

City	Good practice	Thematic area*	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Barcelona <i>Page 4</i>	Job coaching and counselling service	Job Coaching	Develop their role as workers in mainstream jobs in the open labour market	Any disability From 18 to 64 years old	1985		No real partners but cooperation with NGOs' and companies	Social welfare Dept 179.794,64€ Work dept 152.566,68€	barcelona1.doc
Copenhagen 1 st good practice <i>Page 5</i>	One-Stop-Shop for disabled		Provide general service for disabled All services situated in one place.	Disabled	2000				copenhagen1.do
Copenhagen 2 nd good practice	The Special Job Centre	Job-coaching	To obtain job training and employment	Young disabled citizens	2001				copenhagen2.doc
Dublin 1 st good practice <i>page 6</i>	Dublin City Council Equal Employment Programme	Job-coaching	Mainstream practice in the public authority directly aimed at developing best practice regarding the employment of disabled people	Primarily people with a disability who are seeking employment with Dublin City	1997	Dublin City Council employs 4.4% of staff with a disability.		27,000 euro	dublin1.doc
Dublin 2 nd good practice	Disability Employment Network	Job-coaching	To provide a supported employment network and free service to both service user and employer	Disabled people between the ages 16 and 65 years old.	2000		7 different disability organisations		Dublin2.doc
Eindhoven 1 st good practice <i>page 7</i>	Esc@pe 2000 – Internet for the socially Isolated	e-participation	To support the socially isolated by providing them with access to the internet and to determine whether using the Internet could alleviate their feeling of being isolated	Some elderly people and people with chronic illnesses in our society being socially isolated and housebound	2000	15 participants	Joint venture of the Eindhoven sections of Seniorweb, the Red Cross and the Zonnebloem (NGO for disabled, other NGOs'	102.800 euro-	eindhoven1.doc
Eindhoven 2 nd good practice	MS-Meer Samen (More Together), access to a world of possibilities	Job-coaching & e-participation	To enable persons with multiple sclerosis or other chronic illnesses to get a working place within an (or their own) ICT-company	15 persons with multiple sclerosis or other chronic illnesses		15 participants	The Foundation works under the umbrella of the Multiple Sclerosis Association and other NGOs'	228.000 euro	Eindhoven2.doc

City	Good practice	Thematic area*	Objectives	Target-group	Starti ng Year	Number of persons involved	Partnership	Budget	Name of Document
Helsinki 1 st good practice <i>page 8</i>	Papunet project	e-participation	To give information through the Internet	People with speech impairments, users of plain language and their close persons as well as professionals.	1999	Estimated number of people with speech impairments is 0.3 - 0.4 % of the population in Finland.	Seven Finnish associations for the handicapped and Retarded in Finland	250 000 – 300 000 € / year	helsinki1.doc
Helsinki 2 nd good practice	Supported employment	Job-coaching	To employ disabled persons directly on the open labour market, thereby avoiding periods of employment or time spent at day activity centres Structural change in employment functions	Mentally disabled, mental health problems.	1995	50 to 60 clients on an annual basis	Helsinki's supported employment network comprises nine supported employment units, college, NGOs'	145,482 euro	helsinki2.doc
Southampton 1 st good practice <i>page 9</i>	City Limits Employment/Southampton Works	Job-coaching	To build on the good practice of CLE & SW – to develop this service by providing an integrated and pan-disability service to jobseekers	Disabled persons between ages 16 – 70.	2001	260 individuals in the City of Southampton, with over 180 individuals in employment.	Southampton and South West Hampshire Health Authority Department Southampton City Council to voluntary agencies, Employment Service and local employers	SDS CLE currently core funding £135,865 currently ESF £95,500	southampton1.doc (cityprof) southampton2.doc
Southampton 2 nd good practice	Personal Development Training (PDT)	Job-coaching	Employment activity; vocational skill; control over their life.	All disabled people in society	1984	90 persons by end 2002he programme by year end	Statutory and independent sector partners	The net cost for each level of the PDT programme is 5500 Euros	southampton3.doc
Stockholm 1 st good practice <i>page 10</i>	Nyboda day Centre, glasade gången	Job-coaching	To offer a specialised daily activity for intellectually disabled Persons. We offer a meaningful work that strengthens self-confidence and participation in the society.	Slightly to moderately intellectually disabled adults		44 participants (employees) working at Nyboda from Monday until Friday	City district Hägersten, social welfare offices and special schools for intellectually disabled children	1.12 million Euro	Stockholmprof.doc Stockholmorg.doc stockholm1.doc
Stockholm 2 nd good practice	Danviksport Cooperative	Job-coaching and e-participation	Offering support and activities for people with disabilities thereby offering tools for self-determination in their daily life.	young people with physical disabilities and all disability groups subjected to measures by the EOYPD.	1997	45 participants	Employment Office for Young People with Disabilities, The City of Stockholm municipality, NGOs'	611.400 euro.	stockholm2.doc stockholm3.doc

