

DESCRIPTION OF THE PRACTICE	
<b>1. Title of the practice</b>	
<i>- 'INTEGRATIONFACHDIENST 'JOBWÄRTS' (SUPPORT FOR JOB INTEGRATION: TOWARDS A JOB)' –</i>	
<b>2. Organisation responsible for the practice</b>	
Vienna Social Fund (Fonds Soziales Wien – FSW), Austria	
<b>3. Contact person(s)</b>	
E-mail	<a href="mailto:policy@esn-eu.org">policy@esn-eu.org</a>
<b>4. National/regional/local context of the practice</b>	
<p><b>National</b></p> <p><a href="#">Nationaler Aktionsplan Behinderung 2012-2020</a> - National Action Plan on Disability 20122020 Quotas for employers: Employers of 25 or more employees must employ 1 person with a disability per 25 employees. Failing that, a compensation payment (the 'equalisation tax') is due. Unfortunately, it remains possible and a little costly to dodge this requirement.</p> <p><b>Regional</b></p> <p><a href="#">Gesetz zur Förderung der Chancengleichheit von Menschen mit Behinderung in Wien</a> (Chancengleichheitsgesetz Wien – CGW) - Law on the promotion of equal chances for people with disabilities in Vienna</p> <p>The CGW is only valid in Vienna. It defines which services people with disabilities are legally entitled to and which services are offered on a voluntary basis by Vienna as a Federal State.</p>	
<b>5. Summary of the practice</b>	
<p>The initiative <a href="#">Integrationsfachdienst 'Jobwärts'</a> is provided by 'Jugend am Werk Begleitung von Menschen mit Behinderung GmbH'. This organisation was selected by the Vienna Social Fund to provide qualification, vocational training, and eventually sustainable jobs in the mainstream labour market for people with disabilities, especially learning disabilities. This project supports the transition of people with disabilities from sheltered workshops into the mainstream labour market through counselling, job orientation, training for job interviews and applications, voluntary job training and job coaching.</p> <p>It also supports companies through support during the inclusion process, counselling on financial incentives and long-term cooperation.</p> <p>The programme is meant to be a networking point and intermediary body between people with disabilities, organisations assisting people with disabilities, schools, and enterprises.</p> <p>* <a href="#">Jugend am Werk</a> ('Youth at work – supporting people with disabilities is a registered association providing/delivering services for people with disabilities and has a contractual relationship with the FSW).</p>	

6. Staff involved					
<ul style="list-style-type: none"> <li>• Jugend am Werk: for the operational aspects of the programme</li> <li>• Vienna Social Fund: funds the programme</li> <li>• Providers of sheltered workshops</li> <li>• Vocational training organisations</li> </ul>					
<ul style="list-style-type: none"> <li>• social inclusion organisations</li> <li>• Local enterprises: They participate on a voluntary basis. Integrationsfachdienst 'Jobwärts' has its own pool of cooperation partners.</li> </ul>					
7. Target group					
<p>This programme targets people with all types of disabilities, with a focus on learning disabilities and psychological disorders, looking for mainstream employment or a professional change. Participation is voluntary. Eligibility depends on the rules set out by the 'Law on the promotion of equal chances for people with disabilities in Vienna' (see above).</p> <p>The programme does not impose any time limit on participation.</p> <p>Information, counselling and accompaniment are open to all persons with disabilities holding an approval according to § 9, 10 or 11 of the CGW.</p>					
8. Aims of the practice					
<ul style="list-style-type: none"> <li>• Offer low-threshold (easy access, without a time limit, with counselling and individual support), sustainable support for people with disabilities seeking to enter the open labour market and/or receive further qualification.</li> <li>• Active inclusion of people with disabilities</li> <li>• Independent living</li> <li>• Support people with disabilities to enter a job in mainstream employment</li> <li>• Offer long-term support for people with disabilities</li> </ul>					
9. Issues for social services					
Service Integration/ Cooperation across services	x	Service Planning		Contracting	
Technology		Skills development (of the workforce)		Quality of services	
<u>Others</u> : active inclusion, employment of people with disabilities	x				
ANALYSIS OF THE PRACTICE					
10. Status					
Pilot project (ongoing)					
Pilot project (terminated)					

Project (ongoing)	x
Project (terminated)	
Implemented practice (restricted areas)	x
Widely spread practice/rolled out	

### 11. Scope of the practice

Describe the setting of the practice, considering the following criteria:

- *Micro level practice:* practice that involves individuals at local level
- *Meso level practice:* practice that involves organisations or communities
- *Macro level practice:* practice that involves large population groups

Meso level (regional network).

