



Centro Polifunzionale
Don Calabria

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Medialabor, corrective actions in employment access service for PWD

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Presentation

Medialabor is an employment access service within the Vocational Training Area of Centro Polifunzionale Don Calabria.

It collaborates with the other areas of the Center : Rehabilitation Area and the Social Area according to a global approach.



Mission

To increase the occupational, personal and social autonomy of disadvantaged people and of people with disabilities in particular and to increase their participation in the community.



Some figures

1976 Employment access activities for students with disabilities took place

2000 Medialabor was founded

43% of placements of Pwd in the open labour market

450 Companies



Human resources

4 Employment access case manager for
People with disabilities

5 Employment Access case managers for
Disadvantaged people

3 Disability Management Experts



Guidelines

Comprehensiveness : Attention to the
global needs of the human being

Person Centred Personalised approach

A network approach

European and international dimension



Target

People with mental and/or physical disabilities and traumatic brain injuries

Disadvantaged People (Women over 40, migrants, ecc.)

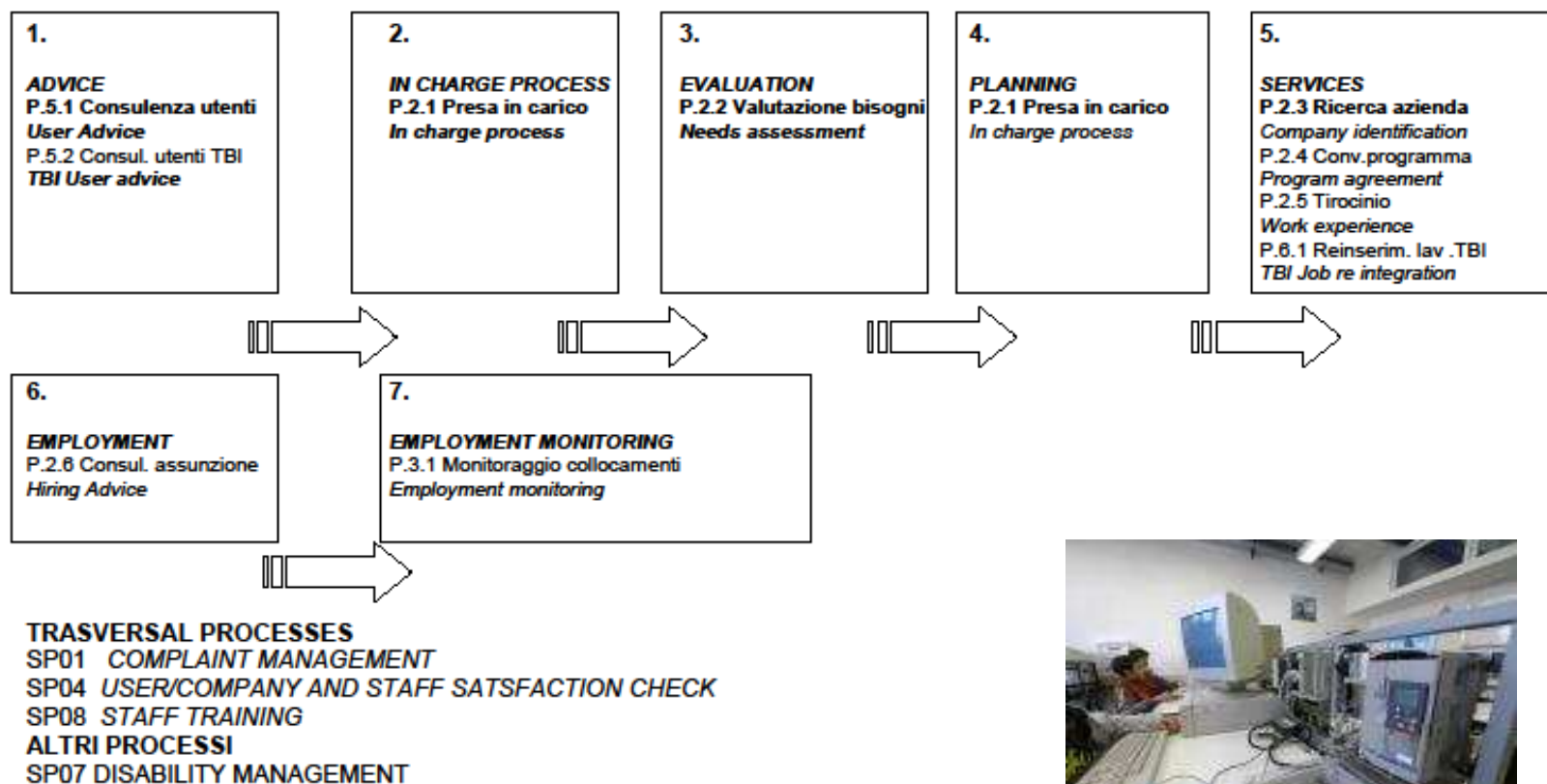


Client result orientation approach

| PROCESSES | PROCEDURES |
|---|--|
| SP01 COMPLAINT MANAGEMENT | P.1.1 Complaint management |
| SP02 EMPLOYMENT ACCESS | P.2.1 In charge process P.2.2 Needs assessment P.2.3 Company identification P.2.4 Program Agreement P.2.5 Work experience P.2.6 Hiring advice |
| SP03 EMPLOYMENT MONITORING | P.3.1 On going Employment monitoring |
| SP04 SATISFACTION CHECK | P.4.1 Users questionnaire P.4.2 Companies questionnaire P.4.3 Personnel questionnaire |
| SP05 USERS ADVICE | P.5.1 Users advice P.5.2 TBI Users advice |
| SP06 JOB REINTEGRATION (especially tbi) | P.6.1 Tbi Job reintegration |
| SP07 DISABILITY MANAGEMENT | P.7.1 Disability Management |
| SP08 STAFF TRAINING | P.8.1 Staff training |
| SP09 MANAGEMENT REVIEW | P.9.1 Management Review |



Medialabor employment access individual plan



Objectives

Objectives are defined on annual basis

| OBJECTIVES 2009 | INDEXES 2009 | RESULTS 2009 | RESULTS 2008 |
|---|--|---|---|
| New employment access plans | 70 | 53 | 59 |
| Employment percentage | 42% | 37% | 42% |
| New companies | 41 | 30 | 41 |
| Number of rehabilitation treatments for employment access | 617 | 496 | 617 |
| Public recognition of Medialabor | To obtain a regional accreditation of Medialabor as Employment Access Service | Regional accreditation reached in June 2009 | Request of accreditation not successful |