City	Good practice	Thematic area*	Objectives	Target-group	Starting Year	Number of persons involved	Partnership	Budget	Name of Document
Turku 1 st t good practice page 11	Toivola Activity Centre	Job-coaching	To arrange job positions in normal workplaces for as many people as possible, we will still need to have other work and activity alternatives. Toivola has begun to implement stimulating day programmes and assistance and guidance	31 developmentally disabled adults	2000	31 participants	the Office of Services for the Disabled of Turku City's Social Welfare Centre Toivola Activity Centre collaborates with many different levels in both public and private sectors.	382,890 € per year	Turucityprof.doc Turku1.doc
Turku 2 nd good practice	Call Center	e-participation	To gather and give out information about the services for children and young people who are disabled or suffer from long-term illnesses (age 0-25 yrs).	The public	2001		Co-operation between public, private and non-governmental or voluntary organisations in the field of health and social services	140 000 €	Turku2.doc
Vienna 1 st t good practice page 12	Gärtnerprojekt der Stadt Wien	Job-coaching	To integrate young people after school, who are not able to find and pass an education/training in the open labour market because of their disabilities or impairments. A practical training	Young people with disabilities mentally disabled school leavers with or without main graduation where it is not possible to obtain a job at the job market	1991	8 per year	The City of Vienna Job market service	€223.408	Wien1.doc
Vienna 2 nd good practice	Project „Profi-Practical, flexible, integrated	Job-coaching	Offers work and qualification for school leavers with disabilities. It assists young people (between fifteen and twenty-two years) with a smooth transition from school to job.	Young disabled people who don't want to attend a day care center	2001	25 in measure	A private non-profit organization called "Jugend am Werk" (JaW)	The yearly running costs for the whole project are € 239.900	Wien2.doc

1. **Job - coaching or supported matching** which means support for disabled to find, get and retain work or if that is not possible access to a meaningful daily activity.
2. **E-participation** that means to ensure access to public sector web sites and to prevent new technology from becoming a new handicap for participation of disabled in community.

Barcelona	Good practice	Thematic area	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Barcelona 1 1 st good practice	Job coaching and counselling service	Job coaching	Develop their role as workers in mainstream jobs in the open labour market	Any disability (physical, learning difficulties, sensorial, mental health). From 18 to 64 years old	1985	Labour orientations: 426 Legal service: 285 Training service 44 + 217 Labour service: 211 Job coaching service:633 Number of educative programmes:833	EAL has no partners. As a labour insertion service is recognised by the law and financed by the autonomous government. On the other hand EAL maintains specific co-operation agreements with the different kind of agents: 1)people with disabilities organisations: In order to finance some training and employment actions. 2) Companies: For the organization of labour insertion activities.	<ul style="list-style-type: none"> ➤ Framework agreement with the autonomous Government social welfare Department 179.794,64€ ➤ Agreement with the autonomous Government work Department 152.566€ 	barcelona1.doc

Methods:

- Labour orientation and careers advice
- Legal service
- Job-search courses
- Just in time courses
- Open learning centre
- Training service
- Job coaching service

Copenhagen	Good practice	Thematic area	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Copenhagen 1 st good practice	One-Stop-Shop: 4 Centres for Disabled Citizens in Copenhagen City		Provide a general service for disabled citizens situated in one place. Gathering the expertise of a wide range of professionals in one unit.	All disabled	2000				copenhagen1.doc
Copenhagen 2 nd good practice	The Special Job Centre	Job-coaching	To meet the needs of young disabled citizens to obtain job training and employment	Young disabled persons, 18 and 28 years.	2001		One stop shop, care-centres, public and private companies.		copenhagen2.doc

Methods:

1st good practice

Gathering the expertise of a wide range of professionals in one unit the citizen need only address the Centre for Disabled

2nd good practice

Job training is tailored for an exact job.

