



*Empowered lives.  
Resilient nations.*

# REPORT

**Social inclusion of people with disabilities through  
access to employment:**

**FROM THEORY TO PRACTICE**

Social Inclusion of People with Disabilities through Access to Employment Project

**2008–2011**



***December 2011***



*When considering the role played by employment centres in providing equal rights to job placements and employment for people with disabilities, it is clear that they serve as a point of convergence between a person with disabilities and an employer.*

*Employment centres can act as advocates for and promoters of people with disabilities as professionally competitive actors. In this way, they are able to contribute to raising employers' awareness on the provision of jobs to people with disabilities. This can contribute to poverty reduction, since people with disabilities often have the lowest revenues, and can also mean reaping the benefits of their capacity as a macroeconomic resource in the labour force, which will in turn contribute to the sustainable economic growth of the country.*

*The rich experience accumulated by Ukraine over two years of working through the Model of Job Placement and Employment of People with Disabilities and the Methodology of Provision of Social Services to People with Disabilities, during their testing and implementation, deserves to be consolidated and drawn on in the future.*

*Implementing the Model and the Methodology aligns with the provisions of the UN Convention on the Rights of Persons with Disabilities, which states that all persons with all types of disabilities must enjoy all human rights and fundamental freedoms on an equal basis with others. This also includes the rights of people with disabilities to employment.*

**Olivier Adam**  
UN Resident Coordinator  
UNDP Resident Representative for Ukraine



*The time has now come to speak of decent employment for people with disabilities. Social inclusion and labour market integration for this population group is no longer just a social issue – it is becoming an economic one. Broader access for people with disabilities to job placement makes it possible to utilize this human resource for the development of the state and achieve positive economic as well as social impacts. According to the findings of the ILO study “The Price of Exclusion: The Economic Consequences of Excluding People with Disabilities from the World of Work”, if there is no adequate access for people with disabilities to an open labour market, gross national product goes down by between 3 and 7 percent.*

*The bridge between a person with disability being able to exit poverty and that person falling back into poverty is quite fragile. Therefore, it is necessary to reform not only approaches and perceptions but also the ideas and real appraisals of workplace capabilities of people with special needs. In this regard, Ukraine must calculate the costs borne by society, the budget, employers generally and individually and, of course, every family.*

**Vasyl Kostytsya**  
National Coordinator  
International Labour Organization in Ukraine

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## *List of abbreviations*

ACVRD	All-Ukrainian Centre for Vocational Rehabilitation of the People with Disabilities
AGEFIPH	Fund for the Professional Inclusion of People with Disabilities (France)
CDBD	Centralised Databank on Disability Problems
EBA	European Business Association
EC	Employment Centre
EC	European Commission
FSPD	Fund for Social Protection of Persons with Disabilities under the MSP
HR	Human Resources
ILO	International Labour Organization
MoH	Ministry of Health of Ukraine
MSEC	Medical and Social Expertise Commission
MSP	Ministry of Social Policy of Ukraine (before December 2010 Ministry of Labour and Social Policy of Ukraine)
NADU	National Assembly of People with Disabilities of Ukraine
NGO	Non-governmental Organization
SEC	State Employment Centre under the MSP
SES	State Employment Service under the MSP
PMT	Project Management Team
SID Project	Social Inclusion of People with Disabilities through Access to Employment Project
UNDP	UN Development Programme
WG	Working Group for the Development of the Model of Job Placement and Employment of People with Disabilities
Methodology	Methodology of Provision of Social Services to People with Disabilities
Model	Model of Job Placement and Employment of People with Disabilities

## Acknowledgements

The achievements of the Social Inclusion of People with Disabilities through Access to Employment Project (hereinafter referred to as the SID Project) would have been impossible without the assistance of national partners and cooperation therewith. The Project Team would like to express its gratitude to all the organizations and individuals involved in the SID Project's implementation, especially: the State Employment Centre of Ukraine; the Ministry of Social Policy (MSP) of Ukraine; the MSP's Fund for Social Protection of Persons with Disabilities; Kyiv City Employment Centre; Chernihiv and Kyiv Oblast Employment Centres; other employment centres involved in the Project's implementation; the State Employment Centre Staff Training Institute; the All-Ukrainian Centre for Vocational Rehabilitation of the People with Disabilities (Liutizh); the MSP Labour and Employment Institute; the Commission for Activity of Enterprises and Organizations of Persons with Disabilities' Public Organizations; the Federation of Employers of Ukraine; the Federation of Trade Unions of Ukraine; the Confederation of Free Trade Unions of Ukraine; the Ministry of Health Medical and Social Expertise Department and regional and city medical and social examination commissions; the National Assembly of People with Disabilities of Ukraine; Steinmetz de Compaan (the Netherlands); Delfin non-governmental organization (NGO) as well as other community-based organizations; Baker Tilly Ukraine; Platinum Bank; Samsung Electronics; and "Menedger z personalu" (Human Resources [HR] Manager) and "Ukrainskiy Tyjden" (Ukrainian Week) magazines. In addition, the Project's achievements during the period under review would have been impossible without contributions from international organizations such as the UN Development Programme and the International Labour Organization, and without the active support of these organizations' management and staff.

The Project Team thanks all its partners sincerely for their kind support and cooperation.



## Project background and mission

Project of the UN Development Programme, the International Labour Organization and the State Employment Service

### **Social Inclusion of People with Disabilities through Access to Employment**

Implementation period:  
September 2008–December 2011



## Project background

People with disabilities represent one of the biggest vulnerable groups in Ukraine, amounting to around 5 percent of the country's whole population when the Project was initiated. The Soviet Union strove to present an image of a healthy society by segregating people with disabilities. Ukraine inherited this system, whereby people with disabilities were rarely seen in public. For decades, the rehabilitation system focused mainly on medical rehabilitation, leaving out social and vocational rehabilitation. People with disabilities were generally employed at specialized closed and subsidized enterprises, which contributed to their further isolation from the rest of society. The negative consequences of the transition period affected people with disabilities more than other social groups: it is relatively difficult for people with disabilities to find employment in the open labour market.

There existed a number of barriers between people with disabilities and employment: a gap between their education/qualifications and labour demand; a limited list of vacancies offered to job-seekers with disabilities; irregularities in the institutional arrangements for their employment and insufficient cooperation between relevant organizations and institutions; a shortage of specialized services to provide support; a lack of motivation among employers to hire people with disabilities; low activity of people with disabilities in search of employment, caused both by subjective factors (lack of self-confidence, low level of qualifications) and objective ones (low wages, disbelief in the effectiveness of the employment service, etc.).

Before 2006, people with disabilities applied to the State Employment Service (SEC) of Ukraine for assistance in job placement and to register as job-seekers, but could not obtain official unemployed status. This state of affairs was changed in March 2006 as it was deemed discriminatory in nature and in order to comply with International Labour Organization (ILO) Convention on Discrimination (Employment and Occupation) (No.111), which Ukraine has ratified. In 2006, the SEC began providing people with disabilities with the full scope of services for assistance in job placement.

Employment centres (ECs) lack experience in terms of working with people with disabilities, which has inhibited their implementation of active labour market policy for this group of job-seekers. In view of the newness of this kind of activity for the SEC, and in order to be able to provide effective services for people with disabilities, it was deemed necessary to strengthen the SEC's institutional capacity in this regard, through developing and introducing innovative technologies and methods as well as improving staff competencies. With this in mind, the UN

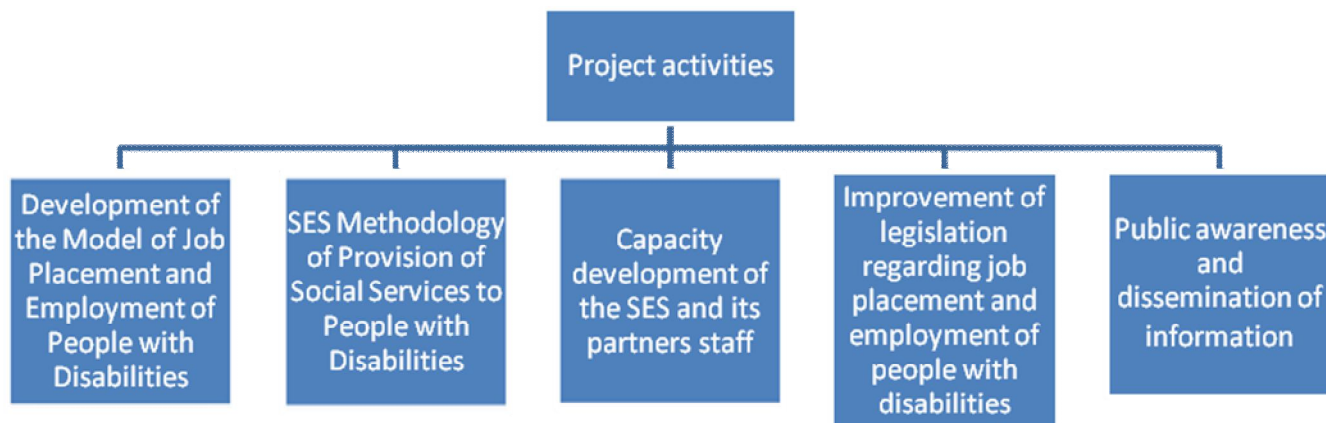
Development Programme (UNDP) and ILO, together with the SEC and non-governmental organizations (NGOs) for people with disabilities, developed the SID Project.

Mission and expected outcomes

The objective of the SID Project was to facilitate the active inclusion of people with disabilities in the open labour market in order to safeguard their equal rights and opportunities. This in turn would contribute to poverty reduction, since people with disabilities often have the lowest revenues, and to the use of their capacity as a macroeconomic resource in the labour force.

The SID Project’s expected outcome was to strengthen the institutional capacity of Ukraine’s State Employment Service (SES) of Ukraine and its partners in the provision of services to promote job placement and employment for people with disabilities.

Project activities



Annex 1 to this report provides information on performance against targets by Project activity area.



## Partnership

SID Project implementation was greatly promoted by active cooperation from a wide range of state and non-governmental organizations, state associations, sponsors and information partners.

Figure 1: Establishment of partnerships by the SID Project



Throughout the Project implementation period, cooperation was maintained with more than 25 organizations and associations:

- State institutions and organizations:
  - o Ministry of Social Policy (MSP) of Ukraine;
  - o SEC;
  - o Fund for Social Protection of Persons with Disabilities (FSDP) of Ukraine;
  - o Medical and Social Expertise Department, Ministry of Health (MoH) of Ukraine;
  - o All-Ukrainian Centre for Vocational Rehabilitation of the People with Disabilities (ACVRD);
  - o Commission for Activity of Enterprises and Organizations of Persons with Disabilities' Public Organizations;
- State organizations and associations advocating for people with disabilities:
  - o National Assembly of People with Disabilities of Ukraine (NADU);
  - o Steimetz de Compaan (Netherlands);
  - o All-Ukrainian Trade Union of Able-bodied Persons;
  - o All-Ukrainian union of public organizations "Confederation of Public Organizations of Persons with Disabilities of Ukraine";
  - o Public organization "Kyiv Organization of Blind Lawyers";
  - o All-Ukrainian public organization "Harmonia";
  - o Youth public organization "Delfin";
- Employers' associations:
  - o Joint Representative Body of the Employers' Party on the National Level;
  - o Federation of Employers of Ukraine;
  - o Confederation of Employers of Ukraine;
  - o All-Ukrainian Association of Employers;
- Trade union associations:
  - o Federation of Trade Unions of Ukraine;
  - o Confederation of Free Trade Unions of Ukraine;
- Academic institutions:
  - o SEC Staff Training Institute;
  - o MSP Labour and Employment Institute;
- Sponsors:
  - o Platinum Bank;
  - o Baker Tilly Ukraine;
  - o Samsung Electronics;
- Information partners:
  - o "Menedger z personalu" (Human Resources [HR] Manager) magazine;
  - o "Ukrainskiy Tyjden" (Ukrainian Week) magazine.

