

THE AUTONOMY PATHS

Best Practices Collection

The Autonomy Paths:



Mutual Learning Seminar on accompaniment for social and work integration of disadvantaged people, in particular people with mental, physical and psychosocial disabilities in CEI countries.



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PREFACE

CEI - *Central European Initiative*

Mission & Objectives

The Central European Initiative (CEI) is a regional intergovernmental forum committed to supporting European integration through cooperation between and among its Member States and with the European Union (EU), other interested public institutions or private and non-governmental organisations (NGOs), as well as international and regional organisations. In order to offer a solid contribution to European integration, the CEI combines multilateral diplomacy and project management, both as donor and recipient, while also bridging European macro-regions.

The CEI strategic objectives are the following:

- Support CEI Member States on their path towards European integration;
- Promote the alignment of CEI Member States to EU standards;
- Implement small and medium-sized projects.

In this context, the aim of the political cooperation is to supply the countries and their institutions with a flexible, pragmatic platform for regional cooperation, while focusing on their preparation to a future accession to the European Union (EU). In doing so, special attention is given to capacity building of the non-EU CEI Member States which, thanks to its ideal location, is pursued through know-how transfer and exchange of experience among those countries which are members of the EU and those which are not. The CEI is actively engaged in supporting projects in various areas of cooperation, also through the mobilisation of financial resources providing greater possibilities for studying, financing and executing national and international projects.

The CEI's added value lies in the specific combination of operational *structure* and funds and instruments. The Organisation's priorities within the established areas of cooperation are clearly defined in the triennial Plan of Action.

Functioning & Structure

The CEI operates in a flexible manner to promote intergovernmental, inter-parliamentary and business cooperation.

Governmental Dimension: Provides political and economic orientation and is responsible for the organisational and financial directives of the CEI. It is composed of the Committee of National Coordinators (CNC), key body responsible for the definition, coordination, management and implementation of CEI cooperation; Working bodies, i.e., Networks of Focal Points, project implementation groups and ad hoc task forces; the Secretariat, executive body managing the overall activities of the Organisation. It also deals with the development and implementation of projects and is located in Trieste (Italy).

Decisions are taken and approved by the Ministers for Foreign Affairs and the Heads of Government, meeting respectively once a year. The Presidency is held by a CEI Member State and rotates on an annual basis.

Parliamentary Dimension: CEI representatives of national Parliaments cooperate and meet in the framework of the Parliamentary Assembly, the Parliamentary Committee and the General Committees (on Political and Home Affairs; on Economic Affairs; on Cultural Affairs).

Business Dimension: Promotes an active participation of the business communities of the CEI Member States in a bottom-up approach, fostering inputs, open discussions and recommendations for Political Leadership.

The Parliamentary Dimension and the Business Dimension have their own structure and rules of procedure. The roles and tasks of the various CEI structures are defined in the CEI Guidelines and Rules of Procedure adopted by the Heads of Government.

INTRODUCTION

In line with Law 381/91 (Regulations for Social Cooperatives), Arca Cooperativa Sociale has always fostered the well-being of the general public and social inclusion through projects and the management of national health, social education and assistance services. The integration process in society and the workplace for people who are disabled or in disadvantage situations is guaranteed by the cooperative through the organization of educational services and work orientation. Arca has always promoted its users' rights as citizens offering high quality services; our high qualified staff, the cooperative's vital connection to the area and its openness to innovative projects are fundamental elements for the constant improvement of the work it does.

Participating as leaders in the "Autonomy Paths" project is a perfect demonstration of the values on which our cooperative is based. Arca has been taking part in European projects for years designing and organizing them both autonomously and with partners. Over time this kind of activity creates opportunities and advantages: sharing the knowledge and good practices of experiences with qualified partners on a European level; the possibility of offering training sessions to one's members and employees through in-depth learning from European colleagues' positive professional experiences; finding occasions of comparison highlighting the successful experiences carried out in Tuscany creating occasions in which those responsible for social policies can together examine the development of person centered services.

We take this opportunity to thank the C.E.I. Central European Initiative, financing the project together with its coordinator Arca, making it possible to publish this paper, the first result of 18 European Countries' organizations' sharing on the theme of inclusion in society and the workplace. We believe that this collection of successful practices introduced by European contributions, as well as the Tuscan Region and Arca cooperative, who host the project's international meeting, will offer a useful stimulus to whoever works in the field of social inclusion and further strategies for the Europe 2020 program on inclusion and active development.

Massimo Muratori

President of Arca Cooperativa Sociale a r.l.

SOCIAL INCLUSION IN EUROPE & WISEs

Patrizia Bussi - *Director of ENSIE - European Network of Social Integration Enterprises*

The European Commission supports and complements the Member States' policies in the fields of social inclusion and social protection.

The *Europe 2020 strategy* is the EU's agenda for growth and jobs for the current decade. It emphasizes smart, sustainable and inclusive growth as a way to overcome the structural weaknesses in Europe's economy, improve its competitiveness and productivity and underpin a sustainable social market economy. The Europe 2020 strategy sets *targets* among which specific ones to lift at least 20 million people out of poverty and social exclusion and to increase employment of the population aged 20-64 to 75%. The *flagship initiatives* of the Europe 2020 strategy, including the *Platform against Poverty and Social Exclusion* and the *Agenda for New Skills and Jobs*, support efforts to reach these targets.

The Europe 2020 Strategy set ambitious goals in order to cope with the long term challenges of globalisation, resource allocation efficiency, and demographic and technological change. The European Union (EU) and its Member States must deal with a range of long-term trends affecting strongly the employment and social situation of many European citizens. The UN Agenda for Sustainable Development (2030 Agenda) with its ambitious Sustainable Development Goals (SDGs) has in the interim created a new strategy horizon, to which the EU is seeking to re-align. Technological and demographic changes, together with digitalisation, have led to the emergence of forms of employment other than standard. The primary responsibility for delivering on the Europe 2020 targets is in the hands of the Member States; however, in the field of social protection, social inclusion and social investment, the EU supports and complements the activities of the Member States in the form of policy guidance, knowledge sharing, exchange of best practices, capacity building, expertise, data and analysis, and financial support. The *European Semester* is the main policy process to coordinate European and national policies and efforts to reach the Europe 2020 targets. It provides a framework for the coordination of economic policies across the European Union. It allows EU countries to discuss their economic and budget plans and monitor progress at specific times throughout the year. In particular it permits integrated monitoring of progress on priority structural reforms leading towards the "2020 targets" and offers both EU-wide and country-specific guidance, in the form of *Country Specific Recommendations (CSR)*. Introducing employment and social indicators into the Macroeconomic Imbalance Procedure (MIP) which aims to identify, prevent and address potentially harmful macroeconomic imbalances that could adversely affect economic stability in a particular EU country, the euro area, or the EU as a whole, allows for a better understanding of the labour market, social developments and risks, and increases its relevance in the European Semester process. The reinforced link between the European Semester and the EU Structural and Investment Funds (ESIF) in the funding period 2014-2020 also helps Member States in addressing major employment and social problems.

Involvement and close association of parliaments, social partners and representatives of civil society is essential to ensure ownership and facilitate implementation of common initiative, such as the Europe 2020 Strategy, the Social Investment Package (SIP) and, more recently, the European Pillar of Social Rights, which are supported the European Structural and Investment Funds (ESIF).

The objective of the European Pillar of Social Rights is to contribute to social progress by supporting fair and well-functioning labour markets and welfare systems and providing a framework for a set of related legislative and non-legislative initiatives in the Pillar's areas of focus.

The central part of the Pillar focuses on three main principles:

1. equal opportunities and access to the labour market;
2. fair working conditions;
3. and social protection and inclusion.

Under these headings, 20 ‘key principles’ – policy domains such as housing, education, social and health care and employment – set out the Commission’s position on social rights for citizens, and provide a framework against which Member States can benchmark their social, education and employment policies. In addition to presenting the Pillar as a formal Recommendation, the Commission has proposed that the European Pillar of Social Rights be taken forward as a *joint, interinstitutional proclamation* by the European Parliament, the Council and the Commission. An online ‘social scoreboard’ has also been launched to track Member State progress against key indicators across the three dimensions of the Pillar. As a related initiative, President Jean-Claude Juncker and Sweden’s Prime Minister Stefan Löfven will also co-host a ‘*Social Summit for Fair Jobs and Growth*’ on 17 November 2017 in Gothenburg, Sweden.

In this framework, the social economy and the social enterprises are recognized by the European institutions as key actors in implementing the Europe 2020 Strategy and in contributing to achieving the EU objective of a “social market economy”, with the *Single Market Act* and the *Social Business Initiative* (SBI).

With the launch of the SBI in 2011, a lot of European as well as national policy measures, funds and regulatory frameworks were launched in order to promote social enterprises and work integration social enterprises (WISEs)¹.

The re-launch of the social economy parliamentary intergroup at the end of 2014 and the strong support to the social economy sector by the Italian (2014), Luxembourg (2015) and Slovakia (2016) Presidencies gave a new impetus to the development of the sector. Nowadays the work done by the *GECES group* with its 2016 report “Social enterprises and the social economy going forward”, a call for action that argues for a European Action Plan for the Social Economy and Social Enterprises which is supported by other key European stakeholders, let us think to a new future stimulus by the European institutions to promote an enabling environment for social enterprises and the social economy to flourish.

¹ ENSIE network defines the WISEs with three identifying principles:

The social and professional integration of individuals who due to their exclusion and their relegation to a marginal role in society have fallen victim to increasing social and professional handicaps.

Enterprises at the core of the economic system, frequently one of the major factors in the phenomenon of exclusion.

Enterprises with a strong pedagogical dimension. The Work Integration Social Enterprises initiate training and educational programs designed on the basis of existing potential of the target group and develop this individual potential (at professional level and in its participation in society) within the enterprise.

INNOVATION AND INTEGRATION: THE STRATEGIC OBJECTIVES OF THE TUSCANY REGION'S POR-FSE SOCIAL INCLUSION AXIS AND ITS LINKS WITH THE NATIONAL INCLUSION OPERATIVE PROGRAM

Alessandro Salvi - Director of the "Social Innovation" Sector - Regione Toscana

In organizing Tuscany's Regional Operative Program (POR) of the 2014-2020 European Social Fund (FSE), the B Axis "Social Inclusion and Fight against Poverty" within the Thematic Objective (OT) 9 "Promoting social inclusion and contrasting poverty and all forms of discrimination", has earmarked a large part of its resources for the support of active inclusion, equal opportunities and the active participation of its users and their enhanced employability. These measures aimed at improving the regional system's social inclusion capabilities, by combining active development policies with those of social protection, are to have as their hallmark a multi-stakeholdership type integrated governance of the territory. That is to say they are able to involve both public and private, individual and collective players in a new kind of social cohesion project not just for the furnishing of public services, but also to create a context for developing the individual's capabilities along with those of the economic systems and the territory. In particular le 1. 1 B Axis actions aiming at increasing the employability and participation in the labor market of those most vulnerable would dovetail with the National Operative Program (PON), Support for Active Inclusion (SIA) measures, the national measure for contrasting poverty of the ministry for labor and social policies for families in difficult economic conditions with minors, disables children or pregnant women.

An integration based on:

The district Zone's ability to create inclusive and participatory processes that can trigger a systematic relationship between the innovations of the service systems, the needs and dynamics of local communities and their resources (formal competences, informal capabilities, activation of networks and social capital);

Strengthening the social infrastructure necessary for changing the paradigm with a re-orientation aimed at promotion rather than the more traditional reparative sort of assistential measures, with specialized services and teams for the purpose;

The creation of integrated pathways including services, the workers in the departments involved and the actions that can develop within a logical sequence;

The adoption of an ecological type of methodological operative approach that even for a social and workplace inclusion actually introduces a multidimensional evaluation of the needs, the creation of a personalized project and an "integrated taking charge" rather than a light type of taking charge, regarding situations not yet characterized by critical hardships and problems of various kinds;

Regarding the specific theme of disabilities, the adoption operative tools that can foster the phase of evaluation (profiling people according to the ICF system and profiling the companies for matching) and the activation of the personal resources and those of the context (inclusion pact)

Co-planning in the B.1.1 Objective "Improvement in the employability and participation in the job market of those most vulnerable"

Thanks to the first public Notification approved by the Tuscany Region with regard to the B.1 objective, a widespread and detailed system of services for facilitating the work access of the disabled and vulnerable of the territory social health services (particularly psychiatric services), has been fully implemented by means of strategies adopted by the Administration:

- First of all the decision to allocate the resources on the basis of zones, together with the objective of guaranteeing the possibility to develop actions for equal access to the services in all the region's territories;

- Secondly, the enhancement of the very nature of social inclusion based on a multidimensional approach and activating the potential resources both of the individual and the community;
- Thirdly, the adoption of an inter-professional, institutional organizing model that can enhance the various dimensions of the person's development, so as to arrive at a personalized project where the resources offered – together with those of the person and of the context – can lead to the activation of inclusive strategies.

To sustain the development and creation of actions in line with this kind of formulation, the co-planning system on a territorial level was introduced to formulate candidates for the project.

So as to clarify the features of this system we must keep in mind that the financing modality utilized by POR-FSE management authority for Axis B social inclusion activities for the case in point comes under the concession of a grant. The procedure for this features a public announcement or from the c.d. "call for project", in which the rules and modality for the concession of grants or contributions are predetermined and made public. The relationship between the Administration and the Actuator Body is regulated by a unilateral deed in the nature of a grant. In this way the Body becomes the recipient of funding to carry out an activity aimed at achieving an objective of general interest established by the administration. This typology must conform to the general principles of equal treatment, non-discrimination and transparency, which must be applied to all procedures of public evidence adopted by Administrations (art. 12, Law 241/90).

In this first public notification co-planning takes on the connotations of a markedly innovative tool designed to foster inclusive and participatory pathways and takes on the feature of a *coproduction process*, that enhances and augments the system's ability to respond to the even more complex problems that people and families come up against in the context of their lives.

Pausing for a moment to consider the meaning of co-planning we can start by saying that the word "plan" contains in itself the idea of a possible transformation of reality, a desire to project beyond with the need to interpret what is complex, so as to give a usable order to what would otherwise be hardly comprehensible. Il prefix "co" (from the Latin *cum*-with) implies complementarity and reciprocity. Therefore, to co-plan means together with the active participation of various subjects adopting a series of activities aimed at objectives clearly established within a limited period of time with a defined budget. It is a complex of activities and processes in which the various partners share their knowledge, abilities and other resources so as to devise and create products, services and solutions, achieving mutually complementary objectives for the benefit of the final recipient. In this sense co-planning therefore means carrying out planning among various partners who take on together the responsibility to realize the actions planned in an effective manner. It is an *organizational and methodological approach* that makes possible the formulation and creation of the projects within organization/networks where the relationship perspective (between partners and between them and the context in which they operate) replaces the classical hierarchical perspective. But it is also the best way to produce innovation in the field of inclusion, the introduction of efficacious organizational models and the relationship formed among the public and private subjects of the partnership. So as to correspond to the principles of transparency and equality of treatment, co-planning also becomes the *tool regulating* the relationship of subsidiarity basic to the idea of planning and valuing the Inclusion Axis. It basically represent the ordering the development of conception, planning and creation of specific actions on the part of the various players of a territory. In this sense the various subjects, organized within a public/ partnership, are able efficiently to utilize not only the resources outlined in the notification of the call for projects, but also those possessed by actors themselves.