Finding new employers and establishing networks so the employees are part of a network after they get a job. It has turned out to be the experience that many mentally disabled employees do not easily obtain a network at their job.

Dublin	Good practice	Thematic area	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Dublin 1 st good practice	Dublin City Council Equal Employment Programme	Job-coaching	A mainstream practice in the public authority directly aimed at developing best practice regarding the employment of disabled people We aim to continue to provide employment opportunities for people with a disability who wish to pursue a rewarding career with Dublin City Council.	As the largest employer in Dublin our target group are primarily people with a disability who are seeking employment with Dublin City Council.	1997	Dublin City Council employs 4.4% of staff with a disability.		27,000 euro	Dublin1.doc
Dublin 2 nd good practice	Disability Employment Network	Job-coaching	To provide a supported employment network and free service to both service user and employer that will identify, place, maintain and promote the employment of people with disabilities in the open labour market” each job coach secures employment for 6 people in 2002.	Disabled people between the ages 16 and 65 years old.	2000		7 different disability organisations		Dublin2.doc

Methods:

1st good practice

- Communication, training and awareness raising will remain a fundamental aspect of this commitment
- The wording was changed on all job descriptions in relation to the medical requirement, the application form was amended and a question was added asking applicants if they considered that they had a disability and if so if they required facilitation at interview.
- Sign Language classes were introduced for staff
- Reports and publications were made available in large print and audiocassette format.
- Officer developed and produced a video on Disability Awareness. The video entitled “Changing Focus” used as a training tool throughout the organisation and the local authority sector as a whole.

2nd good practice:

Our job coaches work with the service user around employment and what they have worked at previously and what they would like to do in the future. With this information they source for a suitable job for them in the open labour market. When the person starts the job the job coach works on site with them and trains them for as long as that person needs. The service, which is provided to the employer, is where the employer gets a free service and they can contact the job coach at any time if there are any concern, issues or problems.

Eindhoven	Good practice	Thematic area	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Eindhoven 1 st good practice	Esc@pe 2000 – Internet for the socially Isolated	e-participation	To support the socially isolated by providing them with access to the internet and to determine whether using the Internet could alleviate their feeling of being isolated.	Some elderly people and people with chronic illnesses in our society being socially isolated and housebound	2000	15 participants	joint venture of the Eindhoven sections of Seniorweb, the Red Cross and the Zonnebloem (NGO for disabled, other NGOs´	102.800 euro	eindhoven1.doc
Eindhoven 2 nd good practice	MS-Meer Samen (More Together), access to a world of possibilities	Job-coaching & e-participation	to enable persons with multiple sclerosis or other chronic illnesses to get a working place within an (or their own) ICT-company to create workplaces for persons with Multiple Sclerosis who are “not to be mediated” by the labour- mediation services	15 persons with multiple sclerosis or other chronic illnesses		15 participants	The Foundation works under the umbrella of the Multiple Sclerosis Association and other NGOs´	228.000 euro	Eindhoven2.doc

Methods:

1st good practice

To be housebound and to have no or very few possibilities for getting out, which results in a severe lack of contacts with the ‘outside’ world

To be visited by volunteers from the above mentioned welfare organisations

To have the physical abilities to operate a computer and to have sufficient command of the hearing and sight-functions, minor adaptations however are possible.

To have no negative feelings on using the computer and the internet

Not to be using the internet already

To agree to participate in evaluation research

2nd good practice

through training and education to create a working place within an ICT-company. Within the pilot-project possibilities to set up a private ICT-company especially for this pilot-project will be investigated and, when possible, realised.

Coaching and training and setting up a private company increase the opportunities for participation in the labour market.

