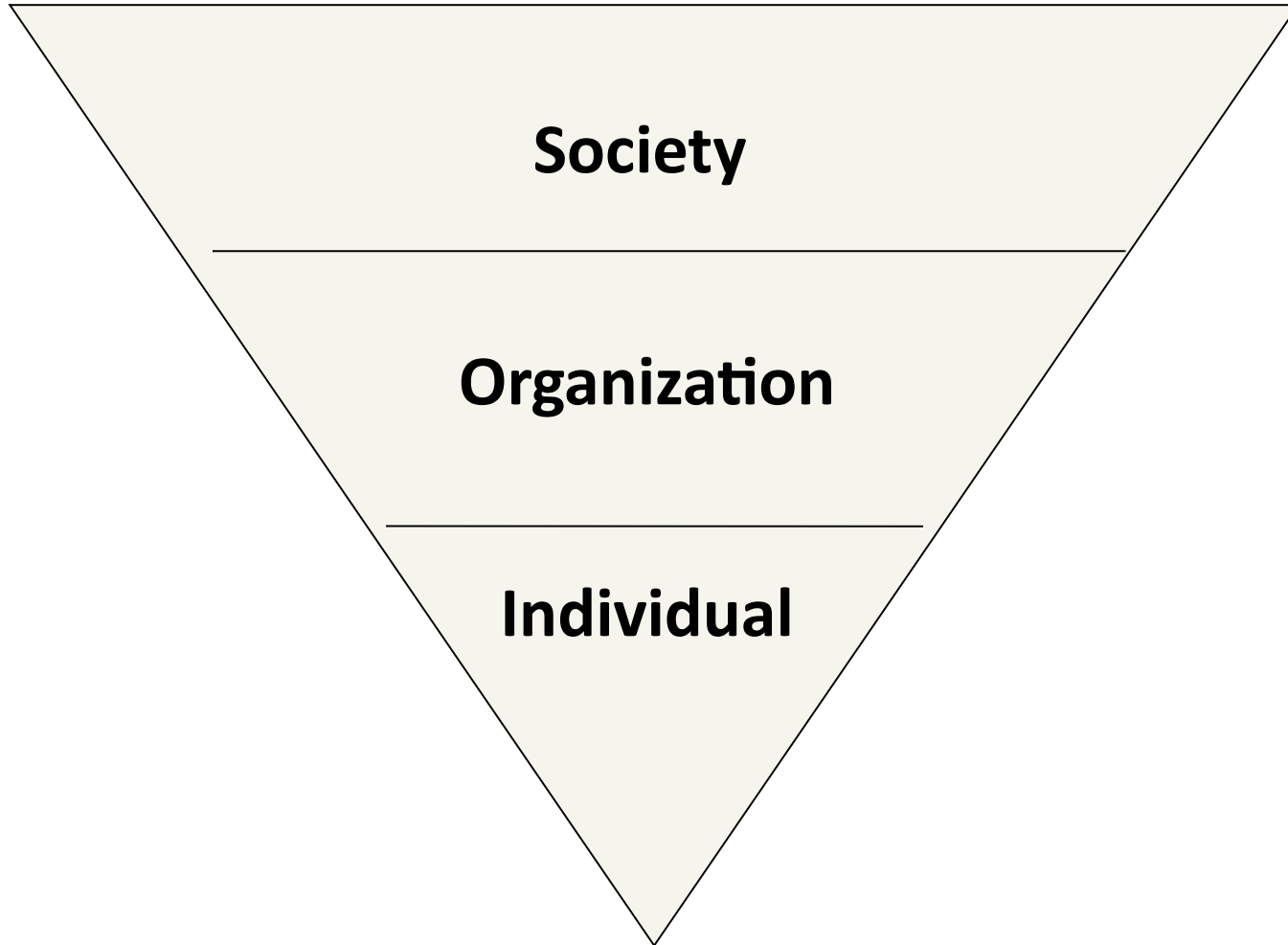
- A proactive process that minimizes the impact of an impairment (resulting from injury, illness or chronic condition) on the individual's capacity to participate competitively in the work environment.
- A process that enhances the likelihood that impairments will not result in workplace disability.



