

Vocational participation for people with disabilities in Europe – a contrasting analysis

Final Report

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Executive Summary

Context

Visits to organisations and companies in Europe providing sheltered employment for people with disabilities give the impression that the target groups of these institutions are similar but not identical. It may be the case that certain organisations focus on specific target groups, that the national system of support for participation in the labour market formulates specific inclusion or exclusion criteria or offers support options focused on specific target groups, or that an employing company, due to its own economic orientation, has very specific requirements for people with disabilities to be employed. In some cases, where statistics on employees are available, they are usually still structured according to the medical model and differentiate between disability categories, but cannot give any indication of the same or different support needs of employees and their respective characteristics. All in all, the picture that emerges is one of a lack of knowledge about the target group that makes it impossible to compare countries and their respective vocational participation systems.

But comparisons have a high learning potential. Discovering both similarities and differences provoke numerous follow-up questions such as 'why?', 'how?' or 'with what success?' In order to stimulate learning from each other, this study has taken an innovative approach to the topic of comparability of sheltered employment target groups in Europe and has provided insights that invite follow-up questions and thus promote exchange and learning. This report provides an overview of the chosen approach, the key findings and the outcomes of this study conducted in five European countries: France, Germany, Slovenia, Spain and Sweden.

Approach

The study was preceded by a number of fundamental decisions that influenced the research design and methodological approach (see Chapter 2). Firstly, the choice of the five participating countries is justified. Secondly, it is explained why a contrasting approach was adopted in this study in order to highlight the diversity in the selected cases, rather than attempting to achieve representativeness. Finally, it is explained why the International Classification of Functioning, Disability and Health (ICF) was used as the central descriptive system for the study.

This is followed by a critical discussion of the boundaries of sheltered provision in the system of professional participation. It becomes clear that a 'lower' boundary of such provision can be methodically identified by constructing hypothetical persons who, with their respective needs (especially due to impaired body functions), overstretch the adaptability of the framework conditions to these individual needs. Within its legal, professional, organisational, structural, financial or other resources, this sheltered provision would therefore (just) no longer / not be in a position to create the framework conditions that would enable this hypothetical person to be employed there on a permanent basis. However, the discussion also shows that it is not possible to identify an 'upper' limit for provision in a similar way. Hence, it was decided that, for the purpose of the study, the 'upper' boundary of the sheltered employment system level (as the research context) will be defined as the 'lower' boundary of the system level 'above', i.e. the level with less capacity for context factor adaptations.

The idea of developing hypothetical persons at the system boundaries leads directly to the persona approach, which is explained and detailed in more depth (see Chapter 4). It was planned to develop two personas per country, i.e. a total of ten personas for the five

participating countries. In each country to be audited later on, the personas of the other countries will be examined with regard to their whereabouts. This contrastive approach is particularly able to highlight differences between target groups.

The development of personas requires expertise at the system boundaries of each country, so the selection of suitable implementation partners was particularly important (see Chapter 5). In Germany, Slovenia and Sweden, partners were found who had decision-making powers at national level. In France and Spain, partners were found who had organisational decision-making powers and were entrusted with the actual decisions.

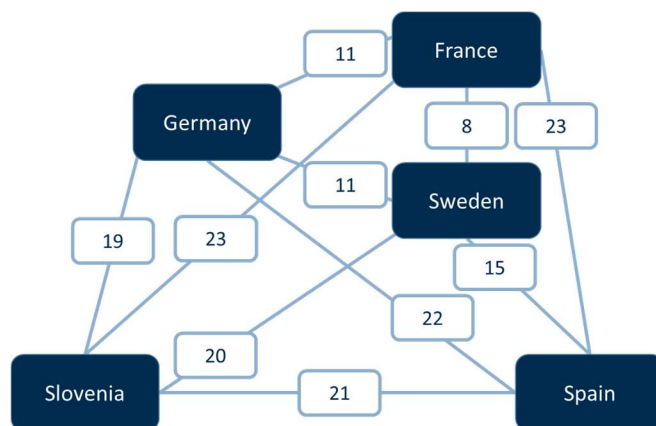
Prior to implementation, however, it was necessary to develop appropriate descriptive grids for the personas and the respective participation contexts in order to ensure international comparability (see Chapter 6). The ICF was considered to be the most suitable basis and was adapted and used accordingly for the study.

For the purpose of developing the personas, the study created a workshop format that involved these previously identified implementing partners who were either decision-makers at system level responsible for assigning individuals to specific system levels or who were making employment decisions at organisational level (see Chapter 7). Face-to-face workshops allowed for in-depth discussions and consensus-building on persona design. Between 3 and 8 individuals from each organisation participated voluntarily in each workshop, contributing to the quality of the personas developed. The workshops were designed to last either 4 hours (for the development of one persona) or 6 hours (for the development of two personas).

To assess the personas developed in the other countries, two-hour online workshops were finally conducted (see Chapter 8). All participants involved in the persona development agreed also to participate in this final phase of making decisions on the placement of the elsewhere developed personas in their own country. This unforeseen but advantageous coincidence ensured that participants already had basic information about the study, its objectives, methodology, and the use of the ICF.