## How did it all begin?

The SID Project was officially launched on 8 October 2008, during a meeting of the roundtable on “Provision of Access to Employment for People with Disabilities”. The event involved representatives of the Verkhovna Rada of Ukraine, the then-Ministry of Labour and Social Policy of Ukraine, the SES, the MoH, the FSDP, UNDP, ILO, the European Commission (EC), NADU and other NGOs for people with disabilities, rehabilitation centres, associations of Ukrainian employers and trade unions and scientists. The roundtable resulted in a Resolution which agreed on further activities within the Project framework aimed at improving the existing system of provision of job placement services for persons with disabilities.

One of the Project’s main tasks was to develop a Model of Job Placement and Employment of People with Disabilities. To commence this activity, in late 2008, cooperation was established and consultations were held with key stakeholders. In early 2010, relevant local experts were selected and recruited and two advisory bodies were formed: the Working Group for the Development of the Model of Job Placement and Employment of People with Disabilities (hereinafter referred to as the WG) and the Project Advisory Committee.

The WG was formed in order to enable the provision of expert support in the course of the Model’s development. It included 31 representatives of state institutions dealing with job placement and employment promotion for people with disabilities, NGOs representing these people’s interests, trade union and employers’ associations and scientists.

Overall, during 2009, five WG meetings took place; two expanded meetings were held, one with representatives of Kyiv rayon ECs (March 2009) and one with representatives of FSPD oblast divisions (September 2009); individual consultations with WG members and subgroup discussions were conducted; and WG members provided counselling and submitted comments and proposals on draft documents on a routine basis.

SID Project experts, in cooperation with the WG, conducted analysis of Ukraine’s existing system of job placement and employment of people with disabilities<sup>1</sup>, studied international experience<sup>2</sup> and developed the draft Model based on this.

In considering international experience, SID Project experts examined available sources describing international experiences, worked through international instruments (such as UN Conventions, ILO Conventions and Recommendations on the rights of people with disabilities, their job placement and employment, etc.). The WG and Advisory Committee members took part in workshops involving international experts as well as two study tours.

As far as the involvement of international experts in the Model development was concerned, Barbara Murray, ILO Expert and Senior Specialist in the ILO Skills and Employability Department, carried out missions on 7-10 October 2008 and 24-27 February 2009. Within the framework of her visit in late 2008, Ms. Murray, with participation from the Project Management Team (PMT), held negotiations with the SID Project’s key partners, which contributed greatly to analysis of the existing system as well as providing a basis for her further recommendations for the process of development of the new Model. Ms. Murray also presented international experience and provided recommendations at a roundtable meeting

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<sup>1</sup> Based on the analysis, the report “The Existing System of Job Placement and Employment of People with Disabilities in Ukraine” was prepared.

<sup>2</sup> A brief review of international experience is presented in Annex 16 to the Manual for Employment Centres, “International Experience of Securing Equal Opportunities for People with Disabilities in the Labour Market”.

in October 2008 and at a two-day workshop on “Employment of People with Disabilities – International Experience” in February 2009, as well as providing advice to Project experts.

Overall, development of the Model took about nine months.

*It is worth pointing out difficulties that arose in achieving consensus on certain Model aspects. Key stakeholders sometimes took opposite stances, leading to delays in the process of draft Model development and approval.*

The Project Advisory Committee was established to take stakeholders’ concerns and opinions into account in the framework of SID Project implementation. The Committee included representatives of the Ministry of Labour and Social Policy, the SES, the FSDP, MoH, the Federation of Employers of Ukraine, the Federation of Trade Unions of Ukraine, NADU and ACVRD. It held two meetings in 2009 to deal with approving the draft Model and proposals on its testing in relevant regions. After its second meeting, the Committee recommended the draft Model for testing.

The draft Model was presented to the public at an ILO press club meeting dedicated to International Day of Persons with Disabilities (2 December 2009).

## Development of the methodology

Important to the development of the Project, there existed a big difference between the approaches and successes of various oblasts of Ukraine in terms of job placement of people with disabilities. To ensure efficiency in all ECs, it was deemed vital to develop and implement a unified methodology for the provision of job placement promotion services for people with disabilities. As such, the Project Document envisaged that an improved methodology for the provision of social services for people with disabilities by ECs should be an integral part of the Model. A Ukrainian expert was hired to design such a Methodology.

Weighty contributions to the design process of the Methodology, as with the Model, consisted of activities initiated and held directly by the SES:

- ✓ An all-Ukrainian meeting workshop on “Promoting Employment of Persons with Disabilities” (October 2008, Lysychansk, Luhansk oblast);
- ✓ A roundtable on “Social Inclusion of People with Disabilities through Access to Employment” (July 2009, Chernihiv);
- ✓ A working meeting of district ECs of Kyiv (March 2009, Kyiv).

The meeting workshop in Luhansk discussed and summed up best national experiences in the provision of services for people with disabilities by ECs as well as identifying existing problems to be considered in the design of the Methodology and the Model.

The core objective of the roundtable held in the city of Chernihiv was to discuss efficient cooperation between partner organizations in the process of job placement of people with disabilities.

The working meeting of district ECs of Kyiv identified problems related to interaction with Medical and Social Expertise Commissions (MSECs) as well as the impacts of improper completing of individual rehabilitation programmes on the organization of further job placement of clients.

Thus, key aspects concerning improvement of the existing Methodology were determined during all the above-listed events.

A survey of staff of Kyiv ECs was organized and conducted as part of the Project, and its results were taken into account in the development of the Methodology and in the preparation of a training programme for SES staff.

To apply international experience in improving the Methodology, three ILO books on the organization of job placement of people with disabilities were translated, printed and disseminated.

Thus, based on best Ukrainian and international practices, the draft Methodology was designed as a component of the Model of Job Placement and Employment of People with Disabilities. Based on the Methodology, the Manual “Promoting Placement of People with Disabilities” was prepared for EC staff.

Activities were conducted to develop capacity of the SES and its partners’ staff. The Project organized and held a number of events for learning on international experience: an ILO expert presentation (2008), two international workshops (2009) and two study tours (2009). Three ILO books were translated, published and disseminated. A series of workshops for pilot ECs was conducted (Kyiv, Chernihiv, 2009, Kyiv oblast, 2010)<sup>3</sup>.



Photo 1. Unlocking potential in the workshop on “Employment of People with Disabilities – International Experience”

## Improvement of legislation

Within the framework of the SID Project, analysis of national legislation for compliance with international standards, namely, the UN Convention on the Rights of Persons with Disabilities, ILO Conventions 159 and 142 and ILO Recommendations 99, 117, 168, 195 and 198, was conducted. A report on the analysis, prepared by a Ukrainian consultant, was sent for input to WG members as well as the ILO Expert.

Overall, 41 regulatory acts of Ukraine were analysed. Proposals were developed on amending 17 regulatory acts of Ukraine, including the Constitution, 7 Laws, 4 Regulations of the Cabinet of Ministers of Ukraine, 3 Ministry of Labour and Social Policy Orders and 2 MoH Orders.

The draft Model was analysed for consistency with legislation in force. Proposals were prepared for amending Ukrainian Regulatory Acts in accordance with the new Model’s provisions (Annex 2.2 to the Model).

In the course of discussions on the compliance of legislation with the UN Convention on the Rights of Persons with Disabilities, the SID Project, in cooperation with the Institute of Legislation under the Verkhovna Rada of Ukraine, the Committee for Pensioners, Veterans and Persons with Disabilities and NADU, held a roundtable on “The UN Convention on the Rights of Persons with Disabilities: International Commitments and Social and Legal Responsibility of the State” (10 March 2010, Kyiv).

<sup>3</sup> These events are described in more detail in the section on “We learn from each other and grow together”.



## From theory to practice

### Preparation for testing

In 2010, it was time to test the drafts of the Model and Methodology. To support the testing process, the Regulations on Testing were drafted and sent to the Ministry of Labour and Social Policy and MoH; in addition, the Regulations on Model Testing by Pilot ECs were drafted and delivered to the SES.

In the course of preparation for testing, special attention was paid to the establishment of cooperation between pilot ECs and MSECs. MSEC experts were told about core provisions of the Model, particularly concerning interaction with ECs. Moreover, problematic aspects of completing individual rehabilitation programmes for persons with disabilities were discussed, and materials prepared within the SID Project framework were provided.

In order to secure assistance in the Model's testing on the part of all local-level partner organizations, the Project initiated letters from the Minister of Labour and Social Policy to the heads of state administrations of the pilot regions. Corresponding letters from the state administration heads to enterprise managers were to ensure their involvement in the Model and Methodology's testing.

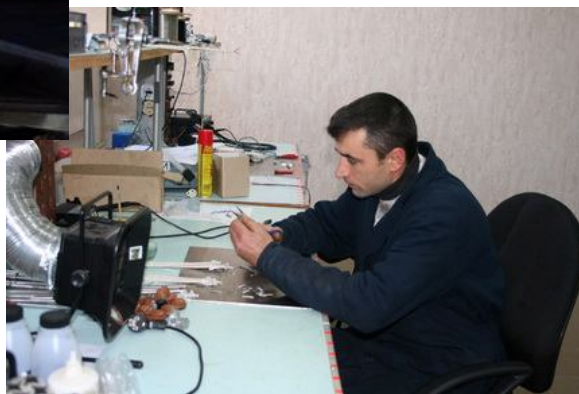
Testing by ECs was started on 1 March 2010 in response to SEC Director's Order No.17.

<p>Seven employment centres in three regions – Chernihiv oblast (the city of Chernihiv and Nizhyn district), the city of Kyiv (Obolonsky, Svyatoshynsky and Darnytsky rayons) and Kyiv oblast (Kyevo-Svyatoshynsky and Boryspilsky districts) – were defined as pilots.</p> <p>The testing was initially planned to last until 30 June 2010, but in view of the mid-term results, described in the report of the SID Project Expert on Monitoring and Evaluation, the Project Advisory Committee recommended that its period be extended until 30 October 2010. The SES approved this decision.</p> <p>The mid-term monitoring results were made public in the course of the third extended meeting of the Project Advisory Committee, which was attended by, along with the Committee members, representatives of the Ministry of Labour and Social Policy, pilot ECs and Ms. Barbara Murray, ILO Expert and Senior Specialist in the ILO Skills, Competences and Employability Department, who was visiting Ukraine on a monitoring mission.</p> <p>The ILO Expert, together with SID Project representatives, visited domestic (local) enterprises where people with disabilities</p>	<p><b>Aspects of the Model and the Methodology that were subject to testing</b></p> <ul style="list-style-type: none"><li>- <i>Inter-sectoral and inter-agency cooperation arrangements;</i></li><li>- <i>System of information dissemination on services offered by ECs in relation to job placement for people with disabilities, including information exchange through the Centralised Databank on Disability Problems (CDBD);</i></li><li>- <i>Service provision technologies – maintenance of cases of people with disabilities by specially trained job placement professionals;</i></li><li>- <i>Consultations with employers concerning adaptation and (or) creation of a special workplace;</i></li><li>- <i>Post-employment monitoring and establishment of people with disabilities in jobs;</i></li><li>- <i>Study of clients' opinions on the quality of service provided by ECs;</i></li><li>- <i>Use of documentation required by the Methodology (job description of an employment professional assigned to provide services to people with disabilities; blank forms for assessment of needs of people with disabilities; workplace inspection questionnaires; social contracts; individual job placement programmes; post-employment monitoring profiles; questionnaires on</i></li></ul>
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were employed and met representatives of NGOs working with these groups.

Summing up the results of this monitoring of pilot ECs' work on the draft Model and Methodology, the ILO Expert informed the participants of the third extended meeting of the Project Advisory Committee that, "as a whole, the testing process may be assessed positively but it is necessary to examine the reasons why people with disabilities do not come to ECs, as well as reasons why employers are reluctant to hire people with disabilities. Proceeding from those findings, a corresponding information campaign may be planned."