| Disability management projects | 4 projects | 3 projects | 2 projects |
| Definition of collaboration with On Going training area | Define a procedure of collaboration between Medialabor and On Going Training Service | A common procedure in the field of ESF Project Management as been defined in November | |



Process revision summary

Every six months there is a process revision with the top management in order to define corrective actions on the basis of

- Objective evaluation
- Results of Client satisfaction questionnaire



Corrective actions

2 examples:

1. SELF HELP PROJECT
2. DISABILITY MANAGEMENT PROJECTS



1. Self help project

Analysing data about PWD Placement we identified some aspects:

- a low percentage of placement for people with psychiatric disorders
- a difficulty in job retention for people with psychiatric disorders

According to a network approach we defined a partnership with Self Help association (According to Self Help Method clients are the principal protagonists of their own rehabilitation)

We defined roles of partners:

- *Medialabor*: Employment orientation and guidance
- *Self Help Association*: Therapeutic/Pharmacological aspects Housing Leisure time



Results

- Up dated information between partners as regards psychological health
- Connections between Work performance and other aspects of life
- Prevention
- Higher percentage of placement
- Higher percentage of job retention



2. Disability Management project

Analysing data about companies satisfaction it was possible to identify the need of improving the companies'abilities in managing disadvantaged employees (not only pwd)

According to the European and international dimension we updated our Knowledge and competencies in the field of disability management



2005

Return to work co-ordinator certificate

Nidmar national institute of disability management and
research, Canada

2008

Post diploma Trust counsellor

Expert in organizational wellbeing, prevention and evaluation of
mobbing and work related psycho-social risks

Jurisprudence Studies Department of Verona,
Italy



Bench Marking with other experiences within the European Platform project

Disability management project or well being in companies projects activities:

- Analysis of the Company' needs and characteristics
- Analysis of the employees' needs (Questionnaire about well being)
- Training sessions on topics connected to wellbeing, addressed to managers and employees (health and safety issues, healthy lifestyle, addicts, accidents at work, etc.)



Collaboration with 4 companies

A Company dealing with public utilities in Verona
5 years projects

A Pharmaceutical Company located in Milan
2 years project

The Town Council of Verona
2 years project

An important National Bank
4 years projects



Thanks for your attention!