Thus we can say that co-planning, with the Notification of the POR FSE inclusion Axis, can be seen as:

- a) a public procedure, headed by the public subject in charge of the action, who can guarantee that the general principle of economy, efficacy, impartiality, equality of treatment, transparency and proportionality will be respected;
- b) a pathway guaranteeing a shared formulation of the project and the negotiated definition of its governance and the various levels of responsibility;
- c) an experience based on the introduction of innovative actions and the experimentation of new forms of organization, management and methodology in the creation of actions and services benefitting the receivers;
- d) a cooperative style process based on the formulation of agreements that give substance to the relationship of

horizontal subsidiarity which, once the co-planning process is over, will have been established among the co-planning subjects.

Monitoring the phase: data on the co-planning phase in the public notification “Services for access to the workplace for the disabled and vulnerable subjects”.

Analyzing the information from the monitoring of this first regional level co-planning experience, we can certainly say that on the whole it was positive even if there were critical moments and aspects that at times made the work excessively tedious and especially time consuming.

One of the first aspects to underline without doubt is the high numbers of participants: the public and private subjects who presented the desire to gain admission to the co-planning foreseen by public notification were over 700. Of these, over 90% were admitted to the actual co-planning phase. The composition is also interesting since while 17 % were public subjects the unions and social cooperatives were 28%, while 42% was represented by other third sector subjects (ONLUS, Foundations, Family Associations, category Associations, ecc.). educational agencies made up 11%, while universities subjects were 2% (a few research groups were present for more than one project). Therefore the Health Societies (SdS) or where lacking, the public subjects appointed by the Mayor's Conference (usually the municipality heading the Area or the USL) as the public notification required, guaranteed the public evidence procedure for the creation of a partnership and above all managed of the project's phase of shared construction. All of this led to the approval of 31 projects presented by the same number of partnerships in which the public subject (Health Society or Municipality) acts as Leader in 18 Temporary Associations of purpose (ATS). Two projects were presented by groups of two District Areas each.

It is interesting to note the different approaches and modalities with which the individual District Areas were able to organize and manage the processes that resulted in the development of the candidacies. The element that more than any other showed a marked individuality was doubtless process of project definition. A process that allows us to place the various experiences along a continuum ranging from the loose structuring of the selection and management to the high level of organization and coordination of the Public Body.

An evident fact describing this extreme variety of experiences is without doubt represented by the number of days of opening for the co-planning phase. If on a regional basis the course took up 40 work days, in a few cases the opening of the co-planning phase was less than 10 days, which given the complexity of the creation of really innovative projects, may have caused problems regarding the quality of the participatory processes. In any case, without wanting to set up rankings, it must be said that from what can be evinced from the monitoring stage, the problem of managing work teams especially with so many participants came up especially where the process was loosely structured.

Three highly differentiated experiences will be briefly described regarding how the co-planning work was articulated, but that we believe may represent significant experiences for the future developments that co-planning may have, not just for the FSE.

The first is without doubt the one in which an examining commission was set up representing the SdS, the USL and the Municipality. After the creation of teams for elaborating the project proposals, this commission made a pre-selection of a few projects, met with the subjects submitting them for a more detailed explanation of the ideas and finally selected the project to be presented on the basis of the standards expressed in the public Notification of the region.

Another experience was particularly structured, featuring a pre-selection of the subjects involved in the shared creation of the project built on the “*idee progettuale*” presented at the moment of the expression of interest. These project ideas were ranked (scores foreseen by the public notification) and chosen on the basis: of the qualification of the expertise; the consistency of the pertinent experience; the organizational and economic-financial solidity; the quality of the project ideas in terms of consistency, pertinence and appropriateness. The public notification set out detailed rules for the co-planning procedure together with the modality, limitation and standards regarding the selection of responsible partners for carrying out the shared project, as well as the project leader (selection of the implementation partnership).

The third significant experience is the one in which a process facilitator was employed. In this context, after the subjects admitted to the co-planning phase had been selected they were convened for a few workdays during which, with the help of the facilitator and through a negotiating process, they were able to define their lines of operation

with the activities to organize according to the objectives stated in the public notification.

If we wish to analyze the problem areas found by the protagonists of this experience we can try to list them within a preliminary brief classification divided into:

Critical aspects of the system: incomplete integration with the vocational training sector; difficulty with the creation of a stable system of employment tutoring for the disabled; insufficient participation on the part of for profit making companies in the projects; difficulty in the creation of stable work opportunities for the disabled.

Critical aspects of procedures: marked discontinuity with earlier procedures; ineffective selection standards; lack of experience in coping with work group composed of very disparate elements with regard to experience and interests;; difficulty in redefining the roles of the various public and private subjects.

Specific critical aspects: occasionally inappropriate expectations, particularly on the part of the associations; tendency to excessively simplify steps in project building; heterogeneity of the participants; lack of experience in European planning; subjects insufficiently inclined to sharing and more prone to competition.

We can also organize a detailed listing of the opportunities highlighted by the various subjects:

Networking opportunities: an innovative reformulation of the relationships existing in an area through the creation of a place where new ideas, new point of view and new ways of doing things can be expressed; the creation of new synergies making the best use of the various actors' know-how, with their knowledge and links with the business world and volunteer work and organizations; an enhanced understanding of the opportunities and resources of the territory.

Opportunities for services: definition of "guidelines" for employment tutoring services; creation of a new evaluation tool based on ICF elaborated simultaneously among various zones under various SdS; experimentation of a multidisciplinary team for individualized planning for work inclusion;

Opportunities for the subjects involved: a direct dialogue among the principal stakeholders of the territory; formalization of meetings and work teams with third parties dealing with matters concerning the public notification; participation in co-planning meetings both with big Consortiums and small associations (in particular those regarding the families) that often have difficulty emerging but have resulted in an effective and participatory work both regarding the objectives and ways of operating; access to subjects working in other territories able to describe different or entirely new working methods.

The following lists proposals for improvement coming from the monitoring phase:

- Encourage more participation on the part of the productive sector in the processes of creating projects
- Strengthen the initial communication regarding new forms of planning
- Dedicate more time to the co-planning phase which would allow for a more detailed and deeper understanding of the territory.
- Encourage facilitation/support interventions for a broader participation of third parties in the co-planning processes
- Allow for the possibility to characterize the participation as partner or supporter of the project already in the expression of interest . this would make it possible even for small actors (for example the family associations) to play an active part in the processes of support, control and monitoring without heavy responsibilities in the reporting and managing processes required by the FSE.

To conclude we can say that this first experience, even as the first data of the monitoring stage show, has been extremely positive for the processes activated and the quality of the results seen in the candidatures that were presented. Moreover the critical aspects and the proposals for improvement made represent a precious source of knowledge to be utilized for the future development of new Tuscan POR FSE measures.

THE INCLUSION OF THE DISADVANTAGED IN THE WORKPLACE EXPERIENCES IN THE LOCAL AREA

Marco Parisi - Director of Social and Health Area - Arca Cooperativa Sociale a r.l.

“The objective of the social co-operatives is to further the general community’s interest in citizens’ human advancement and social integration through: a) the organization of national health and education services; b) the organization of activities in various fields – agricultural, industrial, commercial or services - aimed at helping the disadvantaged to gain access to the workplace.

(Law 381/1991, art 1)

As can be seen in the first article of the law inaugurating a new model of co-operative, the social one, the lawmakers envisioned two possible types: co-operatives for the organization of national health services (*as in the letter “A” of the first article of Law 381/91*) and those aimed at the inclusion of the disadvantaged in the workplace (as in letter B...)

Lawmakers see both types as having the objective of *“furthering the community’s general interest”* in any case, but in reality over time the two typologies identified appears more and more to have overlapped, so much so that in our area we have cooperatives that could be defined as A+B, or even more recently B+A. This would seem to indicate that having as one’s objective the organization of national health and education services does not exclude the possibility of trying to facilitate access to the working world for the disadvantaged.

The social cooperative Arca is a type A reality, that is, having as its objective the organization of national health and education services. However, in the nearly 30 years of its existence it has taken on the issue of the inclusion of the disadvantaged in the workplace and the V.A.I. (Independent Adult Life) project represents an important element of continuity in the planning efforts of the South East Florentine area. In fact the first financing of a project aimed at “orientational and formative training for the inclusion of people with physical or mental handicaps in the workplace” goes back to the 2001 Area Plans (Regional Law 72/97). Since then the V.A.I. Project has continued to operate in the area uninterruptedly with publicly evident procedures, both under the Società della Salute while it remained operative and the town of San Casciano then followed by Unione del Chianti Fiorentino.

When we speak of “inclusion of the disadvantaged in the workplace”, in reality we are using a generalization that represents all aspects of a system, but risks glossing over the particular situations. These are important as they mostly regard the typology, the disadvantage of the individual person. It is therefore necessary to speak about Socio-Therapeutic Inclusion (I.S.T.) and preliminary training as well as educational training or, as in recent experience, continuing education in the workplace. In short, a series of experiences and opportunities must be evaluated and chose solely on the basis of the individual person for whom and with whom an “individual project” is developed. The Arca Cooperativa Sociale has been operating along these guidelines since the end of the ‘90s, organizing projects for preliminary training and the inclusion of disadvantaged people such as drug addicts in treatment programs, the homeless, people with psychological distress... With this in mind we may recall that toward the end of the 90s Arca, in collaboration with the National Health System, contributed to the creation of a type B social cooperative, originally aimed at fostering workplace access for people with psychological problems. Ulysses, a name that conjures up the unknown, but also the quest, the desire to go beyond borders and limits. And it certainly has done exactly that since after nearly 20 years it has most definitely widened its horizons, going beyond just those with psychological problems to include persons serving time in prison or under forms of surveillance, or with physical or sensorial handicaps...

Disadvantage and handicap

After thirty years’ experience another important element has emerged: the need to consider the individual in all of his/her complexity even when “only” considering the inclusion of the disadvantaged in the workplace. A holistic approach to the person and his/her problems and needs. From the more immediate, even material ones, for example, the often difficult transportation from home to work, to the more complex ones often scarcely understood, for

example, how to fit the individual's transversal skills or life-style to the requirements of the proposed workplace. Even in these cases it regards differences and individualisms that are sometimes an integral part of the culture of the individual or of homogeneous groups of individuals, in an anthropological sense. They may regard religious beliefs, languages or concepts of work understood more as a necessity than as an element of social/cultural development. A fundamental aspect of dealing with disability is guaranteeing the disabled person's independence in housing, society and relationships; inclusion in the workplace is the basis of this. Obviously this inclusion must be designed with the necessary training and support, so as to allow for the best possible use of the individual's skills; thus two basic requirements must be met: the person's job satisfaction and his/her efficacy in the workplace.

The issues change when we are speaking about problems of a social nature: these people generally have fewer problems with job training, but more serious ones regarding interpersonal relationships and adaptation to the workplace, requiring a longer period of tutoring often preceded by activities aimed at what we might call basic skills: respect for work schedules, the ability to work in a team, understanding and accepting the company's organization, often a cause of impatience, particularly when there is a repetitive activity. Moreover in this regard the highly differentiated individual situation calls for the development of a project taking into account not just the often good job skills, but the overall situation of the person and his/her issues, which may hamper his/her inclusion in the workplace, or in the best of cases require a transversal approach. Just as an example: organizing work activities in prisons, as in the case of the above-mentioned cooperative Ulysses with its bicycle repair shop in Florentine prisons, means adapting the work processes to the security requirements and daily routine of the prison, which collaborates as much as its limits allow. Or else: find the necessary resources to overcome problems of transportation from the subject's home to the workplace and back, or even find housing for those who have found themselves homeless or nearly so due to personal problems. It must be said that in recent years the attention of local governmental agencies and health services, at least in the Florentine area, have not been lacking despite the economical limits that have characterized the last decade. Projects designed to deal with those living on the margins with various social issues, including new categories emerging from changing social conditions have been developed and it is our belief that there are important signs, despite all limitations, even on a national level that work is being done to tackle not only the more obvious kinds of social suffering, but also situations where there is a dis-ease that might lead to even worse problems. And we are not speaking about intervening simply to cope with a temporary crisis (rent subsidies or such, albeit necessary) but rather about projects most definitely aimed at beginning a process of rehabilitation not just in the workplace but in the entire civil context, even when agreement is lacking as for the resources or the designated target group. The S.I.A. project (Support for Active Inclusion) is an example in which the acceptance of a project designated and shared with Local Services is made a pre-requisite for financing.



CONCLUSIONS


These few lines certainly do not exhaust the question. Not only and not so much because this text is not, nor was it meant to be, exhaustive. Rather it is because using the expression "disadvantaged persons" presupposes in fact a non-conclusion, in the sense that the problems expand, diverge and even come into conflict with the policies meant to solve or at least limit them so fast that as soon as we have stopped reflecting on questions of social distress, reality forces us to open our eyes again to evaluate other situations, other needs. For example, *vulnerability*, which is not necessarily connected with or caused by poverty or mental-physical hardship. Vulnerability not coming from social decay or extreme poverty but as a consequence of.. "*the changes in the labor market and the weakening of traditional forms of integration, first of all the family and relatives, have undermined the resistance of the family networks not poor, not without work, not isolated and yet fragile....*"

This is a quote from "*getting around in the labyrinth of daily vulnerability: suggestions for a public undertaking of the problem*". An interesting article, but perhaps it is more interesting to note that this point it goes back to ten years ago. (Public policies combatting vulnerability (*Politiche pubbliche di contrasto della vulnerabilità*) in the magazine *Supplemento di Animazione Sociale* n°6/7 2008)

Best Practices Form.

In order to facilitate the collection of useful materials for the realization of the seminar in Italy and carry out this publication, the following research form has been set up and distributed to partners.

															
THE AUTONOMY PATHS The project is supported by CEI - Cooperation Fund_Cooperation Activity															
In order to facilitate the exchange of good practices and participation to the final publication of the project, please fill out the sections below.															
Partner Name _____															
Country _____															
A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities (max. 500 characters)															
<div style="border: 1px solid black; height: 40px;"></div>															
B) What is the target for social and work inclusion services in your country?															
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<hr/> <small>¹ ICF - INTERNATIONAL CLASSIFICATION OF FUNCTIONING, DISABILITY AND HEALTH - OMS ² 651/2014 of 17 June 2014 declaring certain categories of aid compatible with the internal market in application of Articles 107 and 108 of the Treaty</small>															
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G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country (max.300 characters)
<div style="border: 1px solid black; height: 40px;"></div>
H) Description of best practices for social inclusion of disabled or disadvantaged people (max. 2.000 characters)
<div style="border: 1px solid black; height: 120px;"></div>
I) Description of a best practice for working inclusion of people with disabilities (max. 2.000 characters)
<div style="border: 1px solid black; height: 120px;"></div>
3

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities?

YES ☐ NO ☐

If yes, in which activities are involved? (max. 300 characters)

D) Are there social enterprises with the goal of introducing disadvantaged people?

YES ☐ NO ☐

If yes, in which activities are involved? (max. 300 characters)

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion³ and job placement services?

YES ☐ NO ☐

F) Description of the types of social inclusion services⁴ for disabled or disadvantaged people in your country (max.300 characters)

³ Social Inclusion: To belong to the community by feeling it welcomed; Presence of equity and equal opportunity irrespective of personal condition; Promoting a cultural and social system to encourage the active participation of all individuals; Promoting contexts that can include the differences of everyone.

⁴ Examples of Social Inclusion Services: Day Centers for Disabled, Youth Aggregation Centers, Community for Disabled People, etc. Examples of job placement services: Orientation and accompanying work.