*level of satisfaction with services provided by ECs).*

***Contributions made by the Project to improvement of the Methodology***

- *Methodology developed;*
- *Draft Manual on the Use of Methodology for SES staff developed;*
- *Three ILO books on job placement of people with disabilities translated and distributed;*
- *Series of workshops conducted;*
- *Methodology support to pilot ECs provided;*
- *Handbook for employers on job placement and employment of people with disabilities developed;*
- *Draft web page for the portal at <http://trud.gov.ua> designed; Information package for use by ECs (three information leaflets and a social advertisement clip) developed;*
- *Public relations (PR) support given.*

Taking the proposal submitted into account, the SID Project organized a survey by the pilot ECs on knowledge and ideas of employers and people with disabilities concerning some aspects of the organization of the latter's employment and job placement (findings are presented in the Final Report on Monitoring and Evaluation of the Model and Methodology Testing Results).

To explain certain questions arising in the process of the Model and Methodology testing, a training and methodological workshop was held for pilot ECs' staff (Kyiv, 5 August 2010). This dealt in particular with post-placement monitoring of people with disabilities, organization of information campaigns, use of PR tools, etc.

*Overall, testing of the draft Model of Job Placement and Employment of People with Disabilities, including the Methodology on Provision of Social Services to People with Disabilities, by ECs took eight months in 2010.*

On completion of the testing, the Final Report on Monitoring and Evaluation of the Model and Methodology Testing Results was prepared. This also contained recommendations for the improvement of the Model and the Methodology. The draft texts of the Model and Methodology were refined based on the testing results.

By considering the results of the survey on the knowledge and ideas of employers and people with disabilities, a number of information products were developed and a series of activities were scheduled to raise awareness and overcome existing myths and stereotypes<sup>4</sup>.

***Results achieved in the course of the Model and Methodology testing during March–October 2010 in seven pilot ECs***

- 157 people with disabilities were employed;
- Services were provided to 423 clients with disabilities;
- Individual job placement programmes were developed for 305 persons;
- 437 people with disabilities attended training sessions and received psychological support;
- 70 people completed professional retraining programmes and professional rehabilitation, and were ready to be employed in new professions;
- 7 people received one-off unemployment benefits for the organization of entrepreneurial activities;
- 154 employers hired personnel to general ordered vacant positions;
- 1,034 employers were advised on adjustment and adaptation of workplaces and creation of new jobs, partly through provision of a subsidy;
- 2,285 employers were provided with information and advisory measures;
- 3,961 representatives of employer companies participated in seminars;
- 54 partnership agreements were concluded;
- A total of 70 partner organizations were involved in testing.

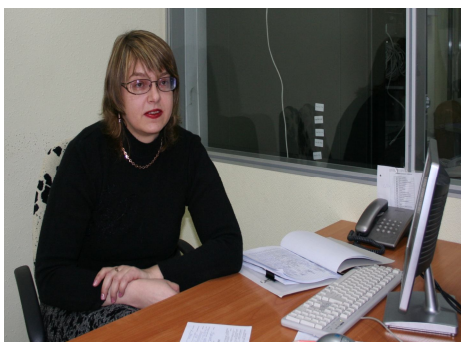


Photo 2. Alla Koval, placed by Chernihiv City EC to work as an accountant with Ave San company



Photo 3. Ruslan Kurylko, placed by Kyievo-Svyatoshynskyi district EC to work as a spare parts sales manager at PP Stankevych service station



Photo 4. Oksana Shkarlupa, placed by Chernihiv City EC to work as a seamstress at Chernihiv Training and Production Enterprise under the Ukrainian Society of the Deaf

<sup>4</sup> For more details on this, see the section on “Dispelling myths and disseminating information”.

## Expanding the testing geography

In 2011, the Model (including the Methodology) testing geography was expanded to cover all Ukrainian regions – AR Crimea, 24 oblasts and the cities of Kyiv and Sevastopol. Hence, 83 more ECs were involved in the testing, according to SEC Director's Order No. 23 of 24 February 2011.

*Overall, the testing went on in as many as 90 pilot ECs during eight months of 2011, from 1 March to 31 October.*

In the course of preparation for the testing in all Ukrainian regions, the Project, in cooperation with the SEC, organized and held a training workshop on "Methodology of Job Placement of People with Disabilities" (Chernihiv, 2-4 February 2011) for representatives of all regional ECs. The workshop considered in detail the Model and the Methodology testing experience using pilot ECs in Chernihiv oblast as an example.

To train the staff of new pilot ECs for implementation of the Model and the Methodology, training of trainers from among SES specialists was organized and provided in spring 2011. The three three-day trainings resulted in the training of 81 trainers to provide training to all the staff of the pilot ECs based on the cascade method.

Throughout the testing period, methodological support was provided to 90 pilot ECs by the Project Expert on the Model and Methodology's implementation. The Expert provided consultations by phone and in writing as well as during visits and direct on-the-job mini-trainings in ECs.

### ***Results achieved in the course of the Model and Methodology testing in 2011***

- *2,795 people with disabilities were employed;*
- *Services were provided to 4,139 clients with disabilities;*
- *Individual job placement programmes were developed for 3,207 persons;*
- *117 people received one-off unemployment benefits for the organization of entrepreneurial activities;*
- *2,144 employers hired personnel to general ordered vacant positions;*
- *17,458 employers were advised on adjustment and adaptation of workplaces and creation of a new job, partly through the provision of a subsidy;*
- *23,791 employers were provided with information and advisory measures;*
- *25,818 representatives of employer companies participated in seminars;*
- *301 partnership agreements were concluded;*
- *A total of 930 partner organizations were involved in testing.*

## We learn from each other and grow together

To conduct successful testing of the draft Model and Methodology, it was necessary to ensure relevant work of employment service staff, hence 12 workshops and 2 study tours were carried out to build their capacity (**Table 1**).

Table 1: Training activities organized by the Project

No	Activity	Number of attendees
<b>2008</b>		
1.	Presentation by ILO Expert on “Promoting Employment Opportunities for People with Disabilities – Current Trends” (Roundtable on “Provision of Access to Employment for People with Disabilities”, Kyiv, 8 October 2008)	40
<i>Total number of attendees at activities in 2008</i>		<i>40</i>
<b>2009</b>		
2.	Workshop on “Employment of People with Disabilities – International Experience” (Kyiv, 25-26 February 2009)	59
3.	Study tour to France (Paris, 29 March–4 April 2009)	11
4.	Study tour to the Netherlands (The Hague, 9–13 August 2009)	3
5.	Workshop to prepare for testing of the Model of Job Placement and Employment of People with Disabilities (Kyiv, 23-26 November, 3 December 2009)	23
6.	Workshop to prepare for testing of the Model of Job Placement and Employment of People with Disabilities (Chernihiv, 30 November–4 December 2009)	22
7.	Workshop on “Workplace Accommodations for People with Disabilities: International Experience” (Kyiv, 8-9 December 2009)	35
<i>Total number of attendees at activities in 2009</i>		<i>153</i>
<b>2010</b>		
8.	Workshop to prepare for testing of the Model of Job Placement and Employment of People with Disabilities in Kyiv oblast (Kyiv, 22-26 March 2010)	25
9.	Workshop for staff members of pilot ECs on the testing of the Model of Job Placement and Employment of People with Disabilities (Kyiv, 5 August 2010)	40
<i>Total number of attendees at activities in 2010</i>		<i>65</i>
<b>2011</b>		
10.	Training workshop on “Methodology of Job Placement of People with Disabilities” (Chernihiv, 2-4 February 2011)	29
11.	Three workshops for staff members of pilot ECs on testing of the Model of Job Placement and Employment of People with Disabilities (Kyiv, 12-14, 19-21 and 26-28 April 2011)	81
12.	Workshop for representatives of regional and basic pilot ECs on exchange of experiences in implementation of the Methodology on Provision of Social Services to People with Disabilities (Kyiv, 25 November 2011)	56
<i>Total number of attendees at activities in 2011</i>		<i>166</i>
<b>Total number of attendees at 14 activities</b>		<b>424</b>



*Workshop on “Workplace Accommodations for People with Disabilities: International Experience” (Kyiv, 8-9 December 2009)*



Photo 5. Presentation by G. Weisman at the workshop on “Workplace Accommodations for People with Disabilities: International Experience”

This workshop was conducted by Gerald Weisman, a US expert with 33 years of experience in the development and commercialization of biomedical and rehabilitation devices and the design and production and implementation of assistive technology.

The workshop covered the issue of workplace accommodation and the use of assistive technology for people with disabilities, illustrated by real-life examples. Participants were also familiarized with the concept of universal design.

The workshop resulted in the following:

- EC staff capacity developed to provide consultations to employers on accommodation and creation of special jobs;
- 18,500 such consultations provided to employers by 90 pilot ECs over the testing period.



Photo 6. Workshop participants at work

Three manuals with the ILO Methodology were translated, printed and disseminated:

- Murray B., Heron R., Placement of Job-seekers with Disabilities – Elements of an Effective Service.
- Murray B., Heron R., Assisting Persons with Disabilities in Finding Employment: A Practical Guide.
- Heron R., Job and Work Analysis: Guidelines on Identifying Jobs for Persons with Disabilities.

In order to ensure a proper process of implementation of the new Methodology in Ukraine as well as to improve occupational skills and qualifications of EC staff in the promotion of employment and job placement for people with disabilities, the Project developed, printed and disseminated the Manual for ECs on “Promoting Job Placement of Persons with Disabilities” in 2,076 copies. This was submitted to the SEC’s Staff Training Institute for application in training activities.

The Project secured training of 81 trainers from among SES staff, who in turn trained 2,235 EC workers on the application of the new Methodology.

All the trainers were provided with trainers' kits consisting of CDs containing all the trainings and texts of the Model and Methodology, four manuals, a handbook for employers and an information package<sup>5</sup> which included a booklet, two brochures and a social video commercial.



Photo 7. Workshop for pilot EC staff on testing of the draft Model of Job Placement and Employment of People with Disabilities (Kyiv, 5 August 2011)

Throughout the draft Model and Methodology testing period, SID Project experts provided methodological support to staff of pilot ECs. All those involved underwent a learning-by-doing course prior to the testing. Visits were organized to enable on-the-job training for staff, and study cases were examined. Every month, requests from the pilot ECs were summarized and SID Project experts prepared necessary explanations on certain aspects of the Model and Methodology's application.

Some subjects which were related to the organization of the SES' work to promote the employment of people with disabilities were integrated into the SEC Staff Training Institute,

programmes, namely, into trainings of specialists on employment and vocational guidance, provision of social services and cooperation with employers. In particular, the following subjects were included: employment of people with disabilities (four hours); interaction among EC units to speed up job placement, particularly of people with disabilities, and to expedite the staffing of vacant jobs (four hours); and improvement of managerial decision-making efficiency to speed up job placement, particularly for people with disabilities, by means of the Integrated Information and Analytical System of the SES (four hours). Since 2010, EC staff has undergone advanced training on new subjects. A question on new aspects in the provision of social services to clients with disabilities has been included in examination papers for directors, deputy directors and unit heads of ECs.



## Study tours

In total, 14 participants took part in two study tours in 2009, one to France and the other to the Netherlands, to study European practices in job placement and employment of people with disabilities.

From 29 March to 4 April 2009, a Ukrainian delegation consisting of representatives of the Ministry of Labour and Social Policy of Ukraine, the SES, Kyiv city EC, Chernihiv oblast EC, trade unions and NGOs for people with disabilities visited Paris in order to learn about the French system of placement and employment of people with disabilities.

<sup>5</sup> For more details on the information package and its testing, see the section on “Dispelling myths and disseminating information”.





Photo 8. Meeting at the ILO Bureau in France, Paris, 31 March 2009

This study tour was conducted with organizational support from the ILO Bureau in France and its Director Mr. Jean Francois Trogrlic.

The Ukrainian delegation visited the Ministry of Labour, Family and Social Relations, the Ministry of Economy, Industry and Employment, the Employment and Vocational Training Directorate, the Employment Service, the Fund for the Professional Inclusion of People with Disabilities and the National Cash of Solidarity of Autonomies.

was aroused by the activities of the Fund for the Professional Inclusion of People with Disabilities (AGEFIPH), a non-governmental foundation which collects funds from employers if they fail to meet a placement quota for people with disabilities and finances activities promoting the employment of people with disabilities.