Results

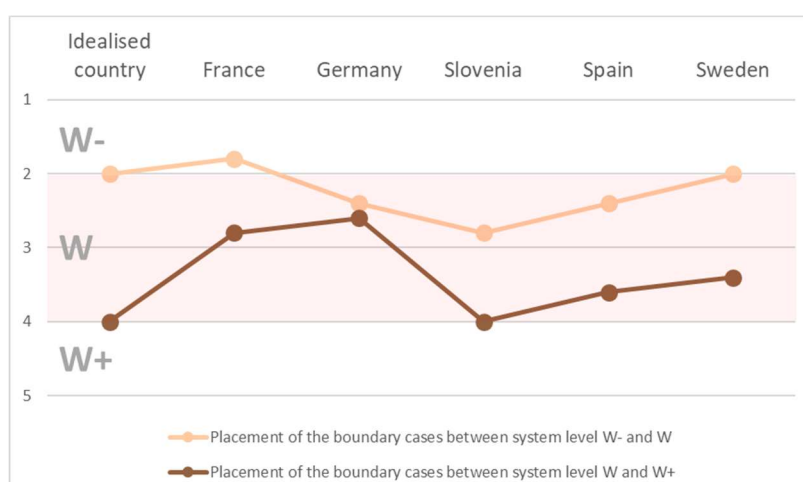
The results of this phase show the placement of the personas on the same or different system levels in the participating countries. In principle, differences are to be expected, as the legal frameworks and the specific inclusion histories of the countries also differ. For this study, two indicators were developed that provide a deeper insight into the similarities and differences of the target groups in the countries.



Indicator 1: Similarity of the target groups addressed by the respective national systems of vocational participation

The first indicator is intended to estimate the extent to which the placements of the personas are similar or different between two countries. The result is a numerical value. The smaller the number is, the more similar the placements – and hence the target groups addressed by the respective national vocational participation systems – are, the larger the number is, the more different the placements and target groups are. Using this indicator, it can be seen that the target groups in the French and Swedish participation systems are most similar in sheltered employment. The German provision is the next most similar, followed by Spain and Slovenia, which has the greatest difference to the other systems regarding the respective target group.

The second indicator was developed to answer the question to which extent these personas are placed in the direction of ‘higher’ or ‘lower’ participation opportunities in the other countries. From the point of view of inclusion, a placement towards ‘higher’ system levels (i.e. towards the open labour market) is desirable, as this results in placements closer to the aspired normality.



Indicator 2: Placement trends as a proxy for target group characteristics

The analysis of the results of this second indicator shows that in France the five personas at the boundary between the open labour market (system level W-) and sheltered provision (system level W) tend to be placed more towards work at the open / general labour market (upper line in the figure). In Sweden, the placement remains unchanged at the boundary, while in Germany, Slovenia and Spain they tend to be placed more towards sheltered provision. Contrary to the previous results, the five personas developed at the boundary between sheltered provision (system level W) and provision ‘below’ this level (system level W+), e.g. day care centres, are all but one clearly positioned towards system level W. Only in Slovenia the placement of the respective personas shows no tendency in any direction.

The results of both indicators point to specific learning and development potential and suggest learning partnerships between countries.

The study concludes with a critical review of the chosen innovative research approach, supplemented with recommendations for future follow-up studies (see Chapter 9).

Further results are descriptions of the participation services at the system levels relevant to the study for all participating countries (see Annex 2). The identical structure of these descriptions, based on the ICF context factors, results in a synopsis that allows direct comparisons between the participation systems of the five countries. The persona descriptions developed in the study are also available (see Annex 3).

1. Problem definition and report overview

Whenever different national participation systems and services for people with disabilities in the field of work and employment are compared, there is a risk that mainly the legal framework conditions and key figures such as wages, transitions, number of places, staff keys, etc. are compared. However, the most important benchmark to put all these indicators in the right perspective is usually not referred to at all or not enough: The people with disabilities who use these services.

The aim of this study, which was initiated by the Federal Association of Workshops for People with Disabilities (*Bundesarbeitsgemeinschaft Werkstätten für behinderte Menschen e.V.*), is to highlight the *differences* between the target groups of vocational participation systems / services in five selected member states of the European Union and their respective frameworks. The study focuses on a selected level within the various national schemes for vocational participation, which we will refer to in the following as the level of sheltered workshops, even if this specific term is not used in this way in the countries.

The study was structured in three phases. In **Phase I**, the main structures and legal frameworks in France, Germany, Slovenia, Spain and Sweden were used to identify initial indications of potential differences in the target groups based on different contextual factors. The suitability of the International Classification of Functioning, Disability and Health (ICF) for the creation and profiling of so-called personas (i.e. user models that characterise prototypical persons of the target group in their essential ICF-related characteristics) was also examined. Finally, a persona template was developed for use in subsequent project phases.

The aim of **Phase II** was to develop personas in the participating countries. The special feature of the approach was that the development should be carried out by the same actors who are also entrusted with the implementation of the needs assessment procedures in the respective national structures (if the national participation system requires an assessment of a person's eligibility to get access to the respective system level) or who decide which persons with which prerequisites are hired in a company or organisation (if the national system has no formal access restrictions and hence the employment decision is done by companies' or organisations' HR staff). The challenges of implementing Phase II lay in the identification, initiation of contacts, motivation to participate and finally in the implementation of development workshops in the countries.