L) Description of a best practice for the working inclusion of disadvantaged people (max. 2.000 characters)

Country: *Albania*

Partner name: Partners Albania

Contact and web-site: director@partnersalbania.org; www.partnersalbania.org

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

The legal framework is inclusive and non-discriminative in compliance with EU Acquis Communautaire, in terms of integration and reintegration of disadvantaged people and people with disabilities in employment schemes and working inclusion programs, services in education and health, etc. Drafting and implementation of sub legal acts to fully enable the legal framework, and provision of binding mechanisms should be in place to ensure on line and on-site services at central and local level.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Sensory, Intellectually, Physic

Disadvantage: Young unemployed under 25, Ethnic minorities, Women in areas with high unemployment rates, Unemployed over 50, Migrants, People in a situation or at risk of poverty, Long term unemployed, Former psychiatric patients.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. SEs general types of activities include: offering and providing professional education trainings to increase job-seekers skills and facilitating job placement and income-generating activities, educational and psychological services to build confidence and improve working capabilities, and trade.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. SEs operates in a wide spectrum of activities because their social mission refers to diverse areas of intervention. Generally, they are engaged on agriculture production and technical assistance, handicraft product, marketing and cultural events, environment protection, and rent & accommodation.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

YES.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country.

There are:

- 1) The Employment Offices which on one hand assist job seekers to find the best possible opportunity for employment, and on the other assist employers find the best candidates and
- 2) Regional Public Directorates for Vocational Educational which offer courses based on market demand.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country.

At state levels there are two types of services

- a) social services which include information on job opportunities and consultation on and
- b) services in community centers which includes therapy for work reintegration. Private companies offer on-job trainings and careful follow ups.

H) Description of best practices for social inclusion of disabled or disadvantaged people

1. The Eco-Social Farm is established in the Oblikë village, Shkodër and is run by organization The Door. A significant number of domestic and foreign tourists – bikers and camper users driving along the national road, visit this area which offers many natural and cultural attractions. But agro-tourism services in the area are very few and the Eco-Social Farm offers a good alternative due to the favorable location and competitive prices. Through this initiative, the organization trained and involved 22 people with disabilities, members of the musical band who perform during cultural activities

organized at the Eco-social Farm such as Popular Games Fest, Social Theater, etc. Also, it has employed two full-time staff who are people in the situation of the risk of poverty.

2. Balfin Group a private company together with the Albanian Disability Right Foundation are implementing a program for person with disabilities to enable the integration of these persons into the labor market. It started with the identification of vacancies that could best match the skills of the persons on the association's lists. After analyzing and setting positions and taking into account the vacancy requirements, shortlisting of possible candidacies on association lists was done. The selected persons have gone through an interview and selection process on a recruitment panel. After the interviews were completed, the selection of persons for vacancies was made and on site training were provided.

3. Flowers by Down Syndrome Albania is a social private initiative of Down Syndrome Foundation. It consists on a flower shop where youth with disabilities are trained and employed.

1) Description of a best practice for working inclusion of people with disabilities

Albanian Disability Rights Foundation (ADRF) is established in 1996 to promote equal opportunities, protect human rights, and improve the quality of life for people with disabilities and their family members in Albania. With a staff of disabled and non-disabled members, it has been a leader in transforming attitudes, policy and legislation in the disability area. Since 1996, ADRF has functioned as the lead agency in the establishment, organization, management and financial administration of the project "Mirësia", the first and currently the only wheelchair production and distribution service existing in Albania. The staff of workshop was trained in the technical aspects of design and production by international Motivation-Great Britain staff, Management Sciences for Health and USAID. The workshop is independently run and managed by local disabled and non-disabled staff. ADRF has built a step by step lobbying and advocacy strategy and is optimistic that in the near future the Albanian government will be in a position to provide subsidizing for wheelchairs and also for the wheelchair workshop. Relevant state authorities have been targeted through meetings and workshops to increase their knowledge on appropriate wheelchair provision and to influence advancing relevant comprehensive policy, standards legal and institutional support to sustainability of such service. ADRF is collaborating with the Church of Jesus Christ of Latter-Day Saints (LDS) and lobbied with the Albanian Government in the following terms and conditions:

- LDS would continue to supply three containers of wheelchairs per year (about 800) saving the government as much as \$200,000 per year.
- The Government would provide funding to ADRF to offer the wheelchair service, including assessment, adoption, training, follow up and repairing of wheelchairs.
- ADRF would provide the wheelchair service to Albanians in need

L) Description of a best practice for the working inclusion of disadvantaged people

Desing by Pana is a social enterprise established in 2013, focusing on furniture design and production. The furniture for homes, bars, restaurants and offices are made through recycling wooden pallets used to transport and conserve bricks and other building materials, as well as reusing glass objects turning them into lightings and other decorative items. Since 2013, Pana has grown into a successful social enterprise. It has a production factory with an annual turnover of around 100,000 EUR. It started with 2 employees and today has 14 employees who are young people raised in children homes or coming from families with low income, pensioners, people with disabilities and Roma people. The enterprise offers on job - training for its employees using the capabilities and know - how of the retired engineers towards new employees coming from disadvantage groups. This help not only in enhancing skills and qualifications of new employees, but also in preserving such skills and that are getting lost because of the deficiencies and gaps in the vacation and training system in Albania. Winner of Social Innovation Tournament of European Investment Bank Institute in 2016, Desing by Pana has furnished around 150 houses and bars using unique and creative elements in their furniture.

Design by Pana has become a leading model towards other social enterprises and youngest, as a successful case lead by the youngest to the youngest in addressing social and community needs through innovative idea. Within the same time, the social enterprise has been active in advocating for an enabling legal framework and conducive environment for operation of social enterprises through actively participating in different public debates with relevant state and other stakeholders and media in addressing current challenges faced by SEs in the country.

Country: *Austria*

Partner name: Arbeit plus - Soziale Unternehmen Österreich

Contact and web-site: office@arbeitplus.at; www.arbeitplus.at

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

Inclusion of disadvantaged people and people with disabilities is regulated by a multitude of laws and guidelines on the regional and national level: Regional: Salzburger Landesbehindertengesetz. National: Behinderteneinstellungsgesetz + Richtlinien für die Arbeitsplatzausstattung - Ausgleichstaxfond - Kriegsopferfürsorgegesetz - Behinderteneinstufungsgesetz Arbeitsmarktförderungsgesetz - AMS (Eingliederungsbeihilfe, Schulungsgelder) RehaGeld - Pensionsversicherungsanstalten + Schulungsgeld

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Young unemployed under 25, Ethnic minorities, Women in areas with high unemployment rates, Alcoholics, Unemployed over 50, Migrants, People in a situation or at risk of poverty, Long term unemployed, Lower working age in family difficulties, Former psychiatric patients, Toxic employees.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. In Austria there are two big Social Enterprises for people with disabilities (motor, sensory, intellectually, physic): Lebenshilfe + Caritas. Activities: working with wood, catering in schools, restaurants and coffee houses.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. In Austria there are about 170 work integration social enterprises (SÖB/GBP) for disadvantaged people. Their activities range from second-hand shops, repairs, re-use activities (bikes, mobile phone, computer), upcycling-design, gardening, restaurants, social supermarkets / food banks for poor people.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Wohneinrichtungen - flat device; Tagesbetreuungseinrichtungen - day care support; Werkstätten – Workshops.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Work Integration Social Enterprises (SÖB/GBP) offering temporary employment, counselling organizations (BBE) offering advice and counselling for job seekers, training and qualification measures, occupational guidance, consultants to companies.

H) Description of best practices for social inclusion of disabled or disadvantaged people

Wohnungseinrichtung - flat device: people can live there independently or in small groups within 2 or 4 people. each person gets his own private room. Their common rooms are the kitchen and a social room. The residents organize their

lives and have social contacts with other residents. they will be supported from a team of social workers or psychologists. there are meetings every week. the subjects of the meetings are house rules, problems and questions of the residents. the aim is the individual independence of the disadvantaged. Social centers – Tageszentren: place to connect to other people, support people to find daily structure and to avoid social isolation. Workshops – Werkstätten: The job offers in the workshops are very versatile. We strive to meet the needs of employees with disabilities. Regardless of whether the desire is a change of department or a job on the general labor market. In order to achieve this, various further training courses are offered. We see ourselves as facilitators of disabilities, take them seriously and encourage them to express their wishes and to demand them. In the workshops there are different work areas for example: departments for people with high support needs, manufacturing departments, external departments. Changes between areas are possible. We saw a career as a result. The areas often work together and form production chains.

I) Description of a best practice for working inclusion of people with disabilities

Panoramabar – café: Integration also runs the culinary experience of Salzburg in the lounge and café in the Panoramabar of the main library. The 22 employees with intellectual disabilities and / or learning difficulties are demonstrating their abilities for the first time in an independent gastronomy operation. They alternate with the cooperation in the kitchen of the culinary, the numerous caterings and the guests in the Panoramabar. The sweet treats for the Panoramabar are also prepared by the employees in the culinary area. With the new offer, library users can now read Lehens newspaper over the rooftops in a relaxed atmosphere or already have a look into one or the other book. But also all other guests invites the café in the Panoramabar to library times to linger and enjoy. (<http://www.diakoniewerk-salzburg.at/de/panoramabar>)

L) Description of a best practice for the working inclusion of disadvantaged people

SÖB - Laube: Laube SÖB is a work integration social enterprise which is partly funded by the public employment service (AMS) in Austria. It is offering temporary employment for long-term unemployed people with psychical issues, organizes counselling and training, and helps them to find a permanent job again. Laube SÖB has partnerships with different companies from the automobile industry and from production companies. The employees control the quality of board bags from automobiles. The implementation of socially important work is a strong support for mentally ill people. It gives its daily life a structure, promotes social contacts and counteracts loneliness. For many of these people, it is also very important that they receive a fair salary for their work and are not dependent on “alms”. the employees work one year in the social enterprise. After 6 months they get supports in the outplacement to find a fix job.

Country: *Bosnia and Herzegovina*

Partner name: Informative Centre for persons with disabilities “Lotos” Tuzla

Contact and web-site: sandra@ic-lotos.org; www.ic-lotos.org.ba

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

Bosnia and Herzegovina had ratified the Convention on the Rights of Persons with Disabilities (CRPD) in 12.03.2010. In the following period BiH has developed a document “Politics in the area of disability” and “Strategy for improvement of rights and position of persons with disabilities” in FBIH . Due to complexity of political system in the country list of regulations is long.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Ethnic minorities, Migrants, Former psychiatric patients, Toxic employees.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. Social enterprises are not legally regulated in BiH. Most of them are established by organizations of persons with disability. Activities differ (printing, agriculture, handcraft etc.). Fund for Professional Rehabilitation and Employment of Persons with Disabilities is the source of financial support.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. There have been some efforts in including marginalized groups like women from rural areas, returnees, migrants and Roma population in social enterprises. This efforts are localized in few NGO's and without structural majority is not self-sufficient, usually depending on project funding.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

No.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Government social security services only slightly involve social inclusion and mainly focus on social security. There are centers for children in risk, day centers, safe houses. Services are sporadic and sometimes even don't lead to true social integration but to another form of isolation.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Fund for Professional Rehabilitation and Employment of Persons with Disability was established in 2011. after the adoption of a Law on professional rehabilitation and employment of persons with disabilities in FBIH.

H) Description of best practices for social inclusion of disabled or disadvantaged people

I.C. “LOTOS” - IC „Lotos“ worked on many projects and activities in which social inclusion of persons with disability was a main focus. Realizing that position of young people with disability is not improving due to lack of educational and employment opportunities which represent a core of social inclusion, IC „Lotos“ developed a project „Strengthening capacity for independent living of persons with disabilities“ targeting young people with disabilities who had a will to be

included but without opportunities provided by society. Project is realized in partnership with STIL Sweden and funded by SIDA through MyRight. Research about life circumstances, knowledge and beliefs of young people with disability and their family members was done at the beginning. To be able to really make an impact in the lives of this young people IC „Lotos“ decided to select 15 young people and provide them with specifically tailored activities. Three main areas are covered: trainings for capacity building, mentoring program in the work settings and study visits to organizations of persons with disabilities in the country and region. Family support in the road to independent living is of most importance so project included family members who received education in form of trainings. Training for youth was put in hands of two young successful peer leaders who are recognized activists and also persons with disabilities. After just few months results were visible and now after two years results are above our dreams and hopes. The lives of these young people changed completely. Six of them got employment, four went to university, two went back to high school, few of them volunteer, write, work on there on projects and all of them started living a life of a young person, traveling, going out, finding hobbies and activities. To motivate other youth with disabilities their stories are gathered in a book „Awakened dreams“ that can be found on www.ic-lotos.org.ba

I) Description of a best practice for working inclusion of people with disabilities

DOO “INTRAG” - One of the most significant activities of I.C. “Lotos” is publishing in the field of the protection of the rights of persons with disabilities, as well as strengthening their capacity for independent life, so an essential part of the organization’s resources was used in that capacity. For these reasons, in 2013. we have opted for an innovative and entrepreneurial approach by making a decision that I.C. “Lotos”, within its capacity, establishes a company that will primarily deal with printing activities for the needs of I.C. “Lotos”. This innovative idea has been strategically analyzed through almost two decades of experience and work for and with people with disabilities, and we have developed with the vision that the company becomes a long-term, self-sustainable and in addition to printing activities for the founder’s needs, has socially responsible goal: it will provide employment opportunities for people with disabilities and thus contribute to the development of opportunities for independent life of PWD and IC “Lotos” will receive a stable source of funding, which will free resources for further development of program goals. These were the motives and 23.01.2013. I.C. “Lotos” established a Company for Professional Rehabilitation and Employment of Persons with Disabilities “Intrag” d.o.o. Tuzla. Today, the company employs five persons with disabilities and is recognized by clients and customers. Publishing and printing on paper and other materially, laser printing, production of souvenirs are some of the things successfully produced in this company.

L) Description of a best practice for the working inclusion of disadvantaged people

TK “FENIX” - One of the most marginalized groups in society are persons with psychosocial disability or psychiatric patients. Several things mark a life of people with mental health problems: stigmatization and criminalization, self-stigma, lifelong passive role of patient and deprivation of rights in the form of guardianship. Fighting all this a group of mental health service users formed Association for mutual help in mental distress “Fenix” in 2000. In the past 17 years they worked hard to position themselves as partners in creating mental health policy and they succeeded. Understanding the true needs of people with mental health problems from first hand, they opened a day center in Tuzla. Center is funded by projects written and implemented by users and supporters, with no systematic support from government. Activities like self-help group, art workshops, English lessons, cultural and sport activities are led by users for users. Everything is done on peer support basis. There were some fears from a certain number of professionals that lack of “control” could potentially become a problem. It never did. Fenix has a big garden and tools for different activities. Everybody is encouraged to work as much as they can. After leaving his apartment where he spent 6 years without leaving “A” found himself hospitalized every year for several times making a hospital his second home. Now after finding friends in Fenix he is an active member who with support lives by himself and instead of hospital stays in “Fenix” when in crisis supported by his peers and expert team he can contact if needed. Some members managed to get back to workforce, stay in the community or finish their education. They are proof that good healthcare services can make a difference only if people find a place they belong and feel safe. Fenix has a good cooperation with mental health center and clinic because they recognize them as partners in providing the best service for their patients.

Country: *Bulgaria*

Partner name: National Business Development Network (NBDN)

Contact and web-site: anet.marinova@gmail.com; www.nbdn-bg.org

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

National Strategy for Poverty Reduction and Promotion of Social Inclusion 2020, National Goal to Reduce People at Risk of Poverty (by 260,000 people by 2020) and its four sub-targets, targeting children, the unemployed, the working poor and the elderly. Disability Integration Act, National Disability Strategy 2016-2020, Resolution No. 467 of June 25, 2015 for the adoption of an Action Plan of the R Bulgaria implementing the Convention on the Rights of Persons with Disabilities (2015-2020).