The greatest interest among the tour participants



Photo 9. Ukrainian delegation during a visit to AGEFIPH, Paris, 2 April 2009

In the opinion of Ms. Nataliya Zinkevych, First Deputy Director of the SES, who headed the Ukrainian delegation, “an unquestionable advantage of the French model consists of the



Photo 10. Presenting activities of Steinmetz de Compaan organization, Hague, 11 August 2009

purpose-oriented use of AGEFIPH monetary funds”. It is this approach that the Project experts tried to use as a foundation the draft Ukrainian Model.

The second study tour took place to the Netherlands, on 9-13 August 2009. This was organized through NADU. Steinmetz de Compaan<sup>6</sup>, a Dutch NGO, received the delegation and covered all its expenses during its stay in the Netherlands.

The Ukrainian delegation, included representatives of the SES, the Federation of Employers of Ukraine and

NADU. learned about the employment practice, particularly in Steinmetz de Compaan and Pameijer organizations, which provide all-round support to people with disabilities, visited some enterprises and organizations employing people with disabilities and held talks with CrossOver, an NGO engaged in the organization of assistance to people with disabilities, as well as with the Union of Employers.

<sup>6</sup> Steinmetz de Compaan is an NGO providing a variety of social services to people with disabilities, including for placement and employment support. The number of the organization's clients is 2,300, it has 2,200 staff and its budget is €96.2 million. [www.steinmetzdecompaan.nl](http://www.steinmetzdecompaan.nl).



Photo 11. The Ukrainian delegation meeting representatives of the Union of Employers, Hague, 10 August 2009

Information on the experiences of France and the Netherlands was used in the development of the draft Model as well as in preparation of a review on international experiences in securing equal opportunities for people with disabilities in the labour market (Annex to the Methodological Guide for ECs).

## Capacity-building of employers

Considerable work was carried out by pilot ECs with employers during the Model and Methodology testing period.

Over the entire testing period:

- 29,779 representatives of employer companies were involved in workshops;
- 18,492 representatives of employer companies were advised on job accommodation and adaptation, and on new job creation, including with the provision of subsidies;
- 26,076 employers were covered by information and advisory activities.

## Capacity-building of EC partner organizations

In order to build the capacity of partner organizations, pilot ECs held workshops and roundtables in the testing period to familiarize them with the Model and Methodology components and to enable interaction in the job placement process.



Photo 12. Roundtable with social partners on "Employment of Persons with Disabilities: Achievements, Opportunities, Problems", Chernihiv oblast EC, 29 November 2010

Over the entire testing period, 90 pilot ECs held 660 roundtables involving partner organizations.

Overall, 1,000 partner organizations were involved in cooperation by ECs, including FSPD, MSECs, labour and social protection departments, public organizations of people with disabilities, vocational rehabilitation centres, trade unions and employers' associations. Cooperation agreements were concluded with one-third of them (301).

## Dispelling myths and disseminating information

*“As a result of this Project, myths on the non-competitiveness of people with disabilities have been shattered. People with disabilities demonstrate a desire to work, and thereby not only improve their own well-being but also contribute to the national economy”* Vasyl Nadraha, First Deputy Minister of Social Policy, at the closing conference of the three-year UNDP/ILO/SEC Social Inclusion of People with Disabilities through Access to Employment Project, dedicated to International Day of Persons with Disabilities.

**Ukrainian National News Agency (Ukrinform), Natalia Andrusenko, Kyiv, 25 November 2011**

In view of employers' insufficient awareness on the methods and benefits of job placement of people with disabilities, as well as to overcome existing stereotypes on the professional non-competitiveness of this group, a PR strategy aimed at addressing these issues was developed within the SID Project framework.

Historically, cases of social exclusion and inadequate treatment of people with disabilities by Ukrainian society have resulted in gradually emerging erroneous ideas of this group. As such, the PR strategy also included some tools to overcome these problems.

According to the PR strategy, key stakeholders, being at the same time Project target audiences, were as follows:

- People with disabilities;
- Employer companies and employers' organizations;
- Donors (UNDP and ILO);
- The implementing organization (SEC);
- The mass media;
- Organizations and people whose activities concern persons people disabilities.

Table 2 contains information on the tools and mechanisms used for communication with the above-mentioned stakeholders.

*“This year, the number of people with special needs among employment service clients has increased by 15 percent. Last year, the oblast employment service engaged in a new model developed within the Social Inclusion of People with Disabilities through Access to Employment Project, a joint project of UNDP, ILO and the SEC. The Project aims at changing the attitude towards people with disabilities to treat them as equal, most of all on the part of employers.”*

**Kyivska Pravda newspaper, “Unemployment Is Not a Verdict”, Petro Zubenko, 15 November 2011**

Table 2: Key tools use for communication with stakeholders during SID Project implementation

Stakeholder	Communication tool/mechanism
People with disabilities	<p>Production and use by pilot ECs of the information package “Employment of Persons with Disabilities” including the booklet “The Right of Persons with Disabilities to Work” and the brochures “State Aid to Create Jobs for Workers with Disabilities” and “Organizing the Training of Workers with Disabilities” as well as a social video commercial;</p> <p>Developing and providing information content for a website dedicated to the employment of people with disabilities: <a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a>;</p> <p>Publication of success stories on job placement and professional achievements of people with disabilities, including those employed within the framework of the SID Project;</p>

Stakeholder	Communication tool/mechanism
	<p>"Decent Work for Special Employees" contest among journalists for the best published story (2010);</p> <p>Journalism contest for the best TV spot on "Professional Happiness without Limits. TV Version" (2010);</p> <p>Organization and holding (within the scope of the All-Ukrainian "Hear the Silence!" forum) of contest of creative work by children with hearing problems on "What Do I Want to Be in the Future?" (2010);</p> <p>All-Ukrainian contest for employers on "Best Practices of Corporate Social Responsibility. Providing People with Disabilities with Decent Work" (2011);</p> <p>Journalism contest on "Decent Work: Disseminating Best Practices" (2011).</p>
Employer companies and employers' organizations	<p>Preparation and publication of Guide for Employers on the Job Placement and Employment of People with Disabilities;</p> <p>Engagement of seven Ukrainian companies to cooperate in the preparation of the Guide for Employers on the Job Placement and Employment of People with Disabilities;</p> <p>Developing and providing information content for a website dedicated to the employment of people with disabilities: <a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a>;</p> <p>Developing the electronic service "Job Accommodation to Meet the Needs of a Worker with Disabilities" on the website <a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a>;</p> <p>Production and use by pilot ECs of the information package "Employment of Persons with Disabilities" including the booklet "The Right of Persons with Disabilities to Work" and the brochures "State Aid to Create Jobs for Workers with Disabilities" and "Organizing the Training of Workers with Disabilities" as well as a social video commercial;</p> <p>Holding of the "Decent Work for Special Employees" contest among journalists for the best published story (2010);</p> <p>Journalism contest for the best TV spot on "Professional Happiness without Limits. TV version" (2010-2011);</p> <p>All-Ukrainian contest for employers on "Best Practices of Corporate Social Responsibility. Providing People with Disabilities with Decent Work", involving 100 Ukrainian companies (2011);</p> <p>Journalism contest on "Decent Work: Disseminating Best Practices" (2011), and cooperation between mass media workers and 20 employer companies in the preparation of materials about them within the contest framework;</p> <p>Printing a mini-circulation (200 copies) of the booklet "Organization of Employment for Persons with Disabilities. Experience of Ukrainian Entrepreneurs";</p>



Stakeholder	Communication tool/mechanism
	<p>Presentation of the Guide for Employers on the Job Placement and Employment of People with Disabilities to representatives of member companies of the US Chamber of Commerce and the Federation of Employers of Ukraine, and dissemination among European Business Association (EBA) members;</p> <p>Participation of SID Project representatives in the work of the EBA Committee for Corporate Social Responsibility to draw attention to aspects of employment for people with disabilities and SID Project activities;</p> <p>Article on “Giving Employment to People with Disabilities” for HR Manager magazine;</p> <p>Articles on “Corporate Social Responsibility as a Way of Doing Business” and “People with Disabilities: Placement Impossible to Ignore.” for a special issue of Ukrainian Week entitled “Entrepreneurs’ Manifesto”;</p> <p>Publication of a promotional outlay of the All-Ukrainian contest for employers on “Best Practices of Corporate Social Responsibility. Providing People with Disabilities with Decent Work” in three issues of Ukrainian Week, in the “Entrepreneurs’ Manifesto” issue, and on the magazine website;</p> <p>Consultations with the Federation of Employers of Ukraine and the Confederation of Employers of Ukraine concerning the SID Project’s PR strategy.</p>
Donors (UNDP and ILO)	<p>Project Board meetings;</p> <p>Project Advisory Committee meetings;</p> <p>Monitoring visit by heads of the UN agencies in Ukraine to Chernihiv oblast EC;</p> <p>Disseminating information on websites and in various information and analytical systems of the UN, UNDP and ILO;</p> <p>Preparing reports.</p>
Implementing organization (SEC)	<p>Training on PR in the course of the Model testing at a workshop for pilot EC staff (August 2010);</p> <p>Involving pilot ECs in the preparation of job placement success stories of people with disabilities in local media and on the website <a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a>;</p> <p>Involving pilot ECs in the preparation of articles on experience-sharing to promote job placement of persons with disabilities for the website <a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a>;</p> <p>Encouraging pilot ECs to prepare and place articles on job placement of people with disabilities, new Model testing and SID Project activities on the websites of oblast ECs and in the local media;</p>

Stakeholder	Communication tool/mechanism
	<p>A session dedicated to PR and information dissemination at the all-Ukrainian workshop “Methodology of Job Placement of Persons with Disabilities” (February 2011);</p> <p>Mini-training on “Organizing Information Support” during trainings for EC trainers on “Methodology of Provision of Social Services to Persons with Disabilities by Employment Centres” (April 2011);</p> <p>Testing of the information package “Employment of Persons with Disabilities” including the booklet “The Right of Persons with Disabilities to Work” and the brochures “State Aid to Create Jobs for Workers with Disabilities” and “Organizing the Training of Workers with Disabilities” as well as a social video commercial.</p>
Mass media	<p>ILO press club meeting on “How Can a New Model of Job Placement end Employment of People with Disabilities Guarantee Decent Work” organized to present the new Model of Job Placement and Employment of People with Disabilities designed within the Project framework (December 2009);</p> <p>Holding of the “Decent Work for Special Employees” contest among journalists for the best published story on professional success of a person with disabilities (2010);</p> <p>Press conference on “International Day of Persons with Disabilities: Observance of the Rights of Ukrainian Citizens with Disabilities” (December 2010);</p> <p>Journalism contest for the best TV spot on “Professional Happiness without Limits. TV version” (2010-2011);</p> <p>Press conference on “Provide People with Disabilities with Employment. Dispel the Myths” (April 2011);</p> <p>Journalism contest on “Decent Work: Disseminating Best Practices” (2011).</p>
Governmental and non-governmental organizations including those dealing with people with disabilities	<p>Participation in organization and holding of roundtable on “The UN Convention on the Rights of Persons with Disabilities: International Commitments and the Social and Legal Responsibility of the State” (March 2010);</p> <p>Placement of information reports and articles on online resources and in printed periodicals;</p> <p>Organization and holding (within the scope of the All-Ukrainian “Hear the Silence!” forum) of a contest of creative work of children with hearing problems on “What Do I Want to Become in the Future?”, which involved NGOs (2010);</p> <p>Participation in events held by other organizations and presentation of the SID Project and its results in the course of these.</p>



## Dissemination of information via mass media

During 2008-2011, information on the SID Project, Model and Methodology was presented in printed, electronic and audiovisual mass media.