### 12. Leadership and management of the practice

Describe the leadership of the practice, considering the following criteria:

- *Collaborative management:* shared between large partnerships, often of central, regional, and local representation
- *Organisational management:* by one organisation
- *Professional management:* managed by a single person
- *Shared management:* shared with no defined leadership

Integrationsfachdienst 'Jobwärts' is based on three pillars:

- **support and counselling** of persons with disabilities and their placement in volunteer programmes, employment relationships and further education
- **mediation** between enterprises and persons with disabilities (conflict consulting, advisory services reg. funding, general information about working with a disabled person, etc.)
- **information** for/counselling of service providers for the assistance of disabled people (in sheltered workshops)

The programme is managed by 'Jugend am Werk Begleitung von Menschen mit Behinderung GmbH' and led by the person in charge of the project management.

### 13. Engaging stakeholders in the practice

Describe the engagement of stakeholders, considering the following criteria:

- *Individual practice:* individuals have sought practice change
- *Network approach:* one or more organisations develop a network
- *Collaborative approach:* large collaboration with relevant stakeholders

Network approach (see 12.) Jobwärts

works with:

- schools to inform about existing possibilities at the end of compulsory school attendance;
- providers of sheltered day structure in Vienna;
- companies to create a pool of cooperation

Vienna Social Fund (FSW), through the Information Centre for Disability Support Services, provides information and advice to people with disabilities and their families.

Semi-annual reporting to the FSW takes place, as well as regular meetings with the department of 'Beschäftigung und Tagesstruktur' (Employment and sheltered day structure) of the FSW.

#### 14. Involvement of service users and their families

*Describe the involvement of service users, considering the following criteria:*

- *Team involvement: service users and carers were part of the practice team*
- *Consultative: a consultative body of users was set up for an on-going dialogue and feedback*
- *Involvement in care: person-centred approaches to care/support*

People receive individual support and counselling.

#### 15. Costs and resources needed for implementation

*Describe how the practice is financed, considering the following criteria:*

- *Within existing resources: staff time and other resources are provided 'in-house'*
- *Staffing costs: costs for staff investment*
- *Joint/Pooled budgets: two or more agencies pool budgets to fund services*  *Funded project: external investment*

The programme is funded solely by Fonds Soziales Wien (FSW, Vienna Social Fund). Integrationsfachdienst 'Jobwärts' has to apply for project funding every 2 year. The funds are transferred to Integrationsfachdienst 'Jobwärts' in monthly tranches.

2012: EUR 707,000

2013: EUR 685,000

All necessary resources have to be provided by 'Jugend am Werk Begleitung von Menschen mit Behinderung GmbH', covered by the project funding.

#### 16. Evaluation approaches

*Describe the evaluation method of the practice, considering the following criteria:*

- *Multi-method: use of both a qualitative and a quantitative approach*
- *Single method: a qualitative or quantitative approach*
- *Audit: looks at data sources such as existing medical records and/or other routinely collected service data.*
- *Informal: refers to in-house service evaluation using locally designed tools and/or collecting opportunistic feedback*
- *No evaluation*
- *An evaluation is planned*

Multi-method evaluation takes place, however without being systematic:

- ongoing documentation of the care process history incl. results in 3 categories:
  - neutral completion (no information available)
  - negative completion (reasons for this can be drop-outs, expiry of the project period, lack of tangible results, no leaving the sheltered day structure, termination of the contract or agreement by mutual agreement, termination by the employer)
  - positive completion (full-time or part-time employment, vocational training programmes, apprenticeship)
- data available per person
- semi-annual reporting to the FSW
- annual approval by FSW of the financial discharge of the programme
- random check of the programme and its results by the department of 'Beschäftigung und Tagesstruktur' (Employment and sheltered day structure) of the FSW

**A systematic evaluation is planned** and should be carried out in the next few years.

Semiannual reporting to the FSW takes place, as well as regular meetings with the department of 'Beschäftigung und Tagesstruktur' (Employment and sheltered day structure) of the FSW.