In **Phase III**, the personas developed were finally cleaned up in their respective descriptions to the extent that they were transferable to other national contexts, i.e. references to national specifics and contextual factors were eliminated. The collection of personas was discussed in a final round of workshops with all the teams that had also been involved in the development of their own personas, in relation to their respective whereabouts in the national participation systems.

At the end of this study, statements are now available for a selection of personas as to where they would be likely to find the framework conditions they need for participation in employment in the national participation systems of the five countries involved in the study. In addition, the contrastive method developed for the study attempted to provide a new approach to the question of the actual target groups of the respective national sheltered workshop systems. However, it is in the nature of the chosen approach that only 'spotlights' can be thrown on the differences or similarities of the target groups and no exhaustive overview of the composition of the target groups can be provided.

2. Predefinitions

The starting point of this study is the observation that it has not yet been possible to compare national vocational participation systems in relation to their respective target groups in order to derive learning and development potential from any existing differences. One of the main reasons for this is the fact that there is no universally accepted definition of disability against which, for example, European countries can be compared (European Agency for Special Needs and Inclusive Education, 2016), e.g. with regard to their systems for vocational participation and who benefits from them. This is true for participation in work as well as in school, or even for basic statistical comparisons in terms of frequency/prevalence of disability. There are also different definitions of disability *within* national systems, depending on the purpose of the designation (e.g. to compensate for disadvantages, to identify support needs, to entitle to benefits). “In many countries, service systems use contradictory definitions rooted in different disability paradigms. For example, viewing disability as solely based on the diagnosis of a health condition is common, despite the knowledge that disability is influenced by environmental factors. Definitions of disability that are equated with ‘unable to work’ are themselves barriers to inclusive policies and practices.” (WHO 2013, p. 109)

Three key decisions were made in the preparation of the study itself, which will be briefly explained here. The first decision concerned the selection of countries to be included in the study. The second is the use of the persona method to provide methodological support for the study, which was deliberately designed as a contrasting analysis. And the third is the use of the International Classification of Functioning, Disability and Health (ICF) as an internationally agreed standard for (system) comparisons, as ... “ICF supports movement from a static to a dynamic view of disability (OECD 2003) and adjusts the principles that regulate access to services by setting thresholds accordingly.” (WHO 2013, p. 109)

All decisions should help to answer the question of which target groups the national sheltered workshop systems are actually designed for.

2.1 Decision 1: Country selection

The choice of countries to be included in such a study may well influence the results in a particular direction or introduce a bias, consciously or unconsciously. Therefore, particular care must be taken when deciding which countries to include and which not to include. The fact that not all European countries could be actively included in the context of the study was partly due to resource constraints, but also to the fact that the study was designed to test an innovative and therefore unprecedented approach. Thus, limiting the selection of countries also served to minimise risk. The selection was therefore made based on a **geographical spread** that was well representative of Europe, the **diversity of legal systems and traditions**, and the **history of inclusion** in each country. On the basis of these criteria, five countries were selected: France, Germany, Slovenia, Spain and Sweden. From a research point of view, the selection did not reveal any potential limitations to the validity of the chosen approach, so these five countries were finally used as a sample for the study.

2.2 Decision 2: Use of a contrasting approach based on personas

As a second decision, considerations during the conceptual design of the study led to the fact that the focus of the investigation was not on the 'centre' of the different systems / services for vocational participation in the countries to be investigated, but on their **boundaries to the**

respective adjacent system levels. This means the two adjacent system levels or services that are available for those target groups whose needs can either no longer be met by the system level under consideration or that are closer to the areas of life of people without impairments.

An **(adapted) persona approach** is used for this purpose. Personas are used in a variety of applications which attempt to divide target groups according to certain criteria (e.g. demographic or socio-economic characteristics) in such a way that the resulting segments group together people with similar needs or requirements. For each segment, one (or sometimes several) proto-typical person(s) (called *personas*) are then developed, described in such a way that they become as tangible to their users (e.g. product developers) as real people. The persona is therefore a fictional character, but one that allows third parties to better imagine the life or experience of the segment represented by the persona and thus, for example, to make more practical or appropriate decisions. In the context of the study, personas are developed in such a way that they illustrate the aforementioned boundaries to adjacent system levels or services.

2.3 Decision 3: Use of the International Classification of Functioning, Disability and Health (ICF)

The above-mentioned problem of the diversity of definitions of impairment, disability or recognised disability needs to be addressed and overcome within the framework of the study. This diversity can only be overcome by an internationally binding and recognised approach to the classification of disability. The WHO's International Classification of Functioning, Disability and Health (ICF) appears to be the **most widely used standard internationally**, although the actual degree of dissemination within participating countries and the extent of implementation in their participation systems remains to be clarified at a practical level. A study from 2015 (Morfeld et al., 2015) showed that the dissemination of the ICF in the field of vocational rehabilitation progressed very differently in Europe. Based on research and literature analyses, Switzerland, Italy, the Netherlands, Sweden and Norway, in addition to Germany, were identified as the countries in which the ICF is widely regarded and used as the underlying concept for vocational rehabilitation in research and practice (Morfeld et al., 2015). The extent to which this situation has changed remains to be investigated, at least for the selected countries in the study.