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Young unemployed under 25, Ethnic minorities, Women in areas with high unemployment rates, Unemployed over 50, People in a situation or at risk of poverty, Long term unemployed, Lower working age in family difficulties, Former psychiatric patients.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. EU RESOURCES IN BULGARIA 2020 - Operational Program Human Resources Development - two programs:

- 1.Support for entrepreneurship
- 2.Developing social entrepreneurship

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. EU RESOURCES IN BULGARIA 2020 - Operational Program Human Resources Development - two programs:

- 1.Support for entrepreneurship
- 2.Developing social entrepreneurship

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Social services in home environment, Social services in the community, Social services in the resident-type community, Specialized institutions providing complex social services: specialized institutions for children and specialized institutions for elderly people.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

The Employment Agency is established and its activity is regulated by the Employment Promotion Act Labor Bureau, National programs and projects for: young people, people with disabilities, promoting employment, promoting entrepreneurship, regional programs. Employment and training measures.

H) Description of best practices for social inclusion of disabled or disadvantaged people

1. The Assistive Technology Foundation is actively working to promote disability-aware communication technologies. The Foundation also develops research in the field.
2. The Social Worker's Club of Angel Kunchev University of Ruse is an active initiator and organizer of numerous activities for the development of the practical training of the students in the specialty, together with the municipality, the social services from the region, international partners and others. The first social café - behind its walls, however, lies an initiative whose aim is to involve people who are socially excluded because of problems of a different nature. In addition to receiving free psychological counseling, they create their own society and help themselves here.
3. Day Center for Children and Persons with Epilepsy, which is managed by the Association of Parents of Children with Epilepsy.
4. Complex of community-based mental health - includes a day care center, a sheltered home, and an information center for people with severe mental disorders. The complex allows clients to participate in rehabilitation programs - group and individual, depending on their needs. The social activities of the complex are organized in a variety of training modules and entertainment clubs, such as the "Speaking Skills" Module, Job Search Module, Healthy Lifestyle Module, Art Club, Friends Club, Club "Plates" and others.

I) Description of a best practice for working inclusion of people with disabilities

The Assertive Community Care programme aims to support people who are at highest risk of being neglected due to mental illness in Sofia Municipality, seeking solutions in these people's communities. The activities are focused on solving crisis situations, activating community resources and involving different stakeholders when an emergency situation occurs. Potential beneficiaries of the programme are identified via different channels but are mostly being referred by the municipal and health structures in Sofia. Tandems that consist of a mental health professional along with a peer supporter ("expert by experience") deliver outreach activities, design care plans and monitor their implementation. A strong focus of the programme is laid on ensuring that the clients are involved in the decision-making process, concerning the implementation of their care plans and that their rights are respected as per the Convention for Rights of Persons with Disabilities. It offers an active on-site case management, with minimum administrative burden for the client, as the programme is designed to provide administrative and clinical support. The Assertive Community Care programme has been implemented by the foundation Global Initiative on Psychiatry – Sofia (GIP-Sofia), with the financial support of Sofia Municipality for the past three years. Although GIP-Sofia is the direct service provider, the programme mobilises all resources that might assume a role in the community support, including social and health care providers, municipal structures, governmental and other administrative institutions and also the immediate surroundings of the person. Achievements of the programme include reduction of users' exposure to poverty and neglect, improved health conditions, and improved recognition and coordination by/between a number of actors. This practice has proved able to fill in the gap between health and social care, especially after hospital discharge, through active outreach work.

L) Description of a best practice for the working inclusion of disadvantaged people

Information not included by partner

Country: *Croatia*

Partner name: ACT Group

Contact and web-site: info@act-grupa.hr; www.act-grupa.hr

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

Term work integration is mainly connected with employment of persons with disability (PWD). Most important legislative acts are Act on Vocational Rehabilitation and Employment of PWD; Act on cooperatives; Plan of deinstitutionalization and transformation of welfare homes 2011-2016 (2018); Strategy to combat poverty and social exclusion 2014-2020; Strategy of SE development 2015-2020; National strategy for establishment of supportive environment for the development of civil society 2017-2020.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Ethnic Minorities, Women in areas with high unemployment rates, People in a situation or at risk of poverty; Long term unemployed.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. We can recognise 3 SE forms that employ PWD - social cooperatives, private social welfare institutions and companies (that act as SE), working in all economic fields (waste management, food production...). Beyond SE framework, there are integrative (min 40% PWD) and sheltered workshops (min 51% PWD).

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. They are operating as companies (that act as SE), (social) cooperatives, associations and private social welfare institutions in all economic fields (from social services through creative industry to agriculture). Mostly focused on long-term unemployed, Roma minority and women 54+.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Regarding the social inclusion, only for PWD - day centers, assisted independent living programs, supported self-advocacy (persons with psycho social and intellectual disability), etc. Regarding the PWD job placement, 10+ integrative and sheltered workshops, some public-private welfare institutions.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Supported employment (assistance in employment on open labour market), sheltered employment, employment in integrated environment and SE. SE operate as associations (34.44%), companies (14.44%), (social) cooperatives (34.44%), private SW institutions (2.2%). Working in almost all economic fields.

H) Description of best practices for social inclusion of disabled or disadvantaged people

Bubamara - Association of Persons with Disabilities is a CSO founded in 1984 in Vinkovci, Croatia with the aim of

promotion of equal opportunities for persons with disabilities. With 1,495 members and 214 employees, Bubamara is one of the largest CSOs in Croatia. It is specific on national level as it is the only organization that covers all kinds of disabilities through its activities. In addition to providing information and technical assistance to persons with disabilities, the association is also involved in actively involving its members into the community's social content as well as raising the quality and independence of their life and life of their families. Over the years, the association has carried out over 150 projects supported by domestic and international institutions, organizations and individuals. Among hundreds of daily activities focused on social inclusion, in 2016 they started to develop also job placement and social enterprise projects, currently working on Bubamara Bar, that will be the only cafe bar in Croatia that will help employment of people with Down Syndrome. Last year they raised \$16,821 in Indiegogo CF campaign, making them the second most successful Croatian campaign in 2016. 'Buba bar' is not just an example of a successful crowdfunding campaign, it is also a great story which shows how social entrepreneurship can help with the inclusion of marginalized groups in community life. The employees of the cafe can now develop their knowledge and skills which they need to be able to live a fulfilling life and to show others that they are indeed equal members of society. More info on www.bubamara.hr

I) Description of a best practice for working inclusion of people with disabilities

Social Cooperative Humana Nova was founded in 2011 as the result of the project "ESCO - Education for Social Cooperatives: New Opportunities for People with Disabilities" implemented by ACT Grupa, CSO working as social enterprise incubator. The aim of the project was to provide education for people with disabilities in order to increase their competitiveness in the labor market. The participants in the program gained new skills and qualifications starting from web administrators, accountants and professional sewers leading to the foundation of several social enterprises employing people excluded from the labor market; one of which was Humana Nova. Humana Nova is a non-profit social cooperative and socially responsible company - in its work it pays particular attention to addressing the social, environmental and economic problems. Humana Nova encourages the employment of persons with disabilities and other socially-excluded persons - today, 20 employees (12 of them are persons with disabilities, all others are long-term unemployed women) work in textile waste management and sewing and tailoring services. The cooperative is present on the national and international market since 2012. Humana Nova is recognized as a leading social enterprise in Western Balkan region. More info on www.humananova.org

L) Description of a best practice for the working inclusion of disadvantaged people

For over ten years people from different countries search for safety and happiness in Croatia. Association Centre for Peace Studies, which is working closely with those people for years, carried out a project in 2015/2016 that resulted with a book covering these stories, an eponymous documentary (in which refugees speak out about the reasons for their exile through gastronomy) and a cookbook "A Taste of Home". As a main project output, social cooperative run and managed by refugees and friends was established. Today, the culinary social cooperative Taste of Home, based in Zagreb, gathers around 30 refugees and volunteers from Syria, Senegal, Nigeria, Ethiopia, Afghanistan and Croatia to prepare delicious, authentic cuisine from their home countries. Culinary-gastronomic work consists of: cooking workshops and classes, show kitchens and public food tasting, food festivals, catering for business conferences and parties, and the publishing of cookbooks. The language and cultural element offers: language courses (in the beginning four different language courses will be offered), the translation of booklets and articles, translation services at conferences and other public events, and cultural (movie, literature, theatre, etc.) evenings. The cooperative plans to employ some 20 people in the near future. More info on www.okus-doma.hr

Country: *Czech Republic*

Partner name: Fokus Praha

Contact and web-site: fokus@fokus-praha.cz; www.fokus-praha.cz

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

The Office of the Government has been working on a Draft Law on Social Entrepreneurship. The law that aims to clearly define the criteria of WISE was approved by the government in May 2017, however, has not been presented to the parliament yet and therefore its coming into force (originally planned for January 2018) will be delayed.

Financial benefits provided to the employer for the employment of people with disabilities (not people with social disadvantage) through the Labour offices.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Young unemployed under 25, Ethnic minorities, Women in areas with high unemployment rates, Alcoholics, Unemployed over 50, Migrants, People in a situation or at risk of poverty, Long term unemployed, Lower working age in family difficulties, Former psychiatric patients, Former psychiatric patients.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes: gardening, farming, laundry, sawing, assembling of different devices, cleaning services, catering, restaurant/cafeteria services, packaging, recycling, printing, sales and marketing etc.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes: gardening, farming, laundry, sawing, assembling of different devices, cleaning services, catering, restaurant/cafeteria services, packaging, recycling, printing, sales and marketing etc.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Inclusion into the educational system - supported by the establishment of the position of teachers assistant (to accompany pupils with disabilities/disadvantage) - highly opposed by the Czech public. So called “low-threshold” clubs for youth and children (from socially excluded areas). And other.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Job placement services - training places in various WISES (popular are cafes and restaurants) and/or “regular” companies. These “training” places are however mainly of lower qualification profile (cleaning, night receptionists etc.). There is a lack of qualified positions.

H) Description of best practices for social inclusion of disabled or disadvantaged people

There has been a significant change in the “schooling law” that amendment came into force as of 1st September 2016 (1st Sept. 2017 respectively). The law now mainstreams inclusion to virtually all aspects of educational system.

There is a defined set of support measures for the schools/classes where there is a pupil with special needs (ranging from purchase of special support tools to hiring of new support employees - e.g. assistant for the specific pupil) - based on

the recommendation from the pedagogical-psychological institutes (there are over 100 of them in the Czech Republic with regional scope of action) the pupil has the right to have the recommended support tool financed by the Ministry of Education. The fact that the pupil (or the school) can actually claim the right to receive the recommended support is the biggest change that the law brings (there were supporting mechanisms beforehand as well, but could not have been claimed). Besides this the law introduced the compulsory pre-school year that aims to bring the children from excluded areas to the education system sooner than when they start attending the school. The change in the legislation has been heavily opposed by the public.

NGO sector plays an important role in social inclusion. There are examples of low-threshold clubs for children and youth and tutoring organized for the children from socially disadvantaged family backgrounds (run by e.g. People in Need organization - <https://www.clovekvtsni.cz/en> but also many other smaller NGOs). The Scouts (and similar free time activity organizations) have recently introduced programs supporting inclusion of children with disabilities/disadvantage (e.g. so called Scouting for all). Institutes that are aimed at supporting inclusion should also be established at all universities in the Czech Republic (again this measure is opposed by the academics that see tertiary education as exclusive).

I) Description of a best practice for working inclusion of people with disabilities

The Labor office has a legal obligation to financially contribute to the salary of disabled employees (they need to be officially qualified as disabled), the contribution covers almost the minimal salary. The companies with more than 25 employees are legally obliged to employ 5 % of people with disabilities (or they have to purchase goods/services from the employer with more than 50 % employees with disabilities, or pay a financial contribution to the state budget). Public procurement legislation includes the institute of so called "restricted tender" where only companies employing more than 30 % of people with disabilities are eligible to apply - in such tenders price is not the only decisive measure. This institute is not used much though. Here are few examples of well-functioning WISEs employing people with disabilities:

- Modrý domeček - café, employing people with disabilities (<http://www.modrydomecek.cz/>)
- Gerlich-Odry - wooden goods, toys etc., employing people with disabilities (<http://www.gerlich-odry.cz/>)
- Fokus Labe - catering, café, gardening services; employing people with mental health problems (<http://www.fokuslabe.cz/>)

More can be found on <http://www.ceske-socialni-podnikani.cz/>

L) Description of a best practice for the working inclusion of disadvantaged people

In case that the specific person is registered at the Labor office as unemployed for more than 1 year, the Labor office pays a financial contribution for the establishment of a work position for this person (the contribution equals 6 times average monthly salary, there has to be a work contract signed for unlimited period). There are EU funds available for establishment and support of WISEs. Set of criteria for WISEs has been developed by Ministry of Social Affairs. Here are few examples of well-functioning WISEs employing people with disadvantage:

- Pragulic - touristic tours in Prague, guided by homeless people (<http://pragulic.cz/?lang=en>)
- Etnocatering - catering service offering home cuisine dishes from different countries of the world, employing female migrants (<http://ethnocatering.cz/en/>)

More can be found on <http://www.ceske-socialni-podnikani.cz/>

Country: *Hungary*

Partner name: Matyodesign.

Contact and web-site: rozi@matyodesign.hu - <https://matyodesign.hu/en/>

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

In Hungary you have no governmental support or any special law for social enterprise, and does not exist the legal form of Work Insertion Enterprise. For the inclusion of disadvantaged people accredited companies can get affix allowance for these workers. There is no support for work inclusion of disadvantaged people, they can be included in temporary public works (közmunka), a form of subsidy given in exchange for work in the public domain.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Young unemployed under 25, Alcoholics, Ethnic minorities, Long term unemployed

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. There are currently no legal forms. Often work in this field associations or foundations that are not real economic activities but live from national and private/foundation financing or specific projects. They work mainly in manufacture, bar/restaurant, handicrafts.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

No. There are still few experiences of social work enterprises, and there is not legal form or any economic support for these companies. They work mainly in manufacture, restaurant, handicrafts, fashion, agriculture.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

For disabled people there are Day Centers, for them and for ex-alcoholics/drug addicts there are few community livings, publics or privates: in this case the state economic support is not enough to ensure the sustainability. Private NGOs work on specific projects for inclusion of vulnerable groups.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

There are currently no legal forms of Social Inclusion Enterprises for disadvantaged people. There is a reduction of social contributions for companies that employ disabled workers (accreditation is required for companies). Companies with more than 25 workers should employ disabled people (5%).

H) Description of best practices for social inclusion of disabled or disadvantaged people

Matyodesign is a social enterprise and a family business. Our main goal is to transfer a two hundred year old segment of Hungarian folk art culture to contemporary designer clothing. All our products evolve around Matyó culture, which consists of several folk components, the deservedly famous Matyó embroidery being the central one amongst them. This style of embroidery is native to three settlements in the Matyó region and was inscribed on the UNESCO representative

list of the intangible cultural heritage of humanity. All our lives, we have existed in two parallel worlds: when we were little, our parents moved from the capital to the small Matyó village of Tard in North-Eastern Hungary. The dichotomy of village and city life that we grew up with gave us a similarly twofold idea: forgotten patterns, underestimated local knowledge, and a culture perceived as obsolete could actually infuse current trends and a youthful urban pulse. Matyodesign was founded in 2010. We began designing clothes with Matyó patterns in modern colors, each handmade and unique, embroidered by the local women in Tard who have been important participants of our lives ever since we were born. Our aim is to keep Matyó culture alive, revive the local economy in Matyó-land by giving jobs to the women of the village and purchasing most of our raw materials in the area, build a bridge between generations, and last but not least, bring socially responsible buying into focus. In 2010 we could provide work for 6 women in this small, poor village, where the unemployment rate is above 50% and people are living from approx. 200-300 euro per month. By 2017 we have 25 embroider, and 5 administrative colleague. Matyodesign isn't just a job for us. We believe in every single step we take, and we pour our hearts and souls into it to make sure that we are able to give back a portion of the treasures we got from our childhood spent in Tard.