### 17. Measurable effects of the practice and what it has achieved

Service users	<p>Improved access to the mainstream labour market for persons with disabilities.</p> <p>2012: 250 clients (40% female) in Integrationsfachdienst 'Jobwärts'*</p> <p>2013: 310 clients (40% female) in Integrationsfachdienst 'Jobwärts'*</p> <p>In 2014, 192 people completed the programme, among which 76 (39%) with a 'negative' outcome (see previous section), incl. 53 dropouts, 82 (43%) with a positive outcome (incl. 35 in employment in the mainstream labour market and 10 in part-time employment), and 34 (18%) with a neutral outcome.</p> <p><i>* These numbers may include participants from previous years, as there is no time limit for participation.</i></p>
Formal caregivers	n. a.
Informal carers	n. a.

Organisations	n. a.
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### 18. Anticipated or 'aspirational' effects of the practice and what it has achieved

*This category can include outcomes which are not documented, quantified, or properly evaluated. They can include such elements as improved knowledge, quality, workforce, etc.*

Service users	<input type="checkbox"/> Easier transition from sheltered workshops to qualification or employment <input type="checkbox"/> Prevention of entry into sheltered workshops in favour of vocational training and employment (especially for young persons) <input type="checkbox"/> Strengthened self-empowerment of persons with disabilities, encouraging personal development and independent living
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	<input type="checkbox"/> Increased transparency/accessibility of the assistance system for users <input type="checkbox"/> Widening of employment prospects beyond sheltered workshops
Formal care givers	n. a.
Informal carers	n. a.
Organisations	<input type="checkbox"/> Successful exchange of information and networking between provider organisations of disability assistance and enterprises <input type="checkbox"/> Transparency of the assistance system <input type="checkbox"/> Creation of opportunities by the closure of and transition from sheltered workshops
<b>19. How the practice has changed the way the service is provided</b>	
This practice illustrates Vienna's efforts to manage the transition from sheltered employment solutions to the open market, and more generally, the full inclusion of people with disabilities in society and their local communities.	
<b>20. Sustainability of the practice</b>	
Describe if the practice is sustainable, considering the following criteria:	
<ul style="list-style-type: none"> <li>• <i>Potential for sustainability:</i> practice was newly started or is ongoing/not yet mainstreamed. How could the practice be sustained (in terms of resources)?</li> <li>• <i>Organic sustainability:</i> service users have been empowered to take the practice forward <input type="checkbox"/></li> </ul> <p><i>Established:</i> the project has been operational for several years</p>	
Sustainability can be assessed by taking the following elements or 'lessons learnt into account:	
<ul style="list-style-type: none"> <li>• Sustainable, unlimited, and flexible support is essential for successful vocational inclusion.</li> <li>• "Word-of-mouth recommendation" within the target groups is very important for the development of the programme.</li> <li>• Enforcing the transition from sheltered workshops to the mainstream labour market is a lengthy process of persuasion: of people with disabilities themselves, family members and social contacts such as carers and employers.</li> <li>• Although the unemployment rate in Austria is rather low, the chances for employment for people with serious disabilities are little - it is important to raise especially the entrepreneurs' awareness of the importance and benefits of participation.</li> </ul>	
<input type="checkbox"/> Continuous communication between all partners, evaluation and continuous development of the programme is very important for success.	
<b>21. Transferability of the practice</b>	
Describe if the practice has been transferred, considering the following criteria:	
<ul style="list-style-type: none"> <li>• <i>Transferred:</i> transfer to other regions, countries, service user groups, etc.</li> <li>• <i>Potential for transferability:</i> there is interest from the outside; elements of the practice have been taken up and used elsewhere; material for transferability (for ex. training material) has been developed</li> </ul>	

Transferred: a similar project called 'Spagat' has been implemented in Vorarlberg, a regional state (*Bundesland*) in Western Austria.