As we will see later in Chapter 6, the ICF classification, with its more than 1,400 categories, is too broad for use in (clinical) practice. Therefore, so-called **ICF Core Sets** were developed to provide a practically manageable selection of as few ICF categories as possible for specific health conditions or for specific areas of application. The *ICF Core Set Vocational Rehabilitation* provides such an internationally developed and agreed subset of ICF categories for an area of application that is the focus of the study. The opportunities and limitations of this definition are discussed in more detail in Chapter 6 and examined in terms of their suitability for the study.

However, before analysing the suitability of these central definitions in more detail, we need to specify the task in the following chapter.

3. Task specification

3.1 'Sheltered employment' systems as the anchor point

Although the study is basically interested in the entire spectrum of vocational participation, in practice anchor points are needed at which comparisons (here: between five countries) can be made specifically. Such anchor points could be found, for example, in (i) health problems (e.g. the comparison of the vocational participation of people with a particular health disorder or illness), in (ii) body functions and structures, activities or participation (comparison between groups with a similar experience of disability) or in (iii) environmental factors (comparison of similar groups placed within different contexts). All of these options could be relevant for the present study, as national regulations determine which target groups are eligible for benefits or which participation schemes are provided with which specific access requirements. For the purpose of this study, it was decided to focus on the so-called sheltered employment system with its respective participation levels (hence option iii).

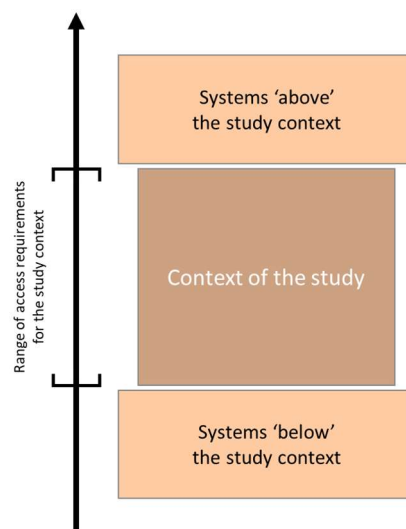


Figure 1: Study focus

Figure 1 illustrates the idealised context of the study (the respective national sheltered employment system), distinguishing the systems (or system levels) 'below' and 'above'. In this study, the starting point is the system of sheltered workshops for people with disabilities in Germany as the context of the study. The boundaries of this system level are reflected on the axis by a range of its specific access requirements that those entitled to use the service must meet. If beneficiaries do not have the necessary prerequisites or if a system cannot meet their requirements/needs, systems 'below' the context of the study come into question; if they have more extensive prerequisites or if the systems above can meet their requirements/needs, systems 'above' the context of the study come into question.

3.2 Considerations on the demarcation between vocational participation systems

The first question the study aims to answer is: **Who works at the level of the sheltered employment system in each of the five countries participating in this study?**

The answer to this question should then allow for better or more meaningful comparisons of systems. However, there are some problems with this simplistic approach.

The **first problem** concerns the hypothesis that, depending on the degree to which preconditions or circumstances are fulfilled, **only one or the other system** (level) might be available to people. Only under this assumption would it make sense to draw conclusions about the system from a look at the composition of the persons employed in it. Yet, numerous examples from practice indicate that the system levels are rather overlapping than separated, as illustrated in Figure 2. This representation therefore takes account of the observable reality without making any statements about the size of the overlap. More important is the fact that this overlap brings with it the methodological challenge of making it more difficult to draw boundaries, as their position seems to depend on from which 'side' they are looked at. On top of that, some people, although eligible to, might also decide not to work in one of those levels but to work somewhere else, or even not to work at all.

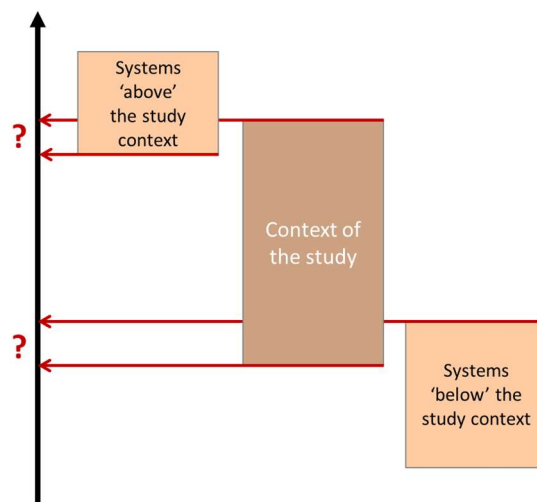


Figure 2: Overlapping system levels

Hence, an examination of the **composition / structure of employees in sheltered employment** (e.g. on the basis of official statistics)

- provides a **subset** of all those entitled to work in this system level;
 - without those who do not want to work in this system level;
 - without those who cannot work in this system level; and
 - without those who work outside this system level;
- also reflects an individual consideration of the **attractiveness** of the respective offer and setting, the expertise available there, the scope of support, financial aspects, the risk, etc. **in comparison to alternative services and settings**, including the option of not working at all;
- also reflects any differences in the **needs assessment procedures** used or their **implementation in practice** (provided that such an assessment is the basis for an official assignment decision to any of those levels);
- also reflects different **external factors** such as the current labour market situation / economic situation, regional or sectoral differences, attitudes towards people with disabilities, extent and availability of support services and support modalities, available competence to adapt work and workplaces, technical and social progress, and many more.