Media type	Number of materials published
Internet media and websites	482
Magazines	15
Newspapers	31
TV	32
Radio	25
<b>Total:</b>	<b>585</b>

*If we lay the number of SID Project working days alongside the quantity of messages in the media, it can be seen that Project implementation was covered in the media every second day.*

Printed media publishing information on the SID Project activities during 2008-2011 include: Ukrainian Week, independent state and political magazine; national state and political media such as Uriadovy Kurier, Holos Ukrainy and Den; specialized media such as HR Manager, Society and Social Policy and Employer; regional media of Kyiv and Chernihiv oblasts such as Kyivska Pravda, Vechirniy Kyiv, Desnianska Pravda, Zoria Poltavshchyny; etc.

Ukrainian Week independent state and political magazine published thematic articles prepared by SID Project staff on “Corporate Social Responsibility as a Way of Doing Business” and “People with Disabilities: Placement Impossible to Ignore.”, in the framework of information partnership in the holding of an all-Ukrainian contest for employers and journalists on “Decent Work: Disseminating Best Practices”.

*“We should move from the ‘what a person with disability cannot do’ model to the ‘what job does the person want to find’ one. MSECs should be more thorough in compiling individual rehabilitation programmes, particularly vocational rehabilitation” Olena Ivanova, Manager of the SID Project. According to her, a questionnaire for job-seekers and a handbook for employers were designed to enable job selection that considers a specific person’s wishes and needs, as employers have not always taken into account the specific features of candidates. For example, a person with a cardiovascular disease will not be able to work as a watcher who must make a round of a 12-floor building, checking every door.*

**Holos Ukrainy newspaper, “Work for Persons with Special Needs: Treatment is Better but the Problems Are Still Many”, Anita Hrabka, 19 October 2001**

HR Manager, a specialized magazine for HR experts, published in one of its issues a problem-oriented article by Project Manager Olena Ivanova on “Placing Persons with Disabilities” as well as articles on the results of the all-Ukrainian contest for employers under the heading “Job Placement of Persons with Disabilities: Decent and Advantageous”.

Three contests among media representatives conducted within the SID Project to increase society’s tolerance of persons with disabilities gathered overall about 70 high-quality articles and TV spots in which journalists proved that people with disabilities are competitive in the labour market.

## Events

### *ILO press club (2 December 2009, Kyiv)*



Photo 13. Interpretation into sign language for press club members with hearing disorders

The ILO press club meeting on “How Can a New Model of Job Placement and Employment of People with Disabilities Guarantee Decent Work” was organized by the Project on 2 December 2009. It was held at Kyiv City EC.

The event was dedicated to International Day of Persons with Disabilities. The main goal was to present the new Model of Job Placement and Employment of People with Disabilities developed within the Project framework.

Press club members discussed the employment of people with disabilities in Ukraine, the prospects for providing them with decent work and the need to change negative stereotypes and overcome barriers to their employment. Journalists were informed about the opportunities of the use of modern information technologies for services to job-seekers with disabilities, in particular the System of Lifelong Automated Escorting of SES clients.

### *Roundtable on “The UN Convention on the Rights of Persons with Disabilities: International Commitments and the Social and Legal Responsibility of the State” (18 March 2010, Kyiv)*

This event was organized by the SID Project in cooperation with the Institute of Legislation under the Verkhovna Rada of Ukraine, the Committee for Pensioners, Veterans and Persons with Disabilities and NADU.



Photo 14. At the meeting of the roundtable

This meeting was attended by people's deputies; representatives of the Verkhovna Rada Secretariat, the Secretariat of the Verkhovna Rada Human Rights Commissioner, ministries, Kyiv City State Administration, international organizations and state associations; and scientists. It discussed matters related to observance of the Convention's regulations and measures necessary to implement its provisions.

“The Convention guarantees that persons with disabilities are to enjoy the same rights as all other people. In other words, the Convention

introduces a slogan all are different but all are equal. National legislation on the social protection of people with disabilities is rather advanced, but its practical application is accompanied by certain difficulties both at the central and the local levels. Therefore, a top-priority task for both line ministries and the Verkhovna Rada Committee is to introduce changes in regulatory instruments, as well as to ensure professional practical implementation of the document” Ulyana Mostipan, People's Deputy of Ukraine, Chairperson of the Sub-Committee for Legislative Support of Social Protection and Rehabilitation of People with Disabilities under the Verkhovna Rada Committee for Pensioners, Veterans and Persons with Disabilities of Ukraine.

“Realisation of all human rights by all members of society – including the full participation of people with disabilities in the life of society and its development – is the central mission of the UN, which has found its reflection in the UN Convention on the Rights of the People with Disabilities” Katerina Rybalchenko, UNDP Senior Programme Manager. “The fact that Ukraine is one of the countries that ratified the Convention on the Rights of Persons with Disabilities is worth high praise. But this is only a first step. We must work in the direction of policies and programmes that will translate the Convention’s provisions into practice and bring about actual improvement in the lives of people with disabilities and ensure equal opportunities for them.”

### *Journalism contest on “Decent Work for Special Employees” (2010)*

This contest was organized among representatives of the printed media to promote improvements in employers’ attitudes towards people with disabilities as competitive workers as well as to assist people with disabilities to gain professional self-confidence. The objective of the contest was to showcase a person in the labour market who, in spite of all difficulties, had found his/her place in professional life, and to encourage journalists to highlight the issues surrounding the employment of people with disabilities. About 60 stories were received.

The contest results were announced on 2 December 2010 at a press conference dedicated to International Day of Persons with Disabilities.



Photo 15. Volodymyr Bovhyria, the main character in the contest winner’s story

The winner, a reporter with *Fakty ta komentari* (Facts and Comments) newspaper, Lenina Bychkovska, for her story with the headline “In Rivne Oblast, a Man without Hands Can Cut, Saw and Chop, and Works as a Woodworker at a Factory”, was awarded a certificate and a prize – a notebook computer, provided by Project partner Platinum Bank.

The contest won first place in the “Man and Labour” category of the fifth National Festival of Social Advertising, receiving a special award.

Individual diplomas in the fifth National Festival of Social Advertising were awarded to articles by contest participants journalists Lenina Bychkovska and Victoria Shyrokonos.

### *Press conference on “International Day of Persons with Disabilities” (2 December 2010)*

This press conference was dedicated to International Day of Persons with Disabilities (3 December) and the first anniversary of Ukraine’s ratification of the UN Convention on the Rights of the Persons with Disabilities and its Optional Protocol. The status of Ukraine’s observance of the Convention’s provisions, particularly those dealing with access to employment and the right to decent work, was the key focus of the event.

Opening the event, Deputy Director of the UNDP Office in Ukraine Elena Panova noted “Last year, the Ukrainian parliament ratified the UN Convention on the Rights of Persons with Disabilities and its Optional Protocol, having proven its total commitment to the principles of equality of all people and its true respect for their unalienable rights and freedoms”.

The event aimed to present to the mass media the results of the Model and Methodology testing in seven pilot ECs as well as to announce the winner of the journalism contest on “Decent Work for Special Professionals”.



Photo 15. Deputy Director of UNDP in Ukraine Elena Panova and ILO National Coordinator in Ukraine Vasyl Kostytsya at the press conference, 2 December 2010

Summing up the results of the testing, Director of the SEC and National Project Director Volodymyr Galytskyi placed an emphasis on the importance of the Project, making a note of the following: “The greatest achievement of the Project is the fact that it has united efforts by ECs, MSECs, labour and social protection departments, divisions of the FSDP and NGOs. Each of these organisations has played a role in the path towards employment for every individual. This is the kind of interaction that is embedded in the new Model of Job Placement and Employment of People with Disabilities and in the new Methodology of work for ECs.”

*Contest on the best creative work on the subject of “What Do I Want to Become in the Future?” among children with hearing problems (2010)*



Photo 16. During the contest

In late autumn 2010, the Project, in cooperation with Delfin and NADU, held a contest on the best creative work on the subject “What Do I Want to Become in the Future?” among children with hearing problems. Children were invited to present a work using any artistic technique (drawing, cutting-out, embroidery, beadwork, moulding, etc.), that would reflect their vision of their future work (profession).

The goal of the contest was to draw public attention to the dreams and desires of children with disabilities in relation to their future occupational activities. Over 130 works of children with hearing problems, aged from 2 to 15 years old, were submitted. The considerable list of desired occupations the children were dreaming of, their creative masterpieces and their participation, including by a hearing-impaired seven-year-old piano player, in a concert programme, testified to a possible professional future for the participants of the event. The event became additional proof of the fact that people with disabilities want to and can have a favourite job.

The contest was held within the framework of the all-Ukrainian “Hear the Silence!” forum on 16 December 2010 in Kyiv; the forum was dedicated to the first anniversary of Ukraine’s ratification of the UN Convention on the Rights of Persons with Disabilities. The forum was attended by parents of children with hearing defects from various regions of Ukraine, experts of hearing prosthesis-making firms, scientists, teachers of specialized educational institutions and other stakeholders.



*Press conference on “Provide People with Disabilities with Employment. Dispel the Myths”  
(26 April 2011)*

This press conference discussed the social myths that represent barriers on the road to employment of people with disabilities, and presented information resources aimed at overcoming these: a handbook for employers and a website on the employment of people with disabilities.



Photo 17. At the press conference

*Contest for the best TV spot on “Professional Happiness without Limits. TV version” (2010-2011)*

In order to encourage not only printed the mass media but also representatives of TV journalism to highlight issues of social inclusion and employment of people with disabilities, in 2010 the SID Project initiated a contest for the best TV spot on “Professional Happiness without Limits. TV Version”. TV spots aired between 1 October 2010 and 20 January 2011 were admitted to the contest.

In order to encourage journalists to participate in the contest, the SID Project secured the cooperation of Samsung Electronics as a partner to finance the prize for the contest winner – the latest model of a Samsung notebook computer.

Official announcement of the contest results was held in April 2011, during a press conference on “Provide People with Disabilities with Employment. Dispel the Myths”.

A total of 12 TV “stories” of the professional success of people with disabilities were sent to the contest.



Photo 18. ILO National Coordinator Vasyl Kostyrytsya presents a diploma to the winner

The contest was won by Iryna Tulinova, journalist of Fakty news programme, ICTV channel.

*Ceremony awarding winners of the all-Ukrainian contest for employers on “Best Practices of Corporate Social Responsibility. Providing People with Disabilities with Decent Work” and the journalism contest on “Decent Work: Disseminating Best Practices” (28 October 2011)*

The SID Project held a ceremony to award contest winners in the President Hotel, Kyiv, to coincide with United Nations Day.

The contest of employers, which lasted from 10 May through 10 September 2011, involved more than 100 Ukrainian enterprises – the smallest with six employees and the largest with 13,000.

The contest jury identified 12 winners in the following categories: Decent Work, Corporate Social Responsibility, Openness, Accessibility and Integration.

The contest aimed to draw employers’ attention to aspects of decent work organization and the hiring of people with disabilities as well as to identify and spread successful practices in the organization of employment for people with disabilities.

The goal of the journalism contest was to raise awareness among Ukrainian employers of positive practices in the organization of employment for people with disabilities by other employers and to strengthen mass media interest in the coverage of social inclusion of people with disabilities through employment. A total of 20 articles published in the printed and electronic media were submitted for the contest. The best article was on “We Will Share Your Pain. Smila Mercury Prevents People with Disabilities from Finding Themselves on the Sidelines”, by Inna Khimichuk, journalist of Society and Social Policy all-Ukrainian magazine, in which the article had been published. The contest winner was awarded with a valuable prize, a netbook provided by Platinum Bank, the contest’s sponsor.