I) Description of a best practice for working inclusion of people with disabilities

The “Never Give Up Café & Bar” is the first Café in Budapest to be founded and run by people with special needs. Employees make and serve all kind of drinks and meals, as well as contribute to organizing and carrying out the programs held in the Cafe. The Never Give Up Cafe is a social enterprise that provides an alternative workplace for the disabled. It is also an integrated public place for cultural events, which provides an opportunity for creating and maintaining respectful human connections. The Never Give Up Café & Bar was born through the cooperation of the Never Give Up Social Cooperative, which provides the catering activities, and the Never Give Up Foundation, which owns the property, helps to organize the programs in the Cafe, and works to train and employ people with disabilities. The realization was supported by the European Social Fund, the Hungarian Government, and Operativ Program support. The renovation of the property also was completed by the Never Give Up Foundation through a Job Creation Project support. The project is also sponsored by private and public organizations. (<http://nemadomfelkavezo.hu/en/>)

L) Description of a best practice for the working inclusion of disadvantaged people

Aranyhomok Szociális Szövetkezet is a Social Cooperative founded in 2013 with the aim of creating opportunities for disadvantaged people in Lajosmizse, in one of the poorest parts of the settlement, through the development of their competences to integrate in work market. The cooperative also set the infrastructure, aesthetics and community development of the settlement part. Mutual assistance is provided among the members, which is also the field of the utilization of modern economic knowledge, and the cooperative also builds on its own further economic successes by carrying out the tasks of settlement development. Aranyhomok Szociális Szövetkezet is a social cooperative that operates in the agricultural sector, in the culture, in the livestock of animals and in the production of food. It employs people from the Roma minority who live in the territory, and supports them through monitoring not only at work but also in other aspects of life (money management, own and their children schooling and training, health etc). One of its objectives is to stimulate entrepreneurship by local disadvantaged people, giving them a “land portions” that they can managed autonomously, under the guidance of a tutor, along with a vocational training course. An important mission of the co-operative is to support the increase of education for young people in the area by supporting their training in the agricultural sector and to increase the appreciation of the manual work, its value, prestige and services. (<http://www.aranyhomokszovetkezet.hu/?q=rolunk>)

Country: *Italy*

Partner name: Arca Cooperativa Sociale a r.l.

Contact and web-site: info@arcacoop.it - www.arcacoop.it

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

Law 104/92 promotes disabled people's integration in the social context, including school integration. Law 118/71: People with a permanent reduction of working capacity are considered disabled citizens ("invalidi civili"); expressed by the percentage of working capacity reduction. Law 68/99: favors the working inclusion of the disabled; those with a percentage higher than 46% can enroll in the targeted employment list and take training courses; public and private companies must employ 1 disabled every 15 employees.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Ethnic minorities, Alcoholics, Migrants, People in a situation or at risk of poverty, Former psychiatric patients, Toxic employees.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. Italian law 381/91 governs Social Cooperatives of which there are 3 kinds: the "Coop B" ones regard job placement for the disabled and disadvantaged. They are social enterprises developing different activities: agricultural, industrial, commercial. Disabled-disadvantaged people must be at least 30% of workers.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

The B Social Enterprises are involved in: Commerce (restaurants, cafés, shops); Agriculture and gardening; artwork, web design, photocopying, book-binding; waste collection, storage and recycling; Caretaking and cleaning; Switchboard management; Tailoring and sewing.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Disabled: home and school educational services, day time social activities centers, communities and residence for the disabled, projects for local inclusion, independent living and leisure. Disadvantaged: socializing centers, rehabilitation, residences and educational projects.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Assistance for job inclusion, educational training, social-therapeutic inclusion, internships aimed at employment, with the supervision of professional tutors, counselors and local referral services.

H) Description of best practices for social inclusion of disabled or disadvantaged people

Job inclusion and social housing projects aim mainly to promote experiences that foster autonomous living for the differently-abled, based on the real potentialities of each individual.

The common denominator of the various experiences is the centrality of the person, as well as his/her constant and careful involvement in his/her life choices. Thanks to personalized projects, highlighting the disabled person's skills and needs,

experiences in the work place and society are given value in order to encourage inclusion and social relationships. The social housing project includes a formative stage for autonomous living in an apartment or in residential structure. This aims at the acquisition of skills regarding “house-keeping” and also the people skills necessary for communal living.

I) Description of a best practice for working inclusion of people with disabilities

The operative program VAI (Vita Adulta Indipendente), Independent Adult Life, involves 15 towns in the south-east part of the Florentine area and has been run by Cooperativa Arca since 2008. The project aims at fostering the integration of the disabled in the work place by proposing vocational training procedures as the indispensable means for achieving a real “targeted job insertion”, as in Law 68/99. The vocational training is for young people from 16 to 35 years of age, certified as beyond 46% disabled as per Law 104. The first phase (school-work evaluation stage) begins during the last year of High School so as to assess the student’s job potentialities. The second phase (job training module) is to train and orient the student through various experiences in different work environments. The third phase (internship aimed at employment) has the objective of obtaining a job and the internship is organized in collaboration with the town municipality. A key element of the project is the constant presence of the professional tutor supporting the entire vocational training. His/her collaboration includes counseling and support activities regarding both the work place (interviews and assessment) and the trainee (weekly tutoring and interviews) and families (interviews and assessment). The tutors also conduct group laboratories aiming at increasing the participants’ awareness of the importance of work and of all that is related to it. A fundamental aspect of the project is the tutor’s constant search for companies.

L) Description of a best practice for the working inclusion of disadvantaged people

P.O.L.I.S was born as a citizenship project for the realization of accompanying social inclusion pathways for people with disabilities or at risk of social marginality. The service, awarded by the City of Florence - DD 1522 of 12-12-2012-, is managed by the ATI - Consortium CO & SO Florence, Caritas Onlus Solidarity Association. The project is characterized by two strategic intervention paths:

- Social Inclusion Paths. Italian and foreign disadvantaged people or at risk of social exclusion (in accordance with residence laws) resident in the Municipality of Florence or in the communal territory, under the assistance of local social services as per the law in force, aged from 18 to 65, with the exclusion of minors:
- Employer-employee insertions. Disadvantaged people, resident and in the charge of local municipal social services, to be identified and reported for this purpose by the Municipality to the contracting entity, within their respective Custom Projects, specifically with regard to support and socio-occupational tutoring pathways. People with at least 47% of disability under the Law 104/92 allowing registration in the Targeted Placement list, specifically regarding support and socio-work assistance. The objectives of the project: definition of the user’s needs and his/her personal resources; definition of a personalized care project that includes the objectives, times of observation and tutoring of the person during his/her path, with particular reference to the successful inclusion of people in the social/working system; support of the person in the active job search; support in the job placement path provided by law 68/99 and relations with the Targeted Aggregation.

Country: *Macedonia*

Partner name: Community Development Institute - CDI

Contact and web-site: cdi.dimce@gmail.com; www.irenees.net

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

National strategy for IMPROVING THE RIGHTS OF PERSONS WITH DISABILITIES 2010-2018. This strategy include the following key law's: a) law for employment of persons with disabilities; b) law against discrimination of persons with disabilities; c) all international UN and EU declarations; d) law for equal possibilities between man and women.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Young unemployed under 25, Ethnic minorities, Women in areas with high unemployment rates, Unemployed over 50, Migrants, People in a situation or at risk of poverty, Long term unemployed, Lower working age in family difficulties.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. In Macedonia there is still no law for social enterprises. However, local CSOs and private companies exist offering services and support for people with disabilities: trainings, coaching, advocacy, linkage between companies, direct employment by the companies etc.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. Special law and instruments for employment of ethnic minorities, women, young unemployed people exist. Mostly those instruments are focused in employment in governmental bodies, but also incentives for companies are provided for their employment.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

No.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Ministry of labor and social welfare have established many partnerships with CSOs and private companies. With CSOs are mainly daily centers with different workshops, trainings, advocacy. With private companies are different instruments for job placements and support of company with tax benefits.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Instruments/benefits for working inclusion in private companies is: a. tax incentives for employment; b. governmental grants (for employment of over 9 months); c. licensed companies for inclusion with at least 50% of employees disabled (tax incentives).

H) Description of best practices for social inclusion of disabled or disadvantaged people

1. CDI Is currently partner in implementation of one EU project "Sport is my freedom". The project's goals are namely to promote social inclusion, equal opportunities and an awareness of the importance of health-enhancing physical activity through increased participation and equal access, to create a network between key stakeholders involved, the promotion, identification, sharing good practices, awareness-raising activities on the value of sport and physical activity in relation to personal development. To enhance the capacities of people with disabilities, the project provide two periods in which participants can learn from experts; methods for capacity building and for the promotion of sport as an indispensable element of health. We used methodology based on a preventive analysis of individual cases

of disability, on the different individual needs of people with disabilities. Therefore, a preventive analysis were made by the staff representatives of the individual participating countries, as well by as an expert in the field of sports and a psychologist.

2. The project “Vocational Education and Training – New Approach for Effective Social Inclusion” was also implemented last years by CDI. The overall project goal was to contribute towards creating a favorable environment of reintegration of convicts from two prisons in MK in the society via learning new skills, acquiring knowledge and experience thus becoming more competitive in the labor market after serving their sentence.

Educational activities

- Training on information technology (Computer literacy and programs)
- English language training
- Training for barbers
- Training for bakers
- Training on horticultural decoration

To achieve the goals, the project partners equip the prison facilities with technical and computer equipment, observing instruments and aids.

The trainings were delivered by trainers who come from educational institutions or licensed institutions as offers of informal education.

I) Description of a best practice for working inclusion of people with disabilities

Case: Saning company Tetovo. When it comes for best practices for working inclusion of people with disabilities we would like to present the case of company Saning from Tetovo. Saning is company producing home and office furniture. For more than 15 years Saning employs people with various small disabilities. Using one of the first instruments from government for employment of this category Saning started the cooperation with local CSOs and bureau for employment and through the years it increase the number employees with disabilities and become protective company. In our region there are around 15 protective companies. As we mention above, to become protective company minimum 50% of employed persons must be people with disabilities. For this category of people in protective companies, Ministry of labor and social politics coves all expenses for taxes (personal tax, health and social insurance). CDI and Saning have long term cooperation in field of advocacy and trainings. Saning experience is used as positive examples in our meetings with other companies and dissemination of good practices. One of the statement of the owner is “that this employee are extremely dedicated to their tasks and they greatly contribute to the success and productivity of our company. Also these people are very loyal, responsible and productive, and perform all assigned tasks successfully”. Saning didn’t become protective company because of tax benefits, but because of social responsibility and positive experience they have with employment of people with disabilities.

L) Description of a best practice for the working inclusion of disadvantaged people

1. CDI have experience with inclusion of specific disadvantages groups since 1999. During Kosovo war there were hundreds thousands refugees in Macedonia and many of them were in camps near Tetovo. After the conflict many of them remain in camps. CDI and its partners then organized vocational trainings for electricians, painters and horticulture. The idea was to establish enterprise for services and maintaining and offer them to labor market in Macedonia. Most or the remaining refugees after the war were Roma people. CDI use to be a link between the refugees and other local institution in order to offer their services and at same time to improve the financial condition to refugees so they will not be fully depended of humanitarian aid.

2. CDI and armed conflict in Macedonia in 2001: Providing support for IDPs (Internal displaced people) and reconstruction of demolished houses from the conflict and improve the living condition. By support of UNHCR, the CDI managed to established facilities with the main aim to produce furniture for houses from affected areas. Within this project, more than 50 households in villages affected by war have been supported. This project included IDPs and persons with light disabilities as employees but also as participants in a process of vocational education and training.

Country: *Macedonia*

Partner name: Association for promotion and development of an inclusive society INKLUZIVA

Contact and web-site: inkluziva@gmail.com; www.inkluzija.mk

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

The employment of persons with disabilities in Macedonia is regulated with the Law for employment of persons with disabilities, the Law for social protection and Government in its Operative Plan for active programs and measures for employment. According to this law, the major benefits fall on the side of the employers and the control mechanisms from the state are low and politically influenced, there is tremendous abuse of persons with disabilities and high unemployment.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Young unemployed under 25, Ethnic minorities, Unemployed over 50, People in a situation or at risk of poverty, Long term unemployed.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. There are several social enterprises that directly aim to provide employability skills and employing people with disabilities.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. There are several social enterprises that aim to provide technical life-long skills for self-employment and employ disadvantage people- single parents, drug and alcohol users, homeless people etc.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Day Care Centers for Persons with Disabilities older than 26 years are a form of public-private partnership between the Ministry of labor and social policy and non-profits. Another similar example is Shelter Centers for woman victims of domestic violence.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Job-searching skills training (CV, Cover Letter and Communication), English language and IT skills courses, Entrepreneurship trainings and guidance and Career Counseling available for disadvantage and disabled people provided by the State Employment Agency and non-profits.

H) Description of best practices for social inclusion of disabled or disadvantaged people

Best practices for social inclusion of disabled and disadvantage people are achieved when the jurisdiction of certain social services is transferred from state or local institutions to non-profits through public-private partnership. One example is the Day Centers for persons with intellectual disability in Negotino operated by Poraka Nova, a delegated jurisdiction

by the Ministry of Labor and Social policy. Unlike the State-operated Day Centers that don't even have a standardized work program, this Center works on individual programs with each beneficiary where special educators work on programs for developing skills for independent living. The beneficiaries of this Centers are persons with moderate and severe intellectual disability. Another example is the Community Housing Units for persons with disabilities that have been taken out of public institutions for persons with disabilities. That is a delegated jurisdiction between the City of Skopje, Ministry of Labor and Social policy and a non-profit. The organization implements a program for adapting persons in living together, integration in the society (visit of cultural and sport events, organizing city bus rides, excursions and visit etc.) and program for developing skills for independent living.

I) Description of a best practice for working inclusion of people with disabilities

Social enterprises are the best practice for working inclusion of persons with disabilities because they get on-the-job training and knowledge, develop soft social skills and work experience. The following are two examples of such practices:

- 1) Face to face (Lice v lice) is a non-profit, independent street magazine devoted to universal values, social justice, the principles of equality, democracy and humanity. It represents a pioneering step in the field of social entrepreneurship in Macedonia and is the only street magazine in the country. Committed to the human rights, the rights of the endangered and the marginalized groups and individuals, the value of modern society, cooperation and connectivity, healthy physical and mental environment, sustainable development, peace, violence, racism and hatred every kind. Face to face was the first social enterprise that employed persons with mild and moderate intellectual disability as sales force of the magazine. They also provides work inclusion of disadvantage people by employing homeless people.
- 2) Another example is the non- profit civil society organization Public ROOM that has activities and programs to empower the non-profit sector from the region, influence the national cultural policies and intensify the cooperation in the field of culture, arts, design and architecture in relation with business sector. The organization operates a social enterprise - food and coffee bar that employs persons with Down Syndrome as staff members. They implement a work-readiness programs combining communication training and on-the-job training for bar tenders and waiters. The process started as a pilot project with only 3 persons with Down Syndrome that were employed and today they have over 10 persons with Down Syndrome in training phase for which they facilitate employment in other bars and restaurants.