The field of Disability Management

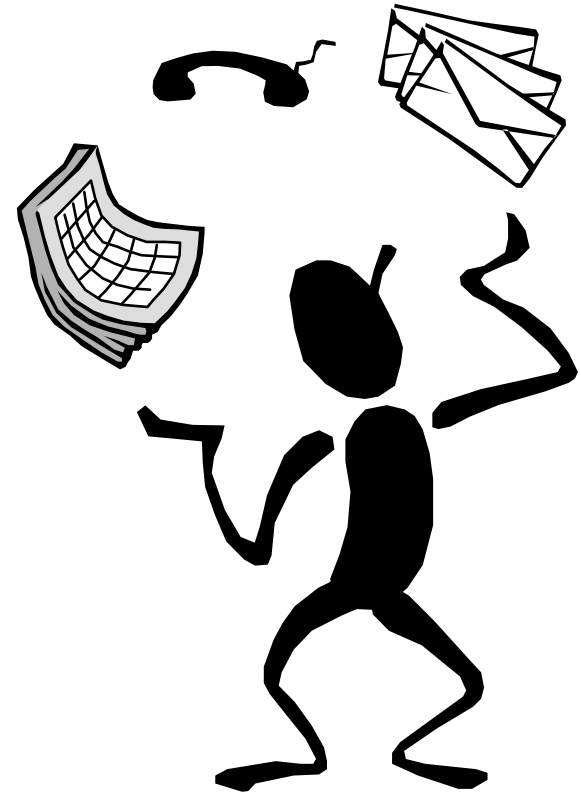
Includes activities that are focused on:

- **Individual workers** - development and implementation of return-to-work plans
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- **The organization** - analysis of trends, analysis of cost benefits, policies and procedures, education
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- **Society** – development of statutes, regulations and policies that protect workers, decrease accidents and lowers costs to taxpayers



Return to work requires skills and knowledge in a variety of areas:

- Rehabilitation
- Return-to-work planning / implementation
- Prevention and health promotion
- Compensation and benefits
- Program administration