*“The contest among employers was held in a context where the job placement problem stands out quite sharply for any individual. Not all is so wonderful in our legislative space: lobbyists try all the time to reduce the statutory quota for the number of persons with disabilities per enterprise. The most pleasant thing for representatives of NADU is the fact that not only organizations of the people with disabilities and public organizations, but also private companies, were prize winners. Because of the contest, the country has become aware of civilized, decent employers” Valerii Sushkevych, Chairman of the Verkhovna Rada Committee for Pensioners, Veterans and Persons with Disabilities, Chairman of NADU.*

**HR Manager magazine, December 2011**



Photo 19. Olivier Adam, UN Resident Coordinator and UNDP Resident Representative for Ukraine, greeting the contest winners



Photo 20. Ceremony guests and organizers





Photo 21. Project Manager Olena Ivanova presents the Decent Work category



The SID Project cooperated, on a sponsorship basis, to organize the awards ceremony for winners of the all-Ukrainian contest for employers and the journalism contest on “Decent Work: Disseminating Best Practices” with Platinum Bank. In terms of information partnership, the Project received in-kind sponsor contributions from Ukrainian Week all-Ukrainian independent public and political magazine and HR Manager, an authoritative specialized magazine, in the form of space for the placement of PR articles concerning corporate social responsibility and, particularly, employment of people with disabilities and promotional outlays of the contest.

*“The contest “Decent Work: Disseminating Best Practices” is the third journalist competition held by the Social Inclusion of People with Disabilities through Accession to Employment Project. It aims at encouraging journalists to highlight the problem of social integration of people with disabilities through employment.”*

***Ukrainian Week magazine website, 28 October 2011***

*“For a CSR programme to be as efficient as possible, it is important that it be linked to a company’s key activity, mission and values. For example, an IT company jointly with a public organization implemented a remote programme to improve computer literacy of people with disabilities who have moving problems. The training is provided by company staff on a volunteer basis.”*

***“Entrepreneurs’ Manifesto”, special issue of Ukrainian Week magazine, “Corporate Social Responsibility as a Way of Doing Business”, Olena Ivanova, 21 June 2011***

### *Production of printed and video items*

Production and dissemination of printed items is another tool used to achieve SID Project objectives.

In 2010, two booklets for employers were developed within the scope of the Project – “State Aid to Create Jobs for Workers with Disabilities” and “Organizing the Training of Workers with Disabilities”, as well as a booklet for people with disabilities – “The Right of People with Disabilities to Work”. These were printed in large circulation and disseminated in 2011.

During May-September 2011, an information package consisting of the above-mentioned booklets and a social advertisement video was tested in 90 pilot ECs.



“Professional Success”, a 30-second-long social video commercial was produced by the SID Project for broadcasting by TV channels and use in ECs’ work. The video shows three people

with disabilities in the working process, including one placed in a job within the scope of the Project.

The information package was designed and published in a test circulation to examine sufficiency, usefulness and clarity of the information included, prior to being issued in a circulation sufficient to meet the needs of EC clients.

The information package was tested in pilot ECs. Their clients, namely, people with disabilities, employers and EC staff, were polled concerning the contents and usefulness of the package components. Analysis of reports on the information package testing submitted by ECs showed most clients with disabilities and employers believed the information provided was sufficient quantity. Employers were satisfied with the booklets and brochures. EC workers believed that the booklets were reasonable for improving work with people with disabilities and convenient for use and the video promoted overcoming stigma in relation to workers with disabilities as well as serving as a motivating tool for people with disabilities concerning their job placement and employment.

In view of the myths that most employers have concerning the competitiveness and efficiency of workers with disabilities as well as the lack of information on various aspects of their employment, the Project published a Guide for Employers on Job Placement and Employment of People with Disabilities. The purpose of this was to provide more detailed explanation on legislative, practical and psychological aspects of the organization of employment of people with disabilities, approaches to job accommodation and adaptation and mobilization of state funds for training and job creation, and to provide advice on communication with such workers, etc. Additional financial resources from Baker Tilly Ukraine were engaged to print the handbook for a circulation of 4,530 copies.

Seven companies that provided examples of their practices in the organization of employment for people with disabilities were involved in preparation of the handbook by the Project: Craft Foods Ukraine, Platinum Bank, Silpo supermarket chain, McDonalds Ukraine Ltd., Obolon Corporation, Kyivenerho JSC and Stankevych PE.

## Development of the website “Employment of People with Disabilities”

The website “Employment of People with Disabilities” ([www.intrud.gov.ua](http://www.intrud.gov.ua)) is the first step to creating an accessible information source on the internet for people with disabilities and employers, who will find useful information there.

The site includes a news line, 12 headings and a separate service for employers concerning step-by-step job accommodation for specific disorders that workers with disabilities have.

Work to provide information content for the site was ongoing during 2011.

In 2011, an analytical step-by-step online resource reference “Job Accommodation to Meet the Needs of a Worker with Disabilities” was designed and built into the site.

## Writing professional success stories of people with disabilities

Success stories are an effective tool to improve work motivation and self-appraisal of people with disabilities as well as to strengthen tolerance towards them on the part of employers, colleagues and society at large.

Successful stories written within the SID Project's scope were published on the website "Employment of People with Disabilities" ([www.intrud.gov.ua](http://www.intrud.gov.ua)). A total of 43 success stories were placed on the website, including 33 on professional successes of people with disabilities written in cooperation with ECs, 3 autobiographic success stories of people with disabilities, 2 articles about successful experiences of pilot ECs, 1 article about employers' experiences and 4 articles on outstanding world history and culture figures with disability.

The number of success stories prepared by journalists for journalism contests is as follows:

- "Decent Work for Special Employees" – more than 40 articles;
- "Professional Happiness without Limits. TV version" – 12 TV spots;
- "Decent Work: Disseminating Best Practices" – 20 articles.

Overall, 115 success stories were written and disseminated during the Project implementation period.

The article "A Man with a Disability, the Architect of His Professional Fortune. The UNDP/ILO/SEC Project Will Help Build that Fortune" was published on the website of the UN in Ukraine on the occasion of the 65th anniversary of the UN foundation.



Photo 22. Ruslan Kurylko, disability group III

"Since Ruslan became part of our team, other workers have notably changed for the better, doing their jobs in a more consolidated way, following Ruslan's example of extreme integrity, looking up to him for all his best merits: decency, accuracy, friendliness, openness, ability to communicate with colleagues and customers. He's an excellent executor. Once he was hurrying so much to please a customer that he hurt his leg running down the stairs. At the same time, Ruslan has huge career development potential, and we will be glad, when the time comes, to promote him to a more responsible position and to increase his wage" Ms.Natalia Stankevych, auto parts shop director.

## Dissemination of information on the SID Project and its achievements at events held by partner organizations

*"The core idea of the Methodology consists of an individual approach to a client. In working with the new Methodology, experts came to the conclusion that a job-seeker needs to demonstrate his/her professional advantages over others. However, one should also not conceal limitations that arise because of disability. Instead, one should tell the employer how they can be compensated for. One can also prompt the employer on what is required for the person with disabilities to work efficiently in a specific position. It's quite important to bring to the employer's attention the job-seeker's desire to work efficiently."*

**Uriadovy Kurier newspaper, "Your Professionalism Will Outweigh Physical Limitations", Iryna Polishchuk, 21 October 2011**

Information about the SID Project and the Model of Job Placement and Employment of People with Disabilities was also disseminated during events held by partner organizations. For example:

- Roundtable on "Job Placement of Persons with Special Needs. What Is Necessary for Changes?" was held with assistance from the Programme for Interaction between

NGOs and Parliament of the Westminster Foundation for Democracy, Kyiv, 12 February 2010– presentation of the draft Model ;

- All-Ukrainian meeting for managers and professionals of public organizations of the people with disabilities and members and partners of NADU on “Implementation of the Law on Rehabilitation of the People with Disabilities in Ukraine. Individual Rehabilitation Programme” was organized by NADU within the framework of the implementation of the programme “NADU Involvement in the Formulation and Implementation of State Policy on Social Protection of the People with Disabilities”, 18-21 June 2010, Yevpatoria – presentation of the draft Model.


SID Project representatives took part in meetings of the EBA Committee for Corporate Social Responsibility and the HR Committee. During the meetings, the SID Project was presented and the contest for employers was announced. The Guide for Employers was also presented at a meeting on social corporate responsibility held at the US Chamber of Commerce and during a meeting of regional association heads of the Federation of Employers of Ukraine. A presentation of the Project and its achievements also took place during other events held by partner organizations and via their web resources.

Information on the SID Project was put forth during a special presentation within a practical workshop for media and business on corporate social responsibility “Sustainable Development of Regions: A Model of Efficient Partnership” (Mykolaiv, 31 May 2011) organized by Expert Ukraine magazine. During the event, all participants also received printed information on the all-Ukrainian contest for employers and the journalism contest on “Decent Work: Disseminating Best Practices”.


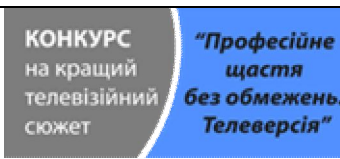


## PR activities held to popularize work of the employment system in Ukraine

In the framework of implementation of the measures provided for by the Model and Methodology, pilot ECs held, during the testing period, events at which they systematically disseminated information on the SID Project and its key theses. The number of roundtables alone was 660. Other events included vacancy fairs, workshops, children’s painting competitions, etc.

Table 3: Examples of PR activities conducted with the aim of popularizing activities of the employment system in Ukraine

Tool	Target audience	For reference
Chernihiv City EC: Contest of children's drawings “My Future Profession”, with a special category for children with disabilities, organized for the 20th anniversary of the SES. After the contest, an exhibition was held to which children with disabilities, their parents, public organizations involved in employment of people with disabilities, representatives of regional TV and the Chernihiv City Mayor were invited.	People with disabilities, mass media, local authorities	
Chernihiv Oblast EC: Publication of stories about people with disabilities successfully employed within the framework of the SID Project implementation.	People with disabilities, employers	Story about Vasyl Grytsyuk, placed in a job as a labour safety engineer with Platinum Bank



Tool	Target audience	For reference
Chernihiv Oblast EC: Participation of the EC in the contest for journalists “Decent Work for Special Employees” for the best published story about professional successes of people with disabilities.	People with disabilities, employers, partners	
Chernihiv Oblast EC: Participation in the journalism contest “Professional Happiness without Limits. TV Version” for the best TV spot about professional successes of people with disabilities.	People with disabilities, employers, partners	
Boryspil City District EC: Organization and highlighting in mass media of exhibition of creative works by children “We Are All Different - We Are All Equal”.	People with disabilities, employers, mass media	
SES: Service fair organized on the occasion of the 20th anniversary of the SES: showing the social advertisement clip, distribution of leaflets.	People with disabilities, employers, mass media	
ECs highlighted their positive experiences in organization of services promoting job placement of people with disabilities on the Job Placement of Persons with Disabilities website (www.intrud.gov.ua), section “Employment Centre Services”, subsection “Our Experience”.	People with disabilities, employers, mass media	<a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a>

## Project Advisory Committee and Project Board meetings

Four meetings of the Project Advisory Committee and four meetings of the Project Board were held during the SID Project implementation period. The third meeting of the Project Board, held on 29 November 2010, was one of the most conclusive Board meetings.



Photo 23. During the third Project Board meeting

The meeting considered the Project activities in 2010, for example those related to the Model and Methodology testing, as well as the Project Plan and Budget for 2011. The main feature was a message by the Director of the SEC, National Project Director Volodymyr Galytskyi, about the decision to start gradual implementation of the Model and Methodology in all regions of Ukraine beginning with three ECs in each of the oblasts of Ukraine.



## Resource mobilization and utilization

SID Project activities would not have been possible without adequate resources. The largest share of resources was provided by UNDP, ILO and SES. Their use is presented in Table 4.

We would like to point out separately in-kind contributions to the Project provided in the course of its implementation, namely:

### *ILO's in-kind contributions*

- Expert support by Ms. Barbara Murray, ILO Expert and Senior Specialist in the ILO Skills and Employability Department:
  - Mission to analyze the existing situation in Ukraine (Kyiv, 7-10 October 2008);
  - Presentation “Promoting Employment Opportunities for People with Disabilities – Current Trends” (roundtable, Kyiv, 8 October 2009);
  - Workshop “Employment of People with Disabilities – International Experience” (Kyiv, 25-26 February 2009);
  - Consultations with the Project’s local experts on the Model and Methodology design;
  - Expert opinion for the analysis of national legislation for compliance with international instruments;
  - Monitoring mission for the purpose of analysis of mid-term results of the draft Model and Methodology testing (Kyiv, May 17-22, 2010);
  - Presentation on improvement of employability of people with disabilities (round tables, Chernihiv, 19 May 2010, and Kyiv, 20 May 2010);
- Organizational and administrative support provided by the ILO Bureau in France to the preparation and conducting of the Ukrainian delegation’s study tour to France;
- Allocation of additional funds to hold a meeting of the ILO press club dedicated to International Day of Persons with Disabilities, during which the draft Model was presented (Kyiv, 2 December 2009).