From the very beginning, the project is developed together with representatives from the target group i.e. people with Multiple Sclerosis. The project, as developed for the Eindhoven-region, can be used as model of good practice not only for other regions in the Netherlands, but also for other target groups of persons with chronic diseases or similar problems

Helsinki	Good practice	Thematic area	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Helsinki 1 st good practice	Papunet project	e-participation	The aim of the Papunet project is to give information through the Internet to people with speech impairments, users of plain language and their close persons as well as professionals.	persons using augmentative and alternative communication (AAC), e.g. like bliss and other symbol language and plain language in Finnish and Swedish. Also their close persons and professionals are in target group.	1999	estimated number of people with speech impairments is 0.3 - 0.4 % of the population in Finland.	Seven Finnish associations for the handicapped 1.Finnish Association for Autism and Asperger syndrome, 2.Association for the Welfare of the Swedish-speaking 3.Mentally Retarded in Finland 4. The Stroke and Dysphasia Federation in Finland, 5.The Finnish Association of Societies for Persons with Mental Handicap, 6. Finnish CP Association 7. The Finnish Association on Mental Retardation,	250 000 – 300 000 € / year	Helisnki1.doc
Helsinki 2 nd good practice	Supported employment	Job-coaching	to employ disabled persons directly on the open labour market, thereby avoiding periods of employment or time spent at day activity centres structural change in employment functions	Mentally disabled, mental health problems, and those recovering from mental illnesses.	1995	50 to 60 clients on an annual basis	Helsinki's supported employment network comprises nine supported employment units, college, NGOss' both national and international co-operation	145,482 euro	helsinki2.doc

Methods:**1st good practice:**

The main idea is to create an easy to use web site for different target groups. From the beginning the accessibility of Papunet web site has been the main factor of the development process. The web site consists standard language, plain language, and Bliss language pages, as well as pages including symbols. Voice support will be available for part of the pages. There will also be a text version of the pages.

2nd good practice:

Learning at work – the training process. Mapping out jobseekers' motivation, skills and wishes. Making good use of jobseekers'/employees' possible former vocational training. Looking for suitable jobs and suitable job training (not the same for all clients). Teaching the rules of working life, and the actual work in all its details. Being settled in independent work

Southampton	Good practice	Thematic area	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Southampton 1 st good practice	City Limits Employment/Southampton Works	Job-coaching	to build on the good practice of CLE & SW – to develop this service by providing an integrated and pan-disability service to jobseekers By setting up more partnerships to ensure our objectives from the JIP and Government Legislation are achieved	Disabled persons between ages 16 – 70.	2001	260 individuals in the City of Southampton, with over 180 individuals in employment.	Southampton and South West Hampshire Health Authority Department Southampton City Council to voluntary agencies, Employment Service and local employers	SDS CLE currently core funding £135,865 currently ESF £95,500	southampton1.doc (cityprof) southampton2.doc
Southampton 2 nd good practice	Personal Development Training (pdt) Southampton Centre for Independent Living (SCIL)	Job coaching	provide the means, by which disabled people may take control over their lives, achieve full participation in all spheres of society and make changes to how they are viewed and treated. Employment Learning, vocational skill; Starting or developing further a personal relationship	all disabled in society non-specific regarding impairment group and any hierarchy that may exist around impairment type(S).	1984	90 participants will have completed the programme by year end of 2002	through working with both statutory and independent sector partners	The net cost for each level of the PDT programme is 5500 Euros	southampton3.doc

Methods:

1st good practice:

By Vocational Profiling, this involves getting to know the individual, their needs, supporting them to find the job to suit their employment needs, goals and aspirations. We find the right job, offer training in the work place, on-going support, We monitor and review all work placements on a regular basis

2nd good practice:

committed to the empowerment of disabled people through making real differences to the lives of disabled people.

Peer support. recognise and value the differences and common issues between disabled people; undertake activities which enable them to achieve a greater self-worth and understanding of themselves and their life so far; develop a positive self-image and assertiveness skills; challenge themselves both emotionally and physically allowing them to consider and plan personal goals for the future.