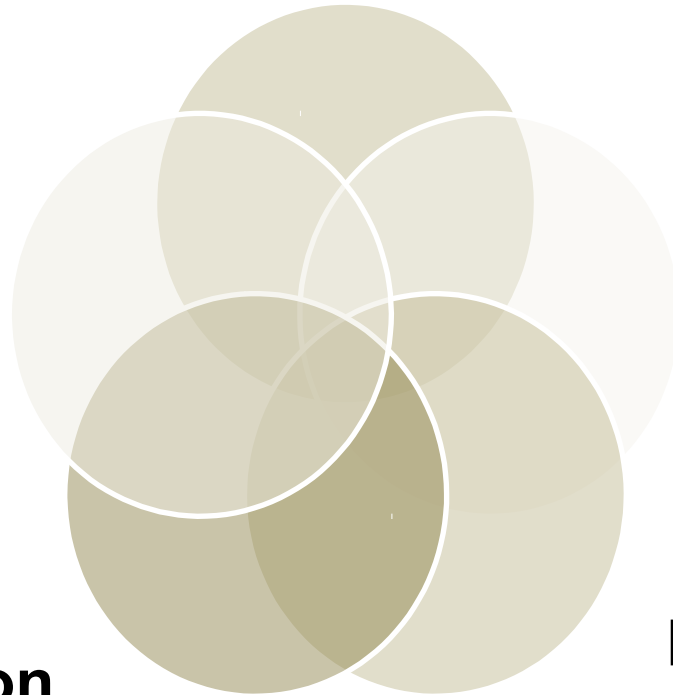
Rehabilitation

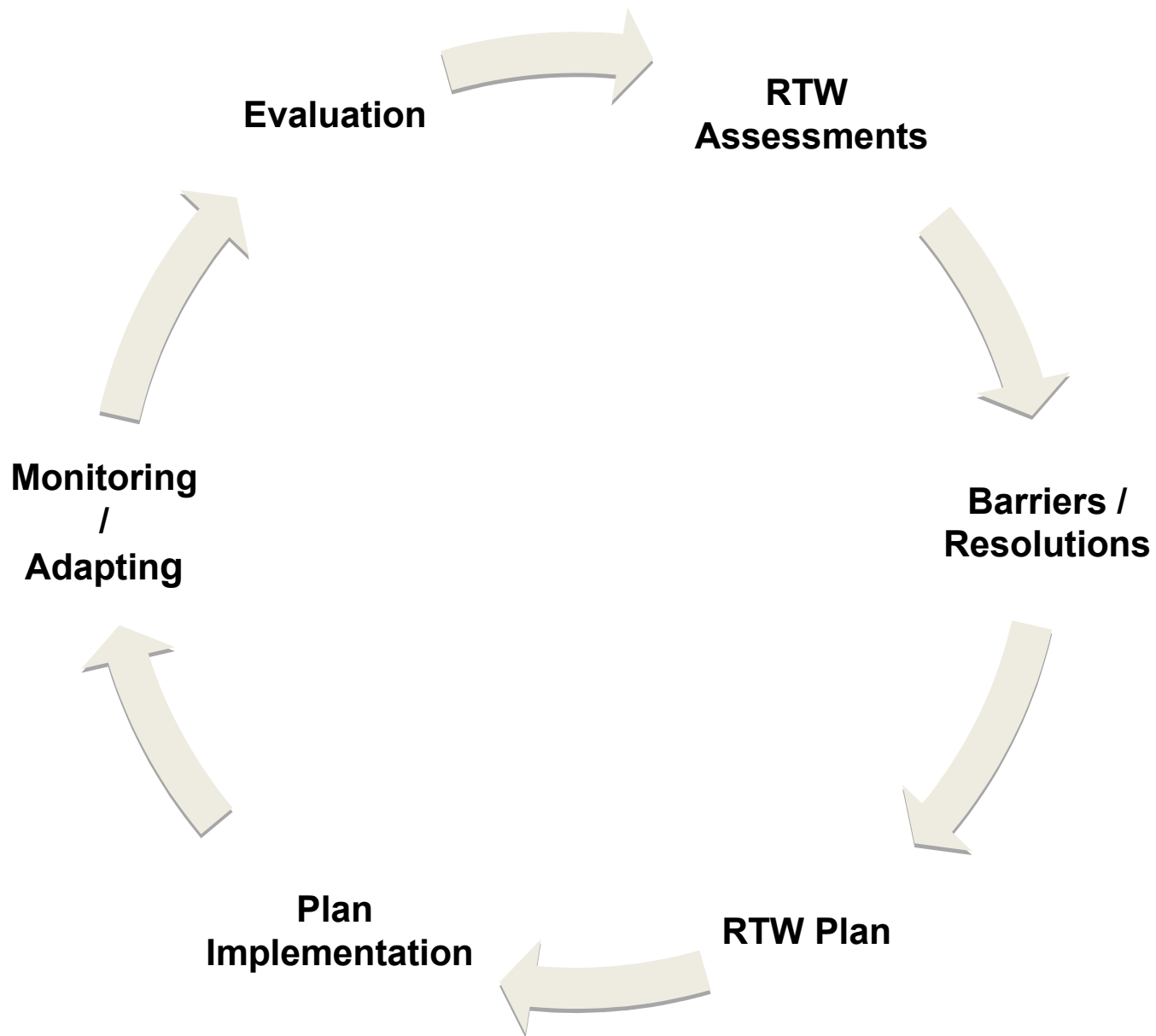
**Program
Admin**

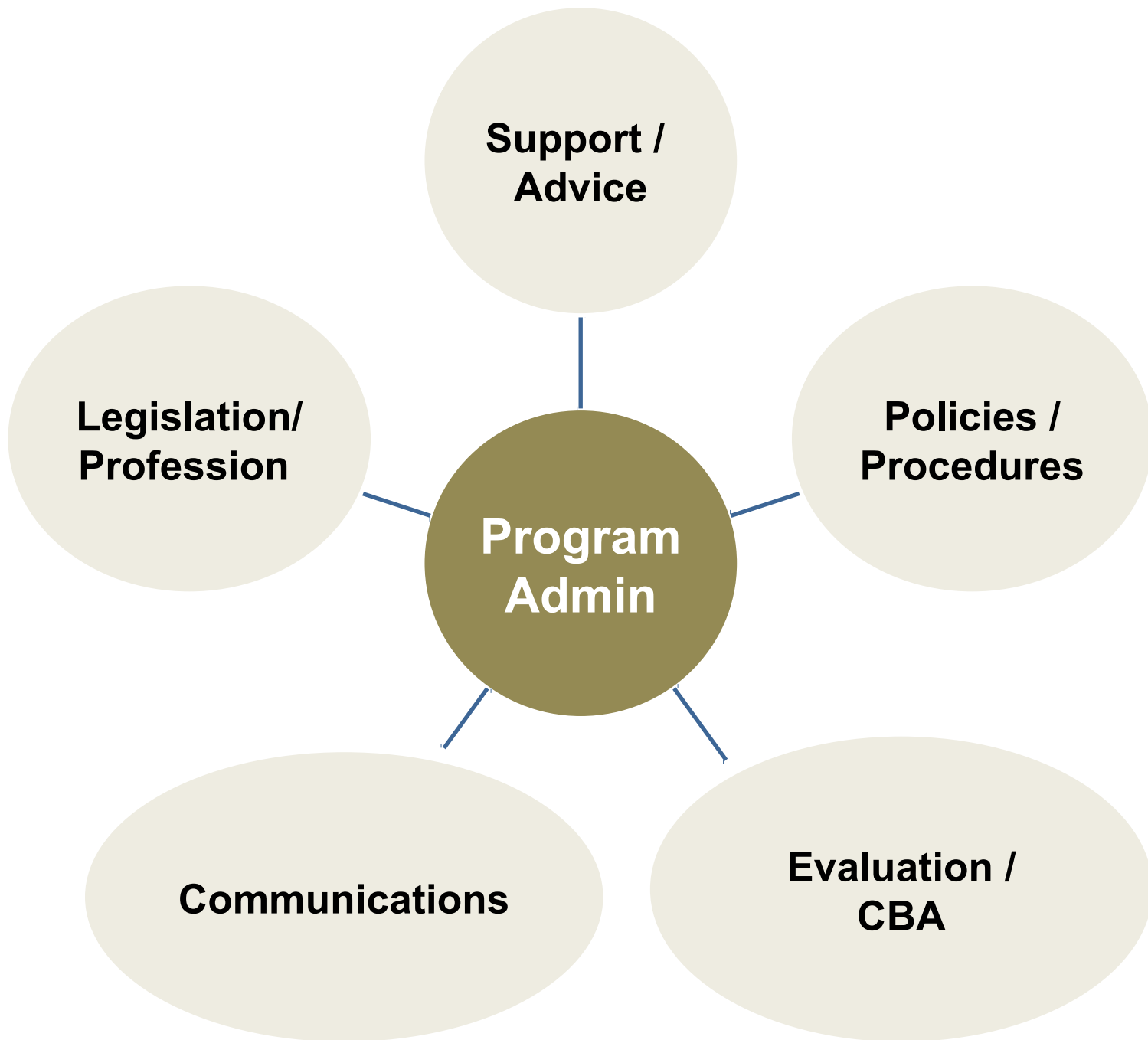
Planning

Compensation

**Prevention /
Health Promotion**







Characteristics of effective disability management programs

- n Early contact
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- n Early intervention
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- n An interdisciplinary approach
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- n Labour-management collaboration
- n Activities for both the worker / workplace
- n Case management
- n Injury prevention and health promotion
- n
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Why have a Disability Management program?

- Financial benefits outweigh costs
 - – lower insurance costs as a result of lower claims costs
 - – decreased costs for overtime, temporary employees, recruitment, training, supervisor time, loss of productivity



Labour-management collaboration/input

- n Input from all levels can mean support from all levels.
- n Input from a broad range of departments and levels widens the range of solutions
 - and approaches to disability in the workplace.
- n Consensus-based disability management programs lessen the likelihood that individual return-to-work activities will become adversarial.



Why have a Disability Management program?

- n Workers with temporary or permanent disabilities are able to remain employed, be productive and earn a full income
- n Skilled and experienced workers can be retained
- n Improved morale
- n Organization is seen as a good place to work
- n Less support for individuals from government sources and overall, an impact on taxes
- n Any legislative requirements are met

Cooperation ASE with big Companies in SR

- Cooperation is based on finding contacts through the personnel departments of the companies