### *SES' in-kind contributions*

- Provision of office space for the SID Project;
- Organizational and administrative support, provision of space for Project events (meetings of Project Board and WG, workshops, roundtables, working meetings, etc.);
- Initiation and holding of events, including the all-Ukrainian workshop meeting “Promoting Employment of Persons with Disabilities” (28 October 2008, Lysychansk, Luhansk oblast) and the roundtable “Social inclusion of Persons with Disabilities through Access to Employment” (21 July 2009, Chernihiv);
- All-Ukrainian training workshop “Methodology of Job Placement of Persons with Disabilities” (Chernihiv, 2-4 February 2011), and organization and holding of other events within the SID Project framework;
- Expert support by SES staff in the course of the testing and document improvement;
- Expenditures on business travel for SES experts engaged in Project events.

### *In-kind contributions by the Ministry of Social Policy of Ukraine*

Representatives of the MSP Department for Persons with Disabilities provided a mini-training for representatives of pilot ECs on operation of the CDBD.

### *Engagement of resources of Steinmetz de Compaan (the Netherlands)*

Steinmetz de Compaan, with assistance from NADU, provided organizational and administrative support to the Ukrainian delegation's study tour to the Netherlands as well as covering all expenses incurred during the delegation's stay in the country.

### *In-kind contributions by sponsors and employer companies*

#### Platinum Bank

Provided a notebook computer as a prize for the winner of the "Decent Work for Special Employees" contest for the best published story (2010), financial assistance to the final awards ceremony for winners of the all-Ukrainian contest on "Best Practices of Corporate Social Responsibility. Providing People with Disabilities with Decent Work" (2011) and a notebook for the winner of the journalism contest on "Decent Work: Disseminating Best Practices" (2011).

#### Baker Tilly Ukraine

Provided additional financial resources for printing of a part of the total print run of the Guide for Employers – 2,076 copies – amounting to UAH 16,500.

#### Samsung Electronics

Provided the prize – a notebook – for the winner of the best TV spot contest on "Professional Happiness without Limits. TV version" (2010-2011).

Craft Foods Ukraine, Platinum Bank, Silpo supermarket chain, McDonalds Ukraine Ltd., Obolon Corporation, Kyivenerho JSC and Stankevych PE

Seven companies operating in Ukraine and employing people with disabilities made contributions to the development of the Guide for Employers on Job Placement and Employment of People with Disabilities. The companies were involved in the preparation of case studies on the organization of employment for people with disabilities.

We should separately note the organizational support provided by the NGO Delfin, particularly in organizing and holding the contest for the best creative work on "What Do I Want to Be in the Future?" among children with hearing disorders and the all-Ukrainian contest for employers on "Best Practices of Corporate Social Responsibility. Providing People with Disabilities with Decent Work" (2011).

Table 4: Resource mobilization and utilization

Project objectives	Activities	Responsible party		Budget		
		UN agencies	National partner	Source of financing	Description	Amount
Model on Provision of Employment Promotion Services to People with Disabilities developed	Analysis of the existing system of job placement of people with disabilities and development of the Model based on international experience	ILO UNDP	SES	ILO UNDP	SES	In-kind
					ILO expert	In-kind
					Travels	\$7,842.00
	Preparation for testing of the draft Model				Local experts on Model development	\$4,336.47
	Testing of the draft Model and Methodology in pilot ECs				Local expert on methodological support	\$3,510.57
	Seminar with staff members of pilot ECs on discussion of progress and results of testing				Local services	\$7,835.34
	Evaluation of the Model and Methodology testing and its results				Local expert on monitoring	\$3,895.52

Project objectives	Activities	Responsible party		Budget		
		UN agencies	National partner	Source of financing	Description	Amount
	Improvement of the draft Model based on testing result					
Total		\$27,419.90				
Methodology for Provision of Employment Promotion Services to People with Disabilities developed	Analysis of the existing system of job placement of people with disabilities, and development, based on international experience, of the Methodology tailored to the Ukrainian situation	ILO UNDP	SES	ILO UNDP	SES	In-kind
					ILO expert	In-kind
					Travels	\$1,039.54
					Local experts on Model development	\$3,587.34
					Local expert on improvement of the draft Model and Methodology	\$1,994.96
					Local expert – implementation coordinator	\$4,974.94
Total		\$11,596.78				
Development of recommendations on improvement of legislation and regulatory acts that govern job placement of people with disabilities	Analysis of national legislation on job placement and employment of people with disabilities according to international norms and standards, and development of recommendations on its improvement	ILO UNDP	SES	ILO UNDP	ILO expert	In-kind
					Local expert	\$3,500.00
					Local services	\$2,320.00
Total		\$5,820.00				
Capacity development of staff of the SES and its partners on provision of employment services to people with disabilities	Roundtable “Securing Access of Persons with Disabilities to Employment”	ILO UNDP	SES	ILO UNDP	ILO	In-kind
					SES	In-kind
	Organization and implementation of study tours to France and the Netherlands, material printing, holding of workshops, meetings, roundtables, etc.				International expert	\$6,830.00
					Local expert trainers	\$10,049.19
					Travels	\$34,842.34
					Equipment	\$1,583.64
					Local services	\$41,958.74
					Local expert on improvement of the manual for ECs	\$1,994.96
	Preparation, printing and dissemination of manual for EC staff on job placement of people with disabilities					
	All-Ukrainian workshop to present the Model and Methodology and their implementation results					
	Trainings of trainers from among representatives of the SES and its partner organisations “Implementing the Methodology of Provision of Social Services to People with Disabilities”					
	Final conference					
Total		\$97,258.87				
Activities implemented on time and targets reached	Project targets reached	UNDP	SES	UNDP	SES	In-kind
	Evaluation of Project outcomes				Project team	\$96,990.06

Project objectives	Activities	Responsible party		Budget		
		UN agencies	National partner	Source of financing	Description	Amount
	Implementation of Project activities				Local expert on Project evaluation (evaluator)	\$1,500.00
					Local services	\$6,713.02
					Equipment	\$903.38
					Furniture, equipment, accessories	\$2,664.00
					Other (administrative) costs	\$8,481.27
<b>Total</b>						<b>\$117 251.73</b>
PR events/publications/information materials	<p>Publications of the draft Model, media coverage of SID Project activities, public awareness-raising on placement and employment of people with disabilities, preparation and printing of guides and booklets</p> <p>Implementation of PR strategy for promoting integration of people with disabilities into an open labour market; fundraising for PR activities; awareness-raising of target groups (preparation of information and motivation brochures, collection and dissemination of placement success stories)</p> <p>Development, production and testing of package of printed and video information and motivation materials for EC clients</p> <p>Information support for the webpage "Employment of People with Disabilities"; preparation of news</p> <p>Development, within the webpage "Employment of People with Disabilities", of an online search resource; preparation and provision of content</p> <p>Press conference on "Provide Employment of Persons to Disabilities. Dispel the Myths"</p> <p>All-Ukrainian contest for employers on "Best Practices of Corporate Social Responsibility. Providing People with Disabilities with Decent Work"</p> <p>Journalism contest on "Decent Work: Disseminating Best Practices"</p>	ILO UNDP	SES	ILO UNDP	<p>SES/other organizations</p> <p>PR expert</p> <p>Local expert on manual development</p> <p>Local services</p>	<p>In-kind</p> <p>\$19,996.78</p> <p>\$1,992.43</p> <p>\$22,072.74</p>
<b>Total</b>						<b>\$44,061.95</b>
<b>Total budget used in 2008-2011</b>						<b>\$298,193.75</b>

## Project impact and sustainability of results

The Methodology of Provision of Social Services to People with Disabilities has been included in the Unified Technology of SES Social Services Provision to be implemented in the SES beginning from 2012.

The case management approach introduced by the new Methodology and used for job-seekers with disabilities will be used for all SES clients beginning from 2012.

Subjects on the organization of the SES' work to promote the employment of people with disabilities have been included in the training process of the SEC Staff Training Institute.

A total of 81 trainers from among SES staff have been trained and have already trained 2,235 workers in six months.

The website on "Employment of Persons with Disabilities" ([www.intrud.gov.ua](http://www.intrud.gov.ua)), together with the online reference resource "Job Accommodation to Meet the Needs of a Worker with Disabilities", will be maintained by the SEC as part of its own portal [www.trud.gov.ua](http://www.trud.gov.ua).

The rate of job placement of clients with disabilities by the pilot ECs that implemented the new Methodology is 4 percent higher than for those where the Methodology was not used. The job search period in the pilot ECs has decreased by three times compared with the previous year.

Cooperation between ECs and partner organizations will continue in accordance with the cooperation agreements concluded by 90 ECs with 301 organizations during the testing period.





## Conclusions and lessons learnt

The following conclusions were drawn, and lessons learnt, in the course of the SID Project's implementation.

All the partners demonstrated their interest in improving the current situation, which was confirmed by their active involvement in the Model development process. At the same time, partner organizations often took opposite stances on certain Model aspects, which led to a long process in terms of building a consensus and finding compromises.

ECs had different experiences and successes in terms of the placement of people with disabilities. An important point consisted of studying and summing up positive practices (domestic (local) and international), and disseminating them through the creation and implementation of a single methodology for all ECs. This was facilitated by the SES' sustained interest in improving the Methodology, which was demonstrated in the SID Project implementation context.

Employment service specialists fell short of having the special knowledge necessary to work with clients with disabilities. This is why a special training programme was designed within the SID Project framework, a methodological guide was prepared and training of trainers was secured.

The economic and financial crisis in Ukraine led to the release of a number of workers. The unemployment rate increased and the number of vacancies decreased. In this situation, it became increasingly hard to engage employers in the recruitment of people with disabilities. At the same time, Ukraine, compared with other countries, does not have sufficiently effective mechanisms to encourage employers to hire workers with disabilities. Employers lack information on the organization of employment of workers with disabilities (concerning the organization of special jobs and job accommodation, subsidies and available compensation).

There are ongoing stereotypes concerning the limited employability of people with disabilities, which is confirmed in the list of vacancies offered to people with disabilities within the job quota limits. Moreover, a survey on the ideas of employers and people with disabilities with regard to the existing situation and job placement problems conducted within the SID Project framework found that both employers and people with disabilities had myths concerning employment of the latter. To dispel these myths, a large-scale information campaign both on the national level and via ECs was deemed important.

Development of an information package for ECs to use in their work, a guide for employers on job placement and employment of people with disabilities and a website were the SID Project's response to the situation.

The considerable interest aroused by the Guide for Employers on Job Placement and Employment of Persons with Disabilities also proved that employers had none of the necessary information and testified to the need to develop such a guide within the SID Project's scope as well as the need for further information work among employers.

Ukraine has positive practices relating to the organization of employment for people with disabilities in various companies but these practices are few. Corporate social responsibility programmes generally do not include any provisions related to ensuring and organizing employment for people with disabilities. Such a conclusion was drawn by analyzing 100 applications submitted by employers for the contest "Best Practices of Corporate Social Responsibility. Providing People with Disabilities with Decent Work".

The mass media do not pay enough attention to coverage of the employment of people with disabilities. Greater attention is dedicated to problematic aspects and negative examples, whereas positive experiences and success stories receive insufficient coverage. To change this situation, the Project organized three media contests, collected and published a series of success stories and produced a social advertisement video clip.