Changes outside this system level, e.g., to reduce the risk associated with a transition to or from sheltered employment, towards a more objective implementation of needs assessment procedures or in the external framework conditions, can lead to a change in the composition of employees in sheltered employment without changing the system level itself. This means:

A sole consideration of the composition of employees in any sheltered employment system is therefore not suitable for characterising this system sufficiently.

On the other hand, a consideration of the **people entitled to sheltered employment** (e.g. on the basis of laws / ordinances)

- provides a **larger / different group** than are actually working in sheltered employment, as it also includes those
 - who do not want to work in sheltered employment;
 - who cannot work in sheltered employment; and
 - who work outside sheltered employment;
- ignores individual considerations, e.g. the **attractiveness of the employment offers and settings**, the expertise available there, the level of support, financial aspects, the risk, etc. compared to alternative offers and settings (including the option of not working at all);
- also ignores any differences in the **needs assessment procedures** used or their implementation in practice (provided that such an assessment is the basis for an official assignment decision to any of those levels);
- also ignores different **external factors** such as the current labour market situation / economic situation, regional or sectoral differences, attitudes towards people with disabilities, extent and availability of support (services and modalities), available competence to adapt work and workplaces, technical and social progress, and many more.

Therefore, only the *theoretical composition* of the employees can be derived from the entitlement to access the sheltered employment system.

However, if one wants to characterise the sheltered employment system, this also includes aspects of the attractiveness of its offers and settings in comparison to 'lower' participation levels (i.e. especially to not working) as well as the support services of this system level in the direction of 'higher' participation levels (e.g. in the direction of the general labour market). Yet, this cannot be deduced by looking at entitlements to sheltered employment alone.

This leads directly to the **second problem that concerns the assertion that boundaries between the system levels exists at all**. The central question here is which dimension would be relevant for the definition of such a boundary (vertical axis in Figure 2). Two examples from Germany shall illustrate the problem:

1. There are people who are entitled to access the sheltered workshop system due to their (personal) prerequisites, but who nevertheless work on the general labour market despite these prerequisites (e.g., via supported employment measures), although the exclusive consideration of workshop eligibility criteria implies this otherwise.
2. Likewise, there are highly qualified people in sheltered workshops who (e.g., in the area of software development) are comparably efficient as employees on the general labour market and therefore seem to be misplaced in terms of these prerequisites. However, the labour market is not able to cater for their care needs sufficiently.

Criteria other than – or additionally to – those directly related to a person obviously play a significant role. In simple terms, it can be said that those examples have in common that a higher degree of **limitations in a person's functional ability** can be **compensated for by** specific (or even stronger) **adaptations of the context factors**, irrespective of the system level.

The implication of these considerations is that there can only be multidimensional boundaries between the different system levels, including at least *personal characteristics* as well as aspects of *context adaptability*. However, under this premise, it is no longer possible to answer the question of who works in a sheltered employment level, but only the question of **who works in that level under which – internal and external – contextual conditions**. In Figure 3, this relationship is expressed by plotting exemplarily system boundaries that are relevant for twelve people with different personal characteristics (for the sake of simplicity, it is assumed here that these could be mapped to a single dimension). For each of these persons, the system boundaries appear at different points.¹ In practice, this would be demonstrated, for example, by the fact that the general labour market would only require a relatively low level of adaptability to employ people with a physical disability, whereas a much higher level would be required to employ, for example, a person with Asperger's syndrome.

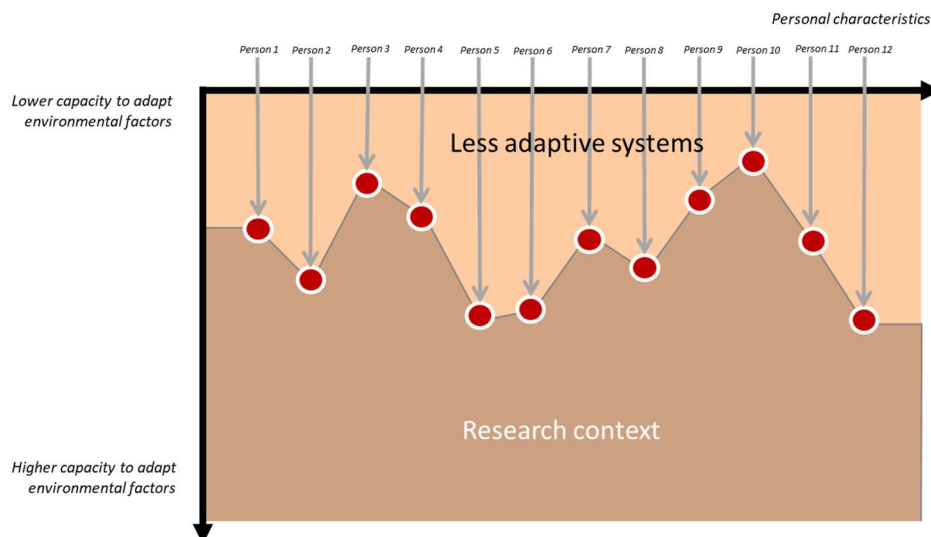


Figure 3: Dependencies between system boundaries and personal characteristics

The direction of the vertical axis in Figure 3 has changed and from now onwards visualises not the requirements, which were ultimately mostly attributed to factors within the person (such as limitations of body functions or structures), but the *capacity of the various vocational participation systems to adapt the context factors* in such a way that they enable the participation of a wide(r) range of people with disabilities in the respective system.