Stockholm	Good practice	Thematic area	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Stockholm 1 st good practice	Nyboda day centre, glasade gången	Job-coaching	To offer a specialised daily activity for intellectually disabled persons. We offer a meaningful work that strengthens self-confidence and participation in the society.	slightly to moderately intellectually disabled adults		44 participants (employees) working at Nyboda from Monday until Friday	City district Hägersten, social welfare offices and special schools for intellectually disabled children	1.12 million Euro	
Stockholm 2 nd good practice	Danviksport Cooperative	Job-coaching and e-participation	offering support and activities for people with disabilities thereby offering tools for self-determination in their daily life. offers open activities where participants free of charge can try out a number of areas where the new technology brings new ideas and creates new possibilities	young people with physical disabilities and all disability groups subjected to measures by the EOYPD.	1997	45 participants	Employment Office for Young People with Disabilities, The City of Stockholm municipality, NGOs	611.400 euro.	stockholm2.doc stockholm3.doc

Methods:

1st good practice

Working according to a method called SIVUS, "Socio-Individual Development Through Co-operation"

method is based on the group-dynamic principles, on knowledge of how all human beings develop individually and socially and on the special resources/possibilities/abilities and difficulties of the intellectually disabled persons. To make it possible for everyone to reach his or her maximally development. Grepp om Livet". In short it is a method that helps intellectually disabled people to take control of their lives, both at work and at home. Work with avisual cash register". It looks like an ordinary cash register but it is equipped with a data screen on which one can point with a finger. The screen makes it possible to adapt the register to each employee. Instead of trying to find work in the society for our employees, we make the society come to us and we can arrange the meeting on our conditions. Our employees get daily acknowledgement from our customer.

2nd good practice

One of the foundations on which Danviksport is built is the belief that staff members should be recruited among former participants. Eight out of the fifteen employed at the end of March 2002 are former participants in the Computerteque or in Basic Danviksport. Apart from vocational training and basic computer training a very important part of our activities is social training as a result of cooperation with other participants and the instructors thereby having to cope with and respect other persons peculiarities.

Turku	Good practice	Thematic area	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Turku 1 st good practice	Toivola Activity Centre	Job-coaching	to arrange job positions in normal workplaces for as many people as possible, we will still need to have other work and activity alternatives. Toivola has begun to implement stimulating day programmes and assistance and guidance	31 developmentally disabled adults	2000	31 participants	the Office of Services for the Disabled of Turku City's Social Welfare Centre Toivola Activity Centre collaborates with many different levels in both public and private sectors.	382,890 € per year	Turucityprof.doc Turku1.doc
Turku 2 nd good practice	Call center	e-participation	The objectives of the project will be to provide people with a single contact when they are not quite sure who to ask. to gather an extensive database of the local service-providers and their services and to convey this information to the local population through different media.	Local population	2001		co-operation between public, private and non-governmental or voluntary organisations in the field of health and social services	140 000 €	Turku2.doc

Methods:

1st good practice

Every individual is valuable to us, Toivola is a safe place to practice the skills of life. The work and club day should proceed safely the activities arranged for the youth and adults should be meaningful the atmosphere at the activity centre should be relaxed the information flow within the activity centre should be efficient .

2nd good practice

Emphasis will be on telephone advising, but the use of electric communication (e-mail and web site) will also be introduced after preliminary results from the project's first phase.

Vienna	Good practice	Thematic area	Objectives	Target-group	Starting year	Number of persons involved	Partnership	Budget	Name of Document
Vienna 1 st good practice	Gärtnerprojekt der Stadt Wien	Job-coaching	to integrate young people after school, who are not able to find and pass an education/training in the open labour market because of their disabilities or impairments. a practical training	young people with disabilities mentally disabled school leavers with or without main graduation where it is not possible to obtain a job at the job market	1991	8 per year	The City of Vienna Job market service		Wien1.doc
Vienna 2 nd good practice	Project „Profi-Practical, flexible, integrated	Job-coaching	offers work and qualification for school leavers with disabilities. It assists young people (between fifteen and twenty-two years) with a smooth transition from school to job.	young disabled people who don't want to attend a day care center	2001	25 in measure	A private non-profit organization called “Jugend am Werk” (JaW	The yearly running costs for the whole project are € 239.900	Wien2.doc

Methods:

1st good practice

Every second year a project with 8 young people starts. They learn how to manage every day life by a special teacher in order to prepare the young people for the future and independent life as far as possible. Subjects are: how to use the city map, money, public transports

calculate, reading and so on. Because of the intense, daily contact and the small group it is possible to promote the young people individually.

2nd good practice

theoretical and practical training which is running three years. In the first two years they get pocket money for the time of training. In their third year they will earn a small amount of money, which is paid from the job market service if they have the long-term objective to find a job on the general labor market. The aim is that the young people get an overview what they could work and also what they enjoy