- More or less non systemic approach to employment of persons with disabilities in the companies
- Some examples of the support by the charity programmes/ week of the charity ones a year, financial support for creating working place on trade market by Bank Foundation, etc.../
- No position of Disability manager, but some support comes from personnel departments
- In spite of this, persons with disability are employed also in big companies

Good example

- 20 years in cooperation between ASE and Mc Donalds in Bratislava
- 1999 1st client was employed in Mc Donald for the regular job
- Later we created the system of cooperation based on the knowledge of the conditions of the working place and finding suitable worker with disability on tailored working place
- From that time yearly 239 jobs are prepared by MC Donalds and 2-3 workers with disability are prepared for this jobs by ASE

Experiences with Unions in the field of employment of disabled

- We have very small experiences in this field in Slovakia
- Unions in SR are much more interested in employees in general topics / minimum salary, keeping jobs, etc/
- In the past some unions / especially on the national umbrella position/ were interested in establishing shelter workshops or other companies for support people with disability by creating concrete working places.../
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Good idea of your project

- It is very good idea to involve Unions to the programs for effective employment of persons with disability also in Slovakia
- To create a position of Disability Manager ,the topics of Unions in the Companies
- To create and supporte the network between – ASE, Unions, Labour offices and organistation of disabled

Thank you for your attention

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