Hence, the original question needs to be rephrased: **For which target groups is the respective (sheltered) employment system level within the five participating countries capable to adapt its context factors such that they can participate in vocational activities.**

The above-mentioned problem 1 is not resolved with this, however. Depending on from which side any of the boundaries will be approached, the position of the boundary might be different. The discussion so far has shown that the boundaries between the systems can only be outlined by looking at several dimensions simultaneously. What became clear so far is that personal characteristics as well as aspects of the adaptability of the context are contained in this set of

¹ The same principle applies for the boundaries from the research context to more adaptive systems.

dimensions. These dimensions are interlinked without us knowing exactly yet how these interrelationships are reflected in practice. What we know, however, is that the capacity to adapt context factors of the respective systems – in contrast to personal characteristics – is usually not unlimited: all system levels have a different capacity to adapt their context factors. This capacity is impacted and mostly limited by, for example, legal regulations or financial constraints.

With this knowledge, problem 1 can be easily resolved, because each system level has a relatively clearly identifiable *lower* limit. This is located where the degree of adaptability required *in a specific case* exceeds the maximum degree available at this system level. People who are at that boundary and need more adaptability of the context factors than this system level can permanently support, will drop out of this level (and will ideally be accommodated by the system 'below' it). However, this also implies that this method is not suitable for exploring the boundaries 'upwards', towards system levels with less capacity for adapting context factors. For the purpose of the study, the **'upper' boundary of the sheltered employment system level (as the research context)** will be defined as the **'lower' boundary of the system level 'above', i.e. the level with less capacity for context factor adaptations.**

3.3 Naming conventions

In the further course of the study, the following naming convention will be used in the report in order to move away from the possibly judgemental and thus misleading terminology that has so far been deliberately used in inverted commas, i.e. specifically the terms of systems 'below' or 'above' the workshop system, to a neutral and more easily transferable designation. Figure 4 refers to the context of the study as system level **W**. Systems that have a lower capacity to adapt their context factors compared to research context are referred to as **W-**, and systems that have a higher capacity to adapt their context factors are referred to as **W+**.²

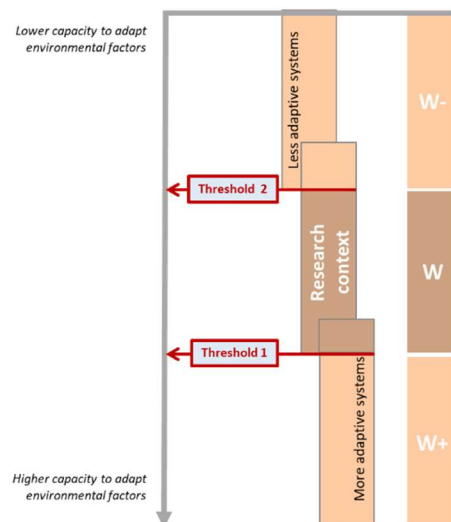


Figure 4: Naming convention for the different system levels of vocational participation

² All three system levels are considered as parts of the vocational participation system. The extent to which the services found in the countries to be examined, especially at the system level W+, are actually counted as part of the system of vocational participation there, or at least to which aspects of vocational participation are provided there, is not relevant for the study and will therefore not be examined in more detail.

In the course of this study, we are therefore looking for cases close to the system boundaries who push the limits of adaptability in order to identify the tipping points / thresholds at different system levels, where these systems are no longer able to provide those cases with the framework conditions (in the sense of adapted context factors) that would be necessary to allow for vocational participation.

In accordance with the study's approach, two boundaries will therefore be the focus of further consideration:

Threshold 1 would have to be approached from the following question:

Are there people who are no longer sufficiently supported by the **system level W** due to the extent of their functional health alone and are therefore dependent on the **system level W+**?

- This means that the system level W is not (any longer) capable within its legal, professional, organisational, structural, financial or other resources to create such conditions that make it possible for these persons to be permanently employed there (see Figure 4).

Threshold 2 would then have to be approached accordingly from the following question:

Are there persons who are no longer sufficiently supported by the **system level W-** due to the extent of their functional health alone and are therefore dependent on **system level W**?

- This means that the support system for employment in **system level W-** is within its legal, professional, organisational, structural, financial or other resources (just) not (any longer) in a position to create such framework conditions that make it possible for these persons to be permanently employed in this system level (see Figure 4).
- Here, however, it would still have to be checked whether **system level W** is then actually in a position to employ this group of people (again within the limits of its level-specific legal, technical, organisational, structural, financial or other resources).

This second boundary, however, would not so much describe **system level W** as rather **system level W-** and its limited capacity to adapt the contextual conditions there appropriately – be it on its own or with the help of supporting political instruments such as regulatory measures, market-based instruments or awareness-raising and educational measures. As already mentioned, it is questionable whether there is a boundary between the **system levels W and W-** at all, and if it should exist, which statements could be derived from it about the **system level W**, since essential influencing factors on the course of this boundary lie outside the sphere of influence of **system level W**.