The existing practice of completing of individual rehabilitation programmes for people with disabilities by MSECs does not promote the efficient placement of clients with disabilities. Closer interaction between MSECs and ECs is vital to improve the situation. The SID Project assisted in the establishment of such interaction by including relevant explanations in the draft Model and Methodology, involving MoH and MSEC specialists in training events and holding a number of working meetings. However, the agenda includes a question on formalizing positive experiences, namely, amending the MoH methodology of completing individual rehabilitation programmes for persons with disabilities by MSECs as far as occupational rehabilitation is concerned.

In the regions where the Model and Methodology were tested, low interest was observed among trade union committees in cooperation in the job placement of people with disabilities. This aspect requires special attention.

The CDBD in its current format does not allow ECs to use its resources to the full extent in their work. During a workshop, pilot ECs, in cooperation with MSP experts, elaborated some proposals on filling in the CDBD and improving access to its data. However, the question on financing the CDBD technical upgrading remains open.

As experience shows, job placement is successful mainly for those with disabilities related to general diseases as well as hearing impairments. Job placement of blind people and those with considerable physical limitations, particularly with Cerebral Palsy and those using a wheelchair, is difficult. Job placement of persons with mental disorders is the most problematic. Under the current situation, job placement of people from these groups remains unlikely without additional incentives for employers and supported or protected employment programmes.

Motivation in the FSDP to finance the creation of special jobs for workers with disabilities remains insufficient. This issue requires additional attention and decision-making at the MSP level.

Results of the testing of the draft Model, including the Methodology, were found to be satisfactory, which allowed the draft Model (to the extent that was tested) to be recommended for dissemination across the territory of Ukraine. As a result of this, the Methodology developed within the Project scope has been included in the Unified Technology of SES Social Services Provision, and its case management approach will be used for all SES clients.

Based on the results of the testing, a considerable role in organizing interaction between ECs and partner organizations was found to be played by oblast ECs. As such, establishment of cooperation should be started from the oblast level.

The testing of the first Model implementation stage emphasized the need to realize the next stages. This was confirmed by the outcomes of the meeting of the State Humanitarian Council chaired by President of Ukraine Viktor Yanukovich (22 December 2010), which took decisions on the need to improve MSEC activities (Article 3.11), enhance mechanisms to encourage employers to hire people with disabilities (Article 3.4) and strengthen interaction between central and local authorities to address problems of people with disabilities (Article

8.1). Thus, only full-scale implementation of the Model will make it possible both to raise the employment rate for people with disabilities considerably and secure decent work for them.

To implement sustainable, viable changes, the SID Project's two-year duration, as initially scheduled, is not sufficient. The decision made by the Project Board to extend its activities for a third year was a reasonable and necessary step because changes in this field are taking place in a "snowball" fashion. The decision allowed for the extension of the Model and Methodology testing period as well as support to staff training and gradually dissemination of the Methodology to other ECs. However, the objectives specified in the SID Project Document and the Project's available resources did not allow for support to the full-scale implementation of the designed Model of Job Placement and Employment of People with Disabilities (Stages II and III).



## A look into the future

Many actions remain necessary for further efficient implementation of the Model. These actions of course may not be realised within the limits of financing of the existing Project.

The SID Project supported only Stage I of the Model's implementation, which concerned the establishment of interaction among partner organizations and the introduction of the new SES Methodology as well as SES staff training. Stages II and III are emerging items on the agenda.

Important in Stage II is the implementation of new mechanisms to encourage employers to hire workers with disabilities. The draft Model, taking account of the economic situation, offers an adequate response for a short- and medium-term outlook. However, it should be pointed out that searching for additional incentives for a long-term outlook is important.

Stage III of the Model envisages organizing training of, and engaging, special personnel, for vocational rehabilitation; for job organization/accommodation and special job creation (ergonomists); for workplace escorting of persons with disabilities (trainers on labour adaptation and workplace escorting of persons with disabilities); etc. Ukrainian educational institutions currently do not train such specialists. As such, relevant measures are required to organize such training as well as to address administrative issues related to vocational activities.

Moreover, issues related to the development of mechanisms for the implementation of protected and supported employment remain uncovered.

On successful realization of the first implementation stage of the Model, the Government of Ukraine is now facing the task of continuing systematic activities in this direction.



Annex 1: Project Achievements  
2008-2011

№	Activity	Plan	Achievements
1.	Employment Model Design	Model on provision of employment promotion services to people with disabilities developed, piloted, and disseminated/replicated	<p>Report “Current system of employment and job placement of people with disabilities” prepared</p> <p>Draft Model developed in 2009</p> <p>Testing of the draft Model of Job Placement and Employment of People with Disabilities in 90 pilot regions conducted: in 7 pilot employment centres it was conducted during 8 months 2010 (1 march – 30 October), and it was expanded on other 83 employment centres in 2011 (March – October).</p> <p>Monitoring and evaluation of the piloting process was ensured</p> <p>The study of ideas of employers and people with disabilities on issues of employment of people with disabilities held.</p> <p>The Model was further elaborated in accordance with the results of testing in 2010.</p> <p>Model will be disseminated starting from 2012 in the framework of its first part implementation (interdepartmental and intersectional cooperation, new Methodology of employment centers)</p>
2.	Methodology Development	Methodology for provision of employment promotion services to people with disabilities developed and shared with Public Employment Service	<p>Draft Methodology developed.</p> <p>Testing of the draft Model of Job Placement and Employment of People with Disabilities conducted in the same way as the draft Model testing</p> <p>The Methodology was further elaborated in accordance with the results of testing.</p> <p>Methodology has been included to the Unified technology of social services provision, which will be in use starting from 2012.</p>



№	Activity	Plan	Achievements
3.	Legislation Review	<b>3</b> laws/normative acts regarding people with disabilities employment to which recommendations for improvement are developed and shared	National legislation analysed, proposals on its improvement prepared, in particular proposals on amendments to the Constitution, 7 Laws, 4 Resolutions of Cabinet of Ministers of Ukraine, 3 MLSP Orders, and 2 MoH Orders – overall to <b>17 regulatory legal acts</b>
4.	Capacity Development of SES	<b>150</b> State Employment Service and its partners' staff trained on provision of employment services to people with disabilities/ developed model and methodology/ study tour	<p>14 educational activities were conducted, including 12 workshops and 2 study visits</p> <p>In sum 424 SES staff and their partners were trained, including 81 trainers. Those trainers also had prepared 2 235 employment centres staff on the issues of the new Methodology implementation.</p> <p>SES staff and organizations of people with disabilities became well-informed about ILO practices for job placement of people with disabilities: three ILO books were translated, published and widely disseminated.</p> <p>The Manual on the Use of Methodology for SES staff was developed, printed and disseminated</p> <p>Each of employment centers had conducted numerous workshops and round tables for partner's organizations and employers. In sum 660 events were conducted.</p>
5.	Management & Oversight	Activities are implemented on time and targets are reached	Done
6.	Public awareness and communication	<b>42</b> PR events, publications, communication materials promoting integration of people with disabilities into the open labor market published	<p>The awareness of government, employers, organizations of people with disabilities, SES staff and public on the issues of job placement and employment of people with disabilities was raised through fulfilment of such activities as:</p> <ul style="list-style-type: none"> <li>(i) ILO press club meeting “How can a new model of job placement end employment of people with disabilities guarantee decent work” (2 December 2009);</li> <li>(ii) Press conference “International Day of the Disabled: observance of rights of Ukrainian citizens with disabilities” (Kyiv, 2 December 2010);</li> <li>(iii) press-conference «Provide people with disabilities with</li> </ul>

			<p>employment. Dispel the myths» (26 april 2011);</p> <p>(iv) Contest for the best TV spot «Professional Happiness Without Limits. TV Version» (2010-2011);</p> <p>(v) Journalist Contest «Decent work to special employees» (2010);</p> <p>(vi) All-Ukrainian contest among employers “Best Practices of Corporate Social Responsibility. Providing People with Disabilities with Decent Work” (2011);</p> <p>(vii) journalism contest “Decent Work: Disseminating Best Practices” (2011);</p> <p>(viii) UN Day visit of the UN delegation to Chernigiv City employment center;</p> <p>(ix) press-tour to Chernigiv City employment center, where piloting of the Model and the Methodology took place; (vi) ceremony of awarding the winners of contest among employers (October 2011);</p> <p>(x) joint activity with the national magazine “Ukrainian Week” (“Ukrainsky Tyzhden”) and Public Employment Service as to the preparation of special issue called “Manifesto of Entrepreneur” (June 21, 2011), where 2 articles on contest-related topics have been published, and disseminating it among employment centers;</p> <p>(xi) elaborating an on-line service “Job Place Accommodation for People with Disabilities” (<a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a>).</p> <p>Employer’s awareness on the disabilities groups, workplace accommodation, benefits provided by the government in case of employing people with disabilities was increased through</p> <p>(i) elaboration of the website <a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a> dedicated to the issue of job placement and employment of people with disabilities, which has been elaborated, provided with content, launched and maintained;</p> <p>(ii) producing and dissemination among employment centers of social video commercial;</p> <p>(iii) conducting a number of information events within pilot employment centers, in the framework of piloting of the Model, including 657 round tables with the involvement of partner organizations;</p>
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			<p>(iv) preparation of 115 success stories on the professional self-realization of people with disabilities, which have been written in cooperation with employment centres and disseminated through mass media.</p> <p>12 specialized publications have been printed and disseminated:</p> <ul style="list-style-type: none"> <li>(i) 2 information leaflets for employers;</li> <li>(ii) 1 leaflet for people with disabilities «Right to Work»;</li> <li>(iii) Guide for Employers on the job placement and employment of people with disabilities with a total number of copies – 4 530;</li> <li>(iv) CD with the Guide for Employers on the job placement and employment of people with disabilities;</li> <li>(v) Manual on the Use of Methodology for SES staff for the employment center personnel «Promotion of employment of people with disabilities» with a total number of copies - 2 076;</li> <li>(vi) three ILO books about the ILO practices for job placement of people with disabilities were translated, published and widely disseminated;</li> <li>(vii) leaflet «Organization of employment of people with disabilities. Experience of Ukrainian entrepreneurships»;</li> <li>(viii) People with disabilities became well-informed about their rights through the UN Convention on the Rights of Persons with Disabilities publication and dissemination;</li> <li>(ix) “Manifesto of Entrepreneur” (June 21, 2011) – special issue of the national magazine “Ukrainian Week” (“Ukrainsky Tyzhden”), where 2 articles on contest-related topics have been published.</li> </ul> <p>In sum 561 media clips as to the Project activities published in mass media, during 2008-2011.</p> <p>As was mentioned before the website <a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a> dedicated to the issue of job placement and employment of people with disabilities has been elaborated, provided with content, launched and maintained.</p> <p>Informational on-line resource has been developed and posted on the website <a href="http://www.intrud.gov.ua">www.intrud.gov.ua</a>.</p>

№	Activity	Plan	Achievements
			<p>The social commercial «Professional Success» was produced.</p> <p>2 Round Tables were conducted:</p> <ul style="list-style-type: none"> <li>(i) Round Table “Provision of Access to Employment for People with Disabilities” (2008);</li> <li>(ii) Round table «The UN Convention on the Rights of Persons with Disabilities: international Commitments and Social and Legal Responsibility of the State» (2010).</li> </ul> <p>Contest for the best creative work to the subject "What do I want to be in the future?" among children with hearing problems (2010) was conducted.</p> <p>A ceremony of awarding the winners of All-Ukrainian Contest among employers “Best Practices of Corporate Social Responsibility: Providing People with Disabilities with Decent Work” and journalism contest “Decent Work: Disseminating Best Practices” (2011) was conducted.</p> <p>Final Project Conference (2011) was conducted.</p> <p>Each of employment centers had conducted numerous advocacy and communication events, including 660 round tables.</p>
7.	Development of the monitoring system of provision of employment promotion services to people with disabilities	System of monitoring of employment promotion services to people with disabilities streamlined into existing Public Employment Service analytical system	The System of monitoring of employment promotion services to people with disabilities was developed as part of the Model of Job Placement and Employment of People with Disabilities.