L) Description of a best practice for the working inclusion of disadvantaged people

Social enterprises are again the best practice for working inclusion of disadvantaged people. The examples are the following:

- 1) "One does!" is the social enterprise of the non-profit One can! an organization that protects the rights of single-parent families, especially mothers, victims of domestic violence. They create cosmetic hand-made products: balm, lip balm, liquid soap and body soap. This social engagement is a step forward towards a solidarity society that includes all aspects of humanity. The single mothers from the country show that they can be professional, organize and care for their inner worlds as well as for the exterior, but also for the environment and nature. The social enterprise provides chances for employment, technical skills, sales and marketing skills, but most important financial security and stability of woman/mothers victims of domestic violence.
- 2) IZBOR is an organization for counseling, treatment, rehabilitation and re-socialization of people addicted to psychoactive substances and it operates a therapeutic community model based on modern methods of withdrawal from alcohol, drugs and hazard including integrated approach to professional psychotherapy: CBT (cognitive-behavioral therapy), systemic family psychotherapy and therapeutic community method. The enterprise they operate is called POKROV and opens sustainable jobs for those who complete the process of recovery in the therapeutic community. They learn about agriculture, produce products- fruits and vegetables and supply the large markets in the country. The thing on which they differ is the development of social enterprise POKROV which encourages positive social change and social inclusion of all clients that fully complete the program.

Country: *Republic of Moldova*

Partner name: NGO AREAP

Contact and web-site: sergiu.garau@gmail.com; www.ecorazeni.wordpress.com

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

The Republic of Moldova has made significant progress in strengthening strategic objectives in the field of disability and promoting consistent policies, programs and initiatives, in line with European and international standards. The Parliament adopted the Law no. 60 of 30.03.2012 on the social inclusion of persons with disabilities, which provides equal rights to social security, health care, rehabilitation, education, employment, public life, physical environment.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Physic.

Disadvantage: Ethnic minorities, Alcoholics, Migrants, People in a situation or at risk of poverty, Lower working age in family difficulties.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. A social laundry was recently opened in our town within the project "VAST - Vulnerable but Socially Active Like You" financed by East Europe Foundation. As a result, we have two persons with disabilities employed and they are daily involved in washing and ironing the bed clothes and coverlets.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. A disadvantaged person is employed in a social tailoring in our town. Together with other two persons with disabilities create various handmade items such as: ecological bags, educational books, creative baskets, towels, pencil cases. These products are promoted and sold at exhibitions and fairs.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

As far as we know, there are centers for disabled in our country. In this context, they receive personal care, they participate in anti-stigma campaigns designed to increase participants' independence and self-esteem in employment and day habilitation environments.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

We can mention such types of services for working inclusion of disabled and disadvantaged people in our country: vocational consulting, personal development, professional training, community development for social inclusion, psychosocial support.

H) Description of best practices for social inclusion of disabled or disadvantaged people

Edinet center has a long and rich experience of seven years in the domain of social inclusion of disabled and disadvantaged people. During this period, 3 offices were opened by our organization (NGO AREAP) with the support of ADA

(Austrian Development Agency) and ProMente upper Austria, designed to support the social inclusion of people with special needs in 3 big towns (Chisinau, Dubasari and Balti) – to make a network for promotion of the social inclusion in Moldova and to integrate people with special needs in the society. Furthermore, we are proud of the close collaboration with 3 Psycho-neurological institutions, where we managed to open the doors and hearts to some of the persons with disabilities, which we are still encouraging and helping to pass the barriers and everyday loneliness.

The services provided by our center are: occupational creative workshops; psychological, legal and social counseling; training and mediation on the labor inclusion; development of communication skills; facilitation for socializing with community members; organizing thematic seminars (personal care, HIV/AIDS prevention, protection of the environment); travel arrangement (visits to cultural objects, as well as participation in shows); training services by organizing exchanges and seminars in the field of occupational therapy; acquisition of skills in using PC and Internet.

It is worth mentioning that the regional office Chisinau has a special place in our organization's development and promotion. It represents the organization at national level bodies and events of interest organized in the central part of the country. By the instrumentality of the office where established partnerships with several organizations that are based in Chisinau and AREAP became member of AOPD (Alliance of the Organizations for People with Disabilities from Moldova) and was regularly represented at the meetings and workshops organized by it.

I) Description of a best practice for working inclusion of people with disabilities

Svetlana Codreanu is one of the persons employed legally in a social laundry opened by NGO AREAP in Edinet town within the project "VAST - Vulnerable but Socially Active Like You" financed by East Europe Foundation. She is 25 years old, of Roma nationality - one of the 38 beneficiaries of the Center for Social Inclusion of disabled and disadvantaged people. Despite the fact that she has motor deficiencies and she had already some interventions, she is a very motivated, ambitious and intelligent person, able to find optimal solutions, to work in a team and not least a young mother. She works for over a year and she is daily involved in washing and ironing the bed clothes and coverlets.

Besides, it is worth noting here that she has been presented with a house on the part of NGO AREAP. Nowadays, she lives in her own house with her lovely son.

L) Description of a best practice for the working inclusion of disadvantaged people

A disadvantaged person Liudmila Grigorieva, beneficiary of our center for social inclusion of disabled and disadvantaged people was employed legally in our social tailoring. She creates various handmade items such as: ecological bags, interactive, sensory and educational books for children, creative baskets, towels, pencil cases, which as a result, these products are promoted and sold at exhibitions and fairs.

The entering of bags making came as a response to the threat of the environmental catastrophe brought by plastic bags, that are widely used in retail trade. In this regard, our bags are made of biodegradable materials and they do not contain harmful substances. At the same time, they have a much longer life time than plastic bags and are more attractive at external appearance. Our bags are the sure choice for those who care about the environment and their external appearance. The bags can be made of any size and from different materials, to be worn daily, not just when going shopping. The ecological bags can be made in large quantities for corporate customers, given the fact that the bags are increasingly used instead of a participant's map for conferences, seminars, round tables, etc. Thus, we fit perfectly into the concept of social enterprise and actively contribute to unlock the potential of people with disabilities.

Another product created by our beneficiary is the innovative books. Each book can be personalized, while, activities are selected according to the child's age and interests and are hand-made from various textile materials. Sensory books help to develop fine motor skills (closing the zipper, buttons, staples, string and make braids) stimulate imagination and creativity by contrasting colors, various textures, moving and amusing games. In this way, the child is determined to touch, to feel and to learn new words, things and concepts (colors, geometric shapes, figures, letters, animals, the clock).

Country: *Republic of Moldova*

Partner name: Eco-Razeni Association

Contact and web-site: sergiu.garau@gmail.com; www.ecorazeni.wordpress.com

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

Moldova ratified in 2010 the United Nations Convention on the Rights of Persons with Disabilities. In 2012 the law on social inclusion of disabled people was adopted. In December 2016, the National Employment Strategy for 2017-2021 was approved. In August 2017, the Government approved the National Program for Social Inclusion of Persons with Disabilities for 2017-2022. In June 2017, the Parliament voted in first reading amendments that stipulate the concept of social entrepreneurship.

B) What is the target for social and work inclusion services in your country?

Disability: Intellectually, Sensory, Physic.

Disadvantage: Young unemployed under 25

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. In Moldova there are 13 specialized companies of the Deaf, Blind and Disabled Persons Associations. Areas of activity of specialized enterprises: tailoring, household items assembly, food industry, copy and printing. They receive from the state budget each year financial support.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. Parliament is in the process of creating the legal framework for a new form of enterprise: social integration enterprise - aim is to create jobs for disadvantaged people. In Moldova, there are about 20 NGO initiatives to create or are in the process of developing integration social enterprises.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Local public authorities in partnership with NGOs are developing several types of social services for disabled and disadvantaged people: Protected home, Community House, Mobile team, Personal assistance, Respiro, Family foster care for adults, Social canteen, Assisted employment.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

National Agency for Employment and its territorial structures has specialists specializing in the employment of persons from vulnerable groups, including those with disabilities. It is in the process of debate Regulation on procedures and tools of assisted employment for people with disabilities.

H) Description of best practices for social inclusion of disabled or disadvantaged people

Community Home is a social service for persons with severe mental disabilities promoted and developed by Keystone Human Services International Moldova. This service provides individuals with disabilities the opportunity to live in a

typical home in the community, where they receive specialized care. Services provided in Community Homes depend on individual needs. They focus on providing efficient care and elementary life skills, such as holding a spoon, movement within a space, or personal hygiene.

Staff at Community Homes include the service coordinator, attendants, a cook, and in some instances, an educator.

Community Homes was created within the Community for All-Moldova Program and were developed in partnership with local public authorities to host children and young people as they moved out of the Home for Boys with Disabilities in Orhei.

The Program has developed three Community Homes in the districts of Orhei (Mitoc village), Soroca (Voloave village), and Ialoveni (Hansca village). These homes support fourteen children and young people who have moved out of the Home for Boys with Disabilities in Orhei.

Keystone Moldova is working to provide equal access to education for all children. Children with disabilities are being supported to join their peers in local community schools and learn in the same classrooms. Keystone Moldova supports the implementation of inclusive education in 22 schools from 15 districts. In partnership with the local public administrations and school administrations, Keystone Moldova developed a network of 15 Resource Centers for Inclusive Education, and 490 children have benefitted from services delivered within those centers (183 children with special educational needs and 307 peers).

I) Description of a best practice for working inclusion of people with disabilities

Eco-Razeni is pioneering the first catering Social Enterprise in Moldova “Floare de cires”, which provides training and employment for people with disabilities from rural areas. Moreover, this social enterprise is supporting 24 elderly people left alone in the Razeni village by providing access to free-of-charge lunches. To the social enterprise are employed 20 people: 13 women and 7 men, including seven young people with disabilities. The social enterprise has two types of activities: catering services and growing vegetables in greenhouses. Social enterprise provides catering services in Chisinau and all regions of Moldova.

Social enterprise started business of providing catering services in September 2013 and served until April 2017 about 1236 events for 211 clients attended by 52139 people. At the moment, our staff serves about 47 events per month and has capacity to serve the daily maximum of 3 events. 54% of customers have used at least two catering services and 87% of clients remained very satisfied with the quality of food and service delivery. Since January 2015, the social enterprise is self-sustainable, has capacity to cover salary costs, raw materials and equipment procurement.

To our social enterprise, employees with disabilities are trained on financial skills, social integration skills (including self-advocacy) and increased responsibilities in the workplace, in result they comfortably participate in community activities, gradually transforming from the passive recipients of state allowances into active citizens, becoming responsible with rights and obligations and realize their own potential. In September 2015, at Floare de cires started four months’ internship program for young disabled people from different regions of Moldova – every 4 months, a group of ten young disabled people are involved in the catering on the job training program. Floare de cires also activates and to serve as an example and inspiration to other communities.

L) Description of a best practice for the working inclusion of disadvantaged people

MARA Woman is a social enterprise, established in 2013 in Moldova, that slow makes up-cycled knitwear. MARA Woman focus on ethical production, life essentials and well being of those who make them. MARA Woman have a small workshop in the village of Scoreni, Moldova where clothes are manufactured on manual machines, in no rush, but lots of attention to details. MARA Woman is meant to offer employment opportunities to rural women by creating a workshop that makes accessories and knitwear. Revenue is redistributed for salaries and social projects in the community.

Country: *Montenegro*

Partner name: IRST PARENT'S ASSOCIATION FOR CHILDREN AND YOUTH WITH DISABILITIES

Contact and web-site: rastimozajedno@yahoo.com; www.rastimozajedno.me

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

National Strategy for Employment and Human Resources Development 2016-2020 with the Action Plan for 2016, Strategy for Integration of Persons with Disabilities in Montenegro 2016-2020 with the Action Plan 2016-2017, Strategy for the Development of Social and Child Care Systems for 2013-2017, Application Analysis Strategy for development of the social and child care system in Montenegro for 2013-2017, Law on Social and Child Protection, Law on Professional Rehabilitation and Employment.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: None.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

No, In our country there is no systemic solution for socially owned enterprises because there is no Legal Legislation on Social Entrepreneurship.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

No, Pursuant to the Law on NGOs, NGOs register as companies and can carry out activities in the field of social entrepreneurship on a reduced scale, and project-based, to receive funds up to the amount of 4000 euros or up to 20% of the total income of the organization.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

No.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Pursuant to the Law on NGOs, there are concluded memoranda of cooperation between NGOs and public institutions for the provision of social services to people with disabilities. The majority of services are provided by NGOs in the form of support for community life: day care, home help personal assistant.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Pursuant to the Law on Vocational Rehabilitation and Employment of Persons with Disabilities, they are employed through projects financed through the Call for Employment of the CG-Grant Scheme or on the basis of subsidies. Services are provided by NGOs, public institutions and the private sector.

H) Description of best practices for social inclusion of disabled or disadvantaged people

Our association started operating in 1997. It is the first association of this type in country. It is a voluntary, independent, non-profit, socio-humanitarian organization whose main goal is to achieve the greatest possible degree of independence, education and social inclusion of children and youth with disabilities in psycho-physical development. We are financially

supported by projects, membership fees and donations. Members are parents of children and youth with developmental disabilities who by membership gain the right to their children to be beneficiaries of services. The association currently has 117 children and youth with disabilities from age 1-34 and over 120 parents who are volunteers in the association. We have implemented 36 projects. The association is a member of the National Association of Parents of Children and youth with disabilities in the development of MNE - NARDOS, and we were members of the NGO coalition for the development of "Alternative of the state of child rights in MNE. Currently, we have 17 employed persons, 3 physiotherapists and 8 personal assistants. Professional support is provided by beneficiaries 4: professional physiotherapist, defecologist, speech therapist and occupational therapist. As an example of good practice we can state that we are one of the few organizations that has been implementing the "Teaching Assistant" project since 2010, based on which we provided services to children with special educational needs, which are included in the regular educational institutions according to the Inclusive Program. We are currently implementing programs in the form of providing services based on the Law on Social and Child Protection support for life in the community: personal assistance in home and living support. We are the first parent association of children with disabilities, who participated in the NGO Coalition for Writing an Alternative Report on the Implementation of the Convention on the Rights of the OSI.

I) Description of a best practice for working inclusion of people with disabilities

Creative workshops for people with disabilities for making souvenirs from wood and decapage of techniques and making simple decorative items and jewelry. In these workshops we employ young people with disabilities who produce items that are sold at exhibitions, individuals and companies. Youth of OSI by producing decorative items and jewelry develops their creative abilities and work to strengthen their self-esteem and get involved in society because they are equal in this way to all other members of the society. Digital printing for people with disabilities- Project "Employment to Social Inclusion" implemented under the Call for Proposals vocational rehabilitation, active employment policies and employment of persons with disabilities by the Institute for Employment CG- Grant scheme. In the digital printing press, we employed OSI. People with disabilities work on printing, copying, creating gluing, posters, business cards and other office supplies. In addition to these works, they also work on souvenirs on wood and technology decommissioning. Currently, 7 people with disabilities are employed in the Printing Press. workshop managers and 3 assistants. OSI employees work on graphic products and communications design, graphic design, creation of a trademark and design of graphic products, computer graphics and preparation techniques, as well as on digital tasks from on the production of brochures, leaflets, flyers, posters, calendars, office materials (blocks, stickers), business cards, printing and copying, big, perforish and coating. In addition to these works, they also work on souvenirs on wood and decoration technique. The realization of the project "Employment to Equality" is under way. This project is also implemented in the framework of the Call of the ZZZ MNE-Grante Scheme. Seven OSIs are on a one-month training - training for the graphic technician of the press preparation. After the completion of the training, 7 OSI will be employed in the Printing house for a period of 6 months.