It should be added that the system boundaries are also variable for another reason. This is because services at the various system levels can invest more resources in support (or adaptation of environmental factors to the needs of individuals) than can be sustained by them in the long term. This seems to work, for example, if these additional efforts or costs can be distributed to many other persons or organisational units. However, sustainable solutions must also be viable regardless of the number of people using the system, i.e. they must not permanently reduce the available resources. Such approaches therefore tend to obscure the actual boundaries of the system. **Therefore, for the purpose of this study, only that boundary should be considered as the lower system boundary if the associated system level / offer – regardless of the number of people who are close to this boundary – remains financially, organisationally, etc. sustainable.**

4. Persona development and application approach

4.1 The persona method

Persona approaches are known, for example, from the fields of computer science (e.g., in usability engineering) or marketing. In computer science, personas are used to try to make the usually extensive requirements of a user group of a technical system manageable and tangible for the developers / programmers. In this process, mutually exclusive requirements, interests or preferences are distributed among *different* personas (in the sense of prototypical persons), and the same or very similar requirements, interests or preferences are combined *within* a persona.³ A few personas are then sufficient to give an impression of the diversity of the user group. This is reinforced by making these personas as realistic as possible, e.g. by giving them a name, a suitable photo of a (hypothetical) person and additional biographical information, which ultimately makes this persona look like a real person.

In the field of marketing, personas are used to divide target groups along certain criteria (e.g. demographic or socio-economic characteristics) in such a way that the resulting segments then group together people with similar needs or requirements. For each segment, one (or, rarely, several) prototype person(s) / persona(s) are developed, whereby each persona is described in such a way that it becomes similarly tangible to a real person for the persona users (here, for example, product developers). This persona is therefore a fictitious person, which, however, allows third parties to better imagine the life or experience of the segment represented by the persona and thus, for example, to make more realistic or appropriate decisions.

However, there is one specific point of deviation from the usual persona method necessary for this study, namely with regard to the **context in which the personas are considered**. The bio-psychosocial model on which the ICF is based (see Chapter 6) includes as an essential component the context factors which, in interaction with an impairment (and, if applicable, personal factors), become effective as a barrier, or – if these factors are suitably designed – can also have a facilitating effect and mitigate or prevent disability. One and the same person can therefore, depending on the context, be either facilitated or constrained in his or her activities and participation.

It is implicitly assumed within usual persona approaches that the actions and action logics of personas are context-specific.⁴ The **variation of contextual factors** has hardly played a role there so far, but will be central in this study. It follows from the bio-psychosocial approach and from the specific design of the personas (see further below) that for each persona to be developed, two contexts are of particular relevance. Since each persona in this study will be located at the boundary between two system levels, the respective system level characterisations are also required.⁵

³ Unlike, for example, society or target group typologies, personas however do not claim maximum representation of the target group.

⁴ In the field of usability engineering, the context of use is a central factor, but one that needs to be defined, on which the design of usability is based. According to the DIN EN ISO 9241-11 standard relevant to usability, usability is the degree to which a system, a product or a service can be used by certain users *in a certain context of use* in order to achieve certain goals effectively, efficiently and satisfactorily. Good usability *in one context of use* does not automatically imply good usability *in another context of use* for which the system, product or service may not have been designed.

⁵ In section 6 we will see that it is necessary that these characterisations should contain at least those factors that are also represented in the ICF context factors.

Considerations during the design of the study led to the decision not to put the 'centre' of the various occupational participation systems / levels of the countries to be studied into the focus of the investigations, nor to strive for a structuring of the respective target groups, but to examine their 'edges' / boundaries to adjacent systems. This refers to systems with a lower adaptability of the context factors (**system level W-**) and systems with a higher adaptability of the context factors (**system level W+**) compared to the context under investigation (**system level W**). As already explained, the boundaries in the direction of the systems with comparatively lower adaptability in particular pose a methodological problem, which can be circumvented by looking at the boundaries of all system levels in the direction of more adaptable levels as a substitute. The two main system boundaries (Threshold 1 and 2) have already been defined, which are now used for the development of the specific personas.

Persona 1 will be developed in such a way that it is located at Threshold 1 (see Figure 5). This persona outlines a prototypical person who is (just) not (any longer) capable to remain in system level W due to the extent of his / her functional health alone. Within its legal, professional, organisational, structural, financial or other resources, system level W is therefore (just) no longer / not in a position to create the framework conditions that would enable this persona to be employed in system level W on a permanent basis. Persona 1 would therefore be dependent on a system with higher adaptability (system level W+) in order to be able to participate vocationally.

Persona 2 is developed in such a way that it is located at Threshold 2 (see Figure 5). This persona outlines a prototypical person who is (just) not (any longer) capable to remain in system level W- due to the extent of his / her functional health alone. The support system for employment in system level W- is therefore (just) not (any longer) able within its legal, professional, organisational, structural, financial or other resources to create such framework conditions that make it possible for this person to be permanently employed in system level W-. However, since a boundary of the system level W- is described here, it must also be checked whether the system level W is then actually able to employ this persona (again within the framework of its level-specific legal, technical, organisational, structural, financial or other resources), because only then do the two system levels have a common boundary represented by Persona 2.