L) Description of a best practice for the working inclusion of disadvantaged people

We don't do this. It isn't our topic.

Country: *Poland*

Partner name: “Ja-Ty-My” Social Support Association

Contact and web-site: www.wsparciespoleczne.pl - kontakt@voysa.pl

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

The legislative basis for the social and working inclusion of disadvantaged people and people with disabilities in Poland is:

- Act of 12 March 2004 on social assistance.
- Act of 27 August 1997 on occupational and social rehabilitation and employment disabled people.
- Act of April 24, 2003 on Public Benefit Activity and Volunteerism.
- Act of 20 April 2004 on promotion of employment and labor market institutions.
- Act of 13 June 2003 on social employment.

B) What is the target for social and work inclusion services in your country?

Disability: Intellectually, Physic.

Disadvantage: Alcoholics, People in a situation or at risk of poverty, Unemployed over 50, Long term unemployed.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. Vocational Development Centre- Forms of SE, particularly focused on hiring disabled people. Provide disabled persons with severe or moderate disability with employment tailored to their real capabilities. They also provide counselling and psychological support as well as a rehabilitation program.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. By creating jobs for people qualified to the group absent from the labour market, SE stimulate social change and help discover various social opportunities. Their primary role is vocational integration, social integration.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Social Services Centers are created and function in communes, cities, districts. The scope of their services include, among others: assistance services, residential care services, specialized care services, daily care services and environmental care services at the place of residence and other.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

IED (Institutes for Enterprise Development) –internships, intervention work, subsidized employment, start-up grants, training grants, etc. SIC (Social Integration Centers) –social and occupational reintegration through development of skills necessary for performing social roles: professional skills.

H) Description of best practices for social inclusion of disabled or disadvantaged people

Depending on the type of disability, there are various degrees of exclusion from the society. In Poland, the mentally disabled face the biggest problems. They struggle with day-to-day incomprehension in the community and thus require not only professional but also, and above all, social integration. The return to functioning in the society, if treated as a priority, opens the door to further development and professional integration. Achieving this requires new methods of support. A good example might be a project called “Coalition for Breaking Social Resistance”. The project, still running and successful, was implemented by a coalition of partners. The innovation was that the coalition consisted of entities that had never worked with each other before. These were: the local council, NGOs, a school, a parish and a university. The coalition worked basing on the Partnership for Development Agreement that regulated relations between partners

and defined the division of tasks.

The main objective of the coalition was to help the long-term unemployed and the mentally ill from rural areas return to the labor market. A model of a social enterprise that operated within a non-governmental organization was created and tested. The model that was developed is still in use. The project beneficiaries were the long-term unemployed and the mentally ill from rural areas. People from both groups were in a very difficult situation leading to negative psychological effects, such as: apathy, no prospects, feeling useless and being unadapted to the current economic situation. These factors led to the social pathology and isolation that confirms that both groups are the frequently shunned by society. For the mentally ill who lived in the rural areas, the consequences of long-term unemployment overlapped with the negative symptoms of the disease. The project was aimed at 20 long-term unemployed and mentally ill residents of rural areas from the Zgierz municipality.

1) Description of a best practice for working inclusion of people with disabilities

An effective way of removing barriers and effectively helping the disabled return to the labor market is assisted employment. A great example of this would be the “Counselling and Career: a Network for Vocational and Social Reintegration for the Disabled” project. It was run in a partnership by the Ja-Ty-My (Me-You-Us) Social Support Association. It was co-financed by the State Fund for the Rehabilitation of the Disabled. It encompassed a comprehensive system of activities to support people with disabilities in entering or returning to the open labor market. The main aim of the project was the social and professional reintegration of people with different types and degrees of disability. The support was provided for people with substantial and moderate levels of disability who were interested in returning or entering the labor market. The project covered six regions, thus allowing for testing new solutions in a large part of Poland. The beneficiaries worked with a career adviser who, together with the disabled, created and implemented a personalized career plan. The job seeker assisted in finding a suitable job offer, as well as in contacting the employer. Beneficiaries were assisted by a psychologist, who helped them overcome barriers and concerns related to seeking employment and prepared them for meetings with prospective employers. In order to improve the professional qualifications of the disabled, special thematic trainings have been conducted. Their content depended on the demand in the region and included computer and office equipment courses, etc. In addition, there were workshops offered to activate the disabled and improve their key skills of operating in the labor market. Services provided directly in the project offices were complemented by phone and email consultancy. During the three-year support period in the system described above, approximately 3500 people get extensive support, of whom around 450 are employed in the open labor market.

L) Description of a best practice for the working inclusion of disadvantaged people

To provide effective support for people absent from the labor market, the “Ja-Ty-My” Social Support Association implements integrated solutions that prepare the groundwork for the development of the social economy and provide support to people entering or returning to the labor market.

To meet all the objectives of the multifaceted support, the Centre for Social Economy Support was created. It operates in a designated area of the sub-region in central Poland. The center provides integrated services and its main goal is to create jobs in social enterprises. Social economy is treated as a tool enabling social and professional integration for groups at risk of exclusion or already excluded. The foundation that guarantees the durability of this system are animating activities conducted by our qualified staff. They lead to increased knowledge in the community and create attitudes. In order to ensure the creation and duration of the social enterprises as well as their development, the qualifications and professional experience of managers, employees and volunteers must be constantly improved. In order to create permanent workplaces, people who are absent from the labor market as well as social entrepreneurs receive the following support: A grant for creating new jobs; Legal and business advice available at every stage of the project; Special consulting, a so-called industry consulting; Support from the Individual Social Enterprise Adviser. Constant psychological support is important and, therefore, provided both to people at risk of exclusion and their future employers. This is a crucial element in the process of social and professional integration for those absent from the labor market. It enables detecting possibly difficult situations at an early stage and thus facilitates the introduction of remedial measures at the right moment. It considerably helps stabilize people with disabilities and the risk of exclusion.

Country: *Romania*

Partner name: Close to You Foundation

Contact and web-site: andrei.rotaru@alaturidevoi.ru; www.alaturidevoi.ro

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

- The Law 448 /2006 updated in September 2017, on the protection and promotion of rights of people with disabilities;
- The Law no. 219/2015 on social economy;
- The Convention of human rights;
- The Strategy of the Romanian Government for the integration of Romanian citizens of Roma ethnicity for 2014-2020;
- The Law 76/2002 on unemployment insurance and stimulating the employment.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Young unemployed under 25, Ethnic minorities, Women in areas with high unemployment rates, Alcoholics, Unemployed over 50, Migrants, People in a situation or at risk of poverty, Long term unemployed, Lower working age in family difficulties.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. Lines of work which require unqualified labor, arts and crafts, massage services, cleaning services, tailoring, wood or cardboard crafting, archiving services, book keeping services, labor safety and health.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. Arts and crafts (handling wood, iron, brass, gold, silver, etc.); local opportunities (growing vegetables, mushrooms, picking berries, recycling wastes, animal farms, etc.; local needs (barber and styling shops, maintenance, constructions, tailoring, pastry).

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

No.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Day centers for elderly people, adults with disabilities, children, victims of family violence and aggressors, for drug addicts, victims of human trafficking, homeless people, centers for making meals and distributing them to poor people, street mobile teams, social ambulance.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Professional counseling and orientation, sheltered units, work integration social enterprises, mediation on the labor market, agencies for placement and job assistance, apprenticeship, internship.

H) Description of best practices for social inclusion of disabled or disadvantaged people

1. The "Pentru Voi" Foundation from Timisoara has as goal to increase the quality of living of people with intellectual disabilities, its philosophy being the integration, based on the belief that all people are equal and must be valued. The

residential services DINU, DINA, and LAURA are external modules of the “Pentru Voi” Center, being community services which have as goal the integration in the community of adults with intellectual disabilities:

1. Of the type “shelter home” offering normal living conditions for people with disabilities;
2. Of the type “integration center” for acquiring independent living skills.

Objectives:

- to promote leaving the protection institutions as methods to improve the quality of living of people with intellectual disabilities;
 - to create models of services for adults with intellectual disabilities: sheltered homes and independent living. Beneficiaries: 21 people with intellectual disabilities from institutions or from socially disadvantaged families.
2. Betania Association from Bacau – established on October 24th 1995, they created a series of services, some of them for the first time at national or at least regional level, such as the Center for Youth Integration and the “Delfin” Center for Autistic Children. The “Delfin” Center in Roman and in Bacau has been established in 2005, being meant for all children diagnosed with autistic issues. The services offered within the center consist of: psychological, behavior and abilities assessment, day center, ambulatory ABA, information and counseling for the parents.

I) Description of a best practice for working inclusion of people with disabilities

1. The “Alaturi de Voi” Romania Foundation (ADV) is a non-governmental organisation and a work integration social enterprise, established in February 2002, whose mission is the integration of people with disabilities or other vulnerable groups. ADV is the first Romanian organisation that in 2008 has set up UtilDeco, a work integration social enterprise, which, throughout time, has created over 100 jobs, out of which at least 40% are dedicated to disabled people. UtilDeco is the largest work integration social enterprise in Romania, being declared the Social Entrepreneur of the Year 2016 within EY Entrepreneur Of The Year world competition. It provides archive and document storage services; printing and customization services; tailoring services (being specialized in the production of protection equipment); corporate tourism - wise. and also provides an e-commerce platform Charity Cash&Carry. UtilDeco has a portfolio of over 1.000 companies - clients that made purchases to recover the mandatory disability tax they owed to the state budget, until 1st of September 2017. Starting September, this tax cannot be used to purchase from WISEs.

2. The “Speranta” Foundation for Local Development is an NGO established in 1995. During 2007 – 2011 within this NGO functioned the IMPACT PLUS section – the first authorized shelter unit from the Neamt County. The section was established as a natural need to ensure the continuity and ending in the vocational training process developed in the workshops of the Day Center given that the placement on the free labor market of beneficiaries turned out to be nearly impossible. In March 2011, the activity of the IMPACT section was taken over and expanded as object of activity for expanding the social economy activities in rural areas. The main object of activity is making handmade products (arts and crafts, textile, wood handling, making decorative candles, souvenirs, etc.) and selling products through the foundation's online store.

L) Description of a best practice for the working inclusion of disadvantaged people

1. ASSOC Baia Mare, Maramures County – S.C. ASC S.R.L., Work integration Social Enterprise known as ASC Ambalaje, is a social enterprise established in order to maximize the benefits and to assist people at risk of exclusion. Of the 12 employees, 6 are from the vulnerable group. In order to test the manual skills of people from the group at risk, the company's specialists use testing methods included in the CASPER evaluation system, allowing them to establish the activities which are best suited for the employees. La ASC Ambalaje produces a wide range of packing products made from cardboard (classical boxes, personalized boxes, etc).

2. The CARITAS Federation of the Timisoara Dioceses – The “Pater Paulus” Farm from Bacova – is a work integration social enterprise established in 2007 which has as goal the social and professional reintegration of homeless people from the Timisoara City and nearby areas through the “Pater Paulus” center for social and professional reintegration. Through this economic initiative were created 20 workplaces of which 6 are meant for homeless people sheltered in the Night Shelter. They work in agriculture (milling, raising animals and growing vegetables) and the products obtained ensure part of the food used in the social projects. Within the farm was also developed a carpentry workshop within which are produced one usage packaging wood pallets for a company making shower cabins. In the carpentry workshop are also employed 2 beneficiaries of the center of social and professional integration developed by the federation.

Country: *Serbia*

Partner name: SENS (Social Enterprises Network of Serbia) www.sens.rs - info@sens.rs

Contact and web-site: executive@idcsrbia.org; www.idcsrbia.org

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

National legislation of RS recognizes the Law on Professional Rehabilitation and Employment persons with disabilities, then the Law on Social Protection and the Law on Volunteering. Regions as well as local self-government do not have special laws which relate to the social and labor inclusion of persons with disabilities and the endangered. National Employment Service using funds from the Penalty Fund from companies that do not employ a person under a quota system on an annual basis, incentive.

B) What is the target for social and work inclusion services in your country?

Disability: None.

Disadvantage: Young unemployed under 25, Women in areas with high unemployment rates.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

There is a legal form and these are companies for the employment of persons with disabilities, but they do not have a function that would ensure the right to work for all persons, provided adequate support in the workplace in the company and on the open market. These companies have founded the state.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. New companies have the function to recognize the needs of individuals from these groups and on the basis of which they plan the support they need. Also, companies organize training at the workplace itself offer support for finding and maintaining a job.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

New social enterprises only provide support services for work training and working engagement, but their number is negligible. Existing companies for employment of persons with disabilities established by the state more than thirty years ago, have not been restructured and adapted to a new situation.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

In Serbia, there are specialized companies for the employment of people with disabilities. The state encourages the establishment of these companies in a number of ways. In addition, a large number of associations find innovative solutions for employing less privileged groups.

H) Description of best practices for social inclusion of disabled or disadvantaged people

„Our house“, as a social enterprise within production activities has developed a catering services called The kitchen on

wheels, which was firstly intended for elderly people who can't make a meal for themselves, and afterwards for employed youth who don't cook. Business sector, NVO, and other citizens are also in focus for a message „Full and noble“, because buying a meal and ordering our product they are contributing an employment of the people with disabilities and an increase in free meals for the socially endangered people. In professionally equipped kitchen, two professional chefs are working, and places for assistant, baker and deliverer are reserved for people with disabilities. On this positions are five work-engaged people. Deliverer's job is very challenging because it implies extra service on the field for people who are hardly movable, for example, shopping for medicine or going to the shop. Also, telephone for orders is a channel of communication with families of elderlies, where this service gets one more quality. Employees become providers of high-quality service that is not only delivery but strongly affect the lives of older people and delaying their departure in home for the elderly. Within the kitchen, it is developed the sweet line, production of desserts from dry plum with chocolate, within which the cooperation has been established with Belgian firm „Puratos“ that produces all kinds of chocolate and necessary ingredient for „chocolader's“. This way the circle of professional relationships is expanding. It improves their skills and possibilities for professional developing. Plan is to open the Center for hydroponic cultivation of vegetables with support from associates from Japan. This center will be part of original restaurant in which some meals will be prepared directly from „urban garden“. People with disabilities will be working in the center and will be promoting innovative technology, hydroponic. Also, they will work at the restaurant.

I) Description of a best practice for working inclusion of people with disabilities

An example of good practice of social inclusion “ Bitlsti “ and artistic creativity within Serbian Orthodox church. Art and music activities of youth from “Our house”. Within years of cooperation with autonomous cultural center „Matijarsija“ in which are between other active organizations of artistic, musicians and designers and New Era and Turbo strip, the program “total inclusion“ has been developed as they call it, with one totally new concept of work. So with direct support and fullness of following interests and art expressions of people from “Our home”, this young artist enabled mastering in art skills, drawing and painting. Also, they could print their drawings and posters on T-shirts, and had a chance to present it on the exhibitions and to sell them on selling exhibitions “Fijuk fair“ which are organized once a month in one culture center. Second group is engaged in music which they call „experimental“. Band which they have founded is called “Bitlsti“, with which they have already been to Skopje, Macedonia where they have been visitors, and had one concert. Afterwards two times in Ljubljana, then in Croatia in Zagreb, and had a few performances in Belgrade. They have a Facebook page “Bitlsti“ where they are being followed by many young artists. Often the producers, photographers or musicians come to our center and suddenly find out their talent and become their “fans“. All former performances were published as a performance of the band “Bitlsti“ with no previous explanation and the public was regular. Our extra conclusion is that in this case they never needed any motivation for taking a part. Actually, after all the performances and traveling they come back stronger and more self-esteemed.

L) Description of a best practice for the working inclusion of disadvantaged people

Roma are one of the groups that has the most problems and obstacles when it comes to labor inclusion. There were plenty of attempts to organize the Roma, but mostly without any particular success. Papir servis (Paper Service). Residents of the Roma settlement in one suburb of Belgrade have been collecting secondary raw materials and waste for many years. Wages were minimal because different waste was collected and there was no organization of work. Training of collectors was carried out in cooperation of the private and non-governmental sector. They were advised to collect only one specific raw material, and the entire purchase will be done by a paper recycling company. A year later a social cooperative was created, bicycles with trailers and a company manager were provided. Workers gained working habits and earnings increased. This is one of the best examples of good cooperation between the private and non-governmental sectors. Unfortunately, there are not so many bright examples of Roma working inclusion.

Country: *Slovakia*

Partner name: Non-profit Organization EPIC

Contact and web-site: zuzana.hirkova@umb.sk; www.umb.sk

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

The term 'social enterprise' in Slovakia is associated only with the WISEs, regulated by law - Act no. 5/2004 on Employment Services. The social enterprise needs to fulfill:

- It employs workers who were disadvantaged jobseekers prior to their employment
- Supports employed disadvantaged jobseekers in finding employment on free labour market
- Reinvest at least 30% of profit
- Is listed in the register

A new law is being prepared on social economy, should be in force from 2018.

B) What is the target for social and work inclusion services in your country?

Disability: Intellectually, Physic.

Disadvantage: Young unemployed under 25, Unemployed over 50, Ethnic minorities, Long term unemployed.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. There can be any economic activity, the law does not specify it. Mostly, the fields are:

- administrative and support service activities
- manufacturing
- construction
- accommodation and food service activities
- human health and social work activities
- water supply; sewerage, waste management

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. There can be any economic activity, the law does not specify it.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

The municipality social enterprise are established with the purpose of achieving the goals typical for a social enterprise such as employment of long-term unemployed, service delivery to vulnerable groups or communal service provision.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

The activity does not matter, in terms of social enterprises defined by the Employment Act, social goal is explicit. Some of the activities can be: manufacturing, water supply, sewerage, waste management and remediation activities, construction, human health and social work activities, administration.

H) Description of best practices for social inclusion of disabled or disadvantaged people

Name of the project: "Strengthening the capacities of individuals through establishment of the municipality social business". Duration of the project: 36 months (planned implementation September 1st, 2014 - August 31st, 2017). Project leader: Non-profit organization EPIC, Slovakia.

The tools of social economy and founding of social enterprises by municipalities are becoming increasingly popular instrument of support of people with low qualification or education, as well as of the local or regional development. Experiences from abroad, as well as local good examples, show that in the environment of small municipalities, the municipal enterprises are frequently the only relevant source for the local development.

The core motivation for founding social enterprises for many municipalities is the support of employment of local inhabitants. Nevertheless, the practical evidence reveals that the functions of social businesses includes more benefits for the engaged actors: education of the employees, support for their skills development, support of the community development and overall development of the locality.

Despite the high level of interest from the side of Slovak municipalities, there has not existed any supportive structure for providing education and skills needed for founding of social business. The situation was alike in Czech Republic. The significance of claimed interest and demands for information about municipal social entrepreneurship from the side of municipalities were proving the need for creation of a more systematic educational program.

The main focus of the educational program that has been built by this project, was to strengthen the entrepreneurial thinking in the municipalities. This aim is one of the vital ones of the whole idea of social entrepreuring, which simultaneously opposes the unsustainability of its dependence on full funding by public resources.

I) Description of a best practice for working inclusion of people with disabilities

Information not included by partner

L) Description of a best practice for the working inclusion of disadvantaged people

Municipal entrepreneurship in Spišský Hrhov - The municipal company in Spišský Hrhov was created as a concrete response of the local government to solve the unemployment in the municipality. The municipality has a 100% share in the company with the aim of creating jobs and sustaining them in the long-term. However, the aim is not only the development of employment but also the employability of the population. At the beginning, the municipality supported the company by purchasing simple technology for the production of paving slabs and the necessary hand tools. Within two years, the financial investment had been returned to the municipality and the company started to fund its development from its own resources. Until this year, several workers have been reimbursed according to the relevant law. The activities of the company include the production of fuel wood, its preparation and delivery, splitting, etc. These services are provided by the company to citizens as well as to other local authorities. Other activities include the cultivation of forests and green zones in the municipality or clearing of storm-damaged trees. The company leases scaffolding, including their transport, delivery and assembly, as part of its commercial activities. The company also rents out a cement mixer, pumps and various tools. The most important activities are construction works, namely the construction of houses and fences. "The municipal company also has secondary effects," says Vladimír Ledecký, mayor of Spišský Hrhov. "It is, for example, a permanent option to provide at least temporary work, further addressing the lack of citizens' financial resources, especially in the case of unpredictable payments, e.g. electricity surcharges or various benefits reductions, etc." The certified workers of the municipal company have the opportunity to work as construction workers in other regions, for example in Piešťany, women work in the care and picking of grapes in Mikulov in Moravia.

Country: *Slovenia*

Partner name: ŠENT

Contact and web-site: igor@dobrovita.com; www.dobrovita.com

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

In Slovenian legislation, all persons who suffer from physical and mental disabilities and have fewer opportunities to find and keep employment, as well as progress in their chosen field are specifically addressed. The legislation further specifically addresses employment rehabilitation as all services with the goal of training, employment and requalification aimed at persons as defined above. Discrimination is forbidden by law, <https://www.uradni-list.si/glasilo-uradni-list-rs/vsebina>.

B) What is the target for social and work inclusion services in your country?

Disability: Motor, Intellectually, Sensory, Physic.

Disadvantage: Ethnic minorities, Alcoholics, Unemployed over 50, Migrants, People in a situation or at risk of poverty, Long term unemployed, Former psychiatric patients.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

Yes. Activities include but are not limited to: Social security, science, research, education, health, health promotion, social inclusion, employment, ecology, sustainable agriculture, inclusive tourism, sustainable tourism, social trade, fair trade, culture, cultural preservation, social support services.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

No.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

Social inclusion services are meant to help acquire and develop social skills and empower through motivation, acceptance, personal growth, acquiring functional skills and competences, literacy and digital literacy, preventive services and others.

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

Working inclusion services are aimed at maintaining and developing job skills, acquiring competences, endurance and increasing stress capacity.

H) Description of best practices for social inclusion of disabled or disadvantaged people

At ŠENT day centers, individuals are offered a variety of options and opportunities to improve and maintain social skills on a daily basis. Information and counselling is offered to any incomer, regardless of specific mental illness. Initiative and self-reliance is fostered and encouraged. Day centers also function as a point-of-contact for the local community and offer and disseminate information on mental illness, treatments and options. One of the goals of these establishments is to lessen the impact of mental illness on the community.

Day Centre activities are designed by qualified staff, with assistance from social workers who are familiar with the specific needs of individuals currently attending the day centres. These activities are performed in groups, individually and as community services.

They include:

- psychosocial rehabilitation workshops (social skills training, interactive communication exercises...),
- Self-help groups for families and service users,
- educational workshops (foreign languages, digital literacy...),
- creative workshops (musical workshops, painting, sculpting ...),
- leisure activities (board games, choir...),
- outings, camping, vacations, trekking,
- lectures, round tables,
- attending exhibitions, events, concerts...

I) Description of a best practice for working inclusion of people with disabilities

ŠENT has been the birthing ground for several companies working in the field of working inclusion. One of them is the institute and travel agency “Premiki”, dedicated to and staffed by persons with disabilities, their families and friends. Premiki was established with the concept of “tourism for all” in mind, where disability, age and other circumstances provide a challenge to create better, more inclusive and equitable way of life. We all have the right to spend our holidays in a way that excites us and makes us happy.

The staff at Premiki are determined to provide professional services at the Slovenian and international levels and to satisfy the needs and requests of their customers. Premiki has created a disabled-friendly network of providers, from accommodation facilities to whole travel services. They are a social enterprise, focused on sustainable tourism, that directs all income that is higher than the operative cost of our institute into the development of accessible tourism in Slovenia and the employment of the disabled. All purchases made through Premiki are socially responsible and mean a step forward to a more accessible, friendlier, and inclusive environment for all.

Premiki is also a certified trainer and can provide other institutions and people with the “Disability Friendly Certificate”. Various organizations who have accepted their counselling have already received a Disability friendly certificate.

Every partner organization is focused on individually and provided with detailed information and counselling meetings.

L) Description of a best practice for the working inclusion of disadvantaged people

Drug abuse reduction programs are targeted at anyone who comes in contact with illegal drugs. They are intended to function as low-threshold treatment of illicit drug users and are aimed at reducing social and physical health-related drug harm. In response to the health risks among drug users, programs include:

- the exchange of needles and other sterile accessories,
- information on how to reduce risk while using drugs (counseling, information leaflets),
- highlighting the exceptional risks of drug on location,
- collecting used needles.

In response to the social consequences of drug use, the programs include:

- Supporting users in regulating their socio-economic status,
- facilitating contact with social welfare institutions,
- the expansion of their social network and social inclusion,
- counseling for problems related to drug addiction,
- help with the decision to enter other treatment programs (substitution programs, detoxification, therapeutic communities).

In our work, we respect the individual's autonomy and the right to make their own decisions. Inclusion in the program is not only allowed to those currently abstaining from drug use. We agree to cooperate with our user base, provided certain rules are observed (prohibition of verbal and physical aggression, prohibition of the introduction, resale and use of illicit drugs, respect for individual privacy / anonymity / and respect for house rules).

Country: *Ukraine*

Partner name: NGO “Narodna Dopomoha Ukraine”

Contact and web-site: anokhina.anastasiya@gmail.com; www.nardop.org.ua

A) Legislative background: a synthesis of national, regional and local laws for the social and working inclusion of disadvantaged people and people with disabilities

On the national level, the laws relating the social and working inclusion of disadvantaged and disabled people exist on very initial level or remain mostly of a formal nature. The social inclusion concept is new for Ukraine and needs the significant changes in the minds of authorities and officials. Communities for disabled people initiated by NGOs and modeled on European examples. The regional and local programs are more flexible and increasingly interacts this community needs and constraints.

B) What is the target for social and work inclusion services in your country?

Disability: Intellectually, Physic.

Disadvantage: People in a situation or at risk of poverty, Migrants, Long term unemployed.

C) Are there social forms of social enterprise in your country that aim is the employment of people with disabilities? If yes, in which activities are involved?

No. The current law requires business with more than 10 employees to recruit people with disabilities. But most of the managers with some exceptions prefer to pay the fine but not to hire disabled people. From another side, disabled people with high qualification can easily find a job in the open labor.

D) Are there social enterprises with the goal of introducing disadvantaged people? If yes, in which activities are involved?

Yes. The area of the such social enterprises in Ukraine include the charity shops/boutiques; catering services; wooden workshops; crafting activities.

E) Are there forms of public-private partnerships (including non-profits) in your country for the management of social inclusion and job placement services?

Yes.

F) Description of the types of social inclusion services for disabled or disadvantaged people in your country

- inclusive education (in schools, colleges, universities)
- public activities (involvement of the disabled and disadvantaged people in community movements, NGO's activities)
- prevention of the unemployment
- social integration of disadvantaged people (homeless and at risk groups)

G) Description of the types of services for working inclusion of disabled or disadvantaged people in your country

- vocational integration programs (mainly implemented by NGOs, sometimes - with the administrative or financial support of local authorities)
- training programs
- workshops or SE where people can receive new practical skill and increase their competition level on the labor market

H) Description of best practices for social inclusion of disabled or disadvantaged people

The social inclusion is rather new for Ukraine that is why there are not so many examples of the acting initiatives/SE

targets to work with disabled and disadvantaged people.

The Ukrainian society does not address problems of some minorities, which face social exclusion. It concerns traditionally vulnerable population groups (disabled, ethnic minorities such as Roma, Crimean Tatar, homeless people.) as well as new groups that appeared rather recently – HIV/AIDS-infected, drug consumers (in particular injection users), and sex minorities. Tolerant attitude to such people is combined with intolerance of staying in their neighborhood, leading to social isolation of these groups in all spheres of life.

Among the best Ukrainian practices, we should mention:

- Charity boutique and wooden workshops run by NGO “Oselya” (Emmaus community) for disadvantaged and disabled people who live in Emmaus community
- Catering and Bakery “Nut House” run by CF “Nut House” and NGO “Narodna Dopomoha Lviv” – for women suffered from domestic violence and long term unemployed women
- SE “Light of the Hope” (furniture and sewing workshop) for former alcohol and drug users (run by NGO “Light of Hope,” Poltava)
- Social Bureau “Vinci” – day center for former drug users (Ukraine, Kyiv)
- Wooden workshop “Papa Carlo” for formerly homeless people and disabled people (run by NGO “Narodna Dopomoha Ukraine,” Chernivtsi)
- Social-cultural startup “FortelUA”: the integration in labor market (in particularly, crafting area) women from vulnerable groups (there are IDPs, single mothers, after domestic violence and with physical diseases). There are job places for crafting women, which improves their self-employment options, creates the vast choice of the crafted art with social sense and develops the tolerant attitude to vulnerable people in the community. Run by NGO “Narodna Dopomoha Ukraine”, Chernivtsi, Ukraine.

I) Description of a best practice for working inclusion of people with disabilities

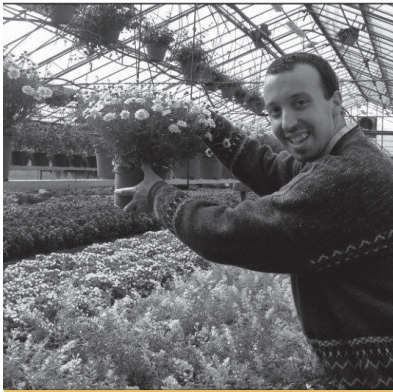
Information not included by partner

L) Description of a best practice for the working inclusion of disadvantaged people

Social startup “Chernivtsi Fortel” was started in 2014 by NGO “Narodna Dopomoha Ukraine.” The startup aims to provide disadvantaged women (suffered from domestic violence, single mothers, women from large families and from IDPs (Internally displaced persons) families with possibilities of the self-employment in the crafting area. These women are not competitive on the open labor market. The acquisition of the relevant labor skills and development in crafting processes offers the best chance to be integrated into the labor market. The project was started by the organization of the fairs for crafting women (marketplaces). The additional value of the project is the participation of the former homeless people (clients of “Narodna Dopomoha Ukraine”) in fair’s equipment installation. That has enabled us to develop in community tolerant attitude to disadvantaged people. From 2014 till 2017 more than 500 women were involved in community of the crafting people FortelUA. During this time, 27 fairs were organized in Chernivtsi; 5 times women participated in International & Ukrainian fairs. The experience shows that to be successful in crafting activity women need to be strongly supported with trainings. The training program was started in February 2017. For today, FortelUA continues to develop, unites crafting women from disadvantaged groups and successful crafting women from Ukraine, and promote them with:

- Conducting 10 open fairs of handmade production in a year in Chernivtsi and Ukraine;
- Training course for experienced crafting women;
- Learning courses on sewing/wooden process professional skills (for disadvantaged people);
- Training for the trainers (for women hosting master classes)
- Initial marketing training course for newcomers
- Support of the crafting women in promotion on international platforms for web-sales / design of own website.

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