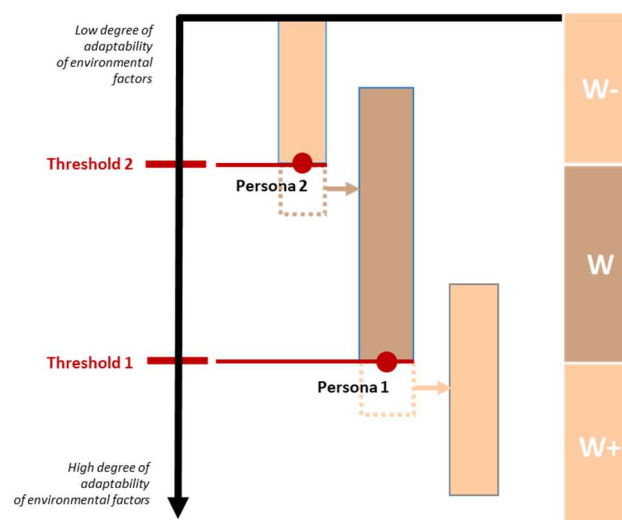


Figure 5: Construction of personas at system level boundaries

4.2 Development of country-specific personas

Persona 1 is designed for each national participation system in such a way that it represents the tipping point between system level W and system level W+ in the respective country. The context is therefore system level W of the respective country, which must be mapped accordingly in the context of the environmental factors with its legal, technical, organisational, structural, financial or other possibilities and limitations. Both facilitating and constraining factors must be taken into account.

The development process must therefore discuss the following question:

Which individual characteristics (here: characteristics in relation to body functions or structures) and, if applicable, which personal factors would lead to this person(a) no longer / not finding the required conditions / context factors at system level W?

The diversity of possible variants of body functions and structures is great, and their interplay is also of relevance when considering the implications. Even if it is not the goal of persona development to achieve any kind of representativeness, it is also not a goal to construct a persona that has little or nothing in common with the target groups that are actually found at the system boundaries. The process of development could, for example, first be oriented towards typical or frequently encountered characteristics of body functions and structures that are found in system level W, in order to then gradually explore when, with the reduction of one or more of the selected characteristics, the tipping point / threshold would be reached at which the system would no longer be able to offer the required framework conditions for this persona.

The same applies to the **persona 2** of the respective countries. Here, however, the tipping point / threshold between system level W- and system level W is characterised. The context here is system level W- of the respective country, which must be mapped accordingly in the context factors with its possibilities and its limitations of a legal, technical, organisational, structural, financial or other nature. Both supporting and constraining factors must be taken into account.

The development process must therefore discuss the following question:

Which individual characteristics (here: characteristics in relation to body functions or structures) and, if applicable, which personal factors would lead to this person(a) no longer / not finding the required conditions / context factors at system level W-?

4.3 Examination of the whereabouts of each persona

By following this approach, at the end of the development phase, two personas per country will be available, i.e. a total of ten personas for the five participating countries. In each country to be audited, the personas of the other countries developed in this way are examined with regard to their whereabouts and their status as a boundary case. The country-specific context factors are used as well as, for example, country-specific needs assessment procedures, if available or applicable. The results of the audit process are documented in Table 1 (fields highlighted in grey), which then provides an overview of the whereabouts of all developed personas in the vocational participation systems of the five countries.

Table 1 shows these ten personas. The entries for *P1 (SI)* mean, for example, that persona 1 in Slovenia would find the appropriate framework conditions / context factors at system level W+ (*system level = W+*), and that this persona 1 is a boundary case (*boundary case = yes*).

But at which system level, for example, would *P1 (SI)* find the appropriate framework conditions in the other four countries, and would it also be a boundary case there? The answer to this question for each of the ten personas allows a comparison between the participation systems in the countries, as the whereabouts of one and the same persona is audited in a wide variety of contexts. What this audit looks like in concrete terms will be explained in a later section; here we will first look at what insights such an approach can provide.

In each country to be audited, the personas of the other countries developed in this way are examined with regard to their whereabouts and their status as a boundary case. The country-specific context factors are used as well as, for example, country-specific needs assessment procedures, if available or applicable. The results of the audit process are also documented in the table (fields highlighted in grey), which then provides an overview of the whereabouts of all developed personas in the vocational participation systems of the five countries (Table 1).

Table 1: The whereabouts of the developed personas in their originating countries

	France		Germany		Slovenia		Spain		Sweden	
	System level	Boundary case	System level	Boundary case	System level	Boundary case	System level	Boundary case	System level	Boundary case
P2 (FR)	W	Yes								
P2 (DE)			W	Yes						
P2 (SI)					W	Yes				
P2 (ES)							W	Yes		
P2 (SE)									W	Yes
P1 (FR)	W+	Yes								
P1 (DE)			W+	Yes						
P1 (SI)					W+	Yes				
P1 (ES)							W+	Yes		
P1 (SE)									W+	Yes

System **W+** = System (level) with a higher capacity to adapt its context factors compared to system (level) W

W = Research context

W- = System (level) with a lower capacity to adapt its context factors compared to system (level) W

P1 (xx) = Persona 1 (country)

P2 (xx) = Persona 2 (country)

From this, a three-level ordinal scale can be derived that can provide information on whether personas as boundary cases are 'identical' to other personas, i.e., whether they outline the same boundary, or whether they represent a group with lower adaptation requirements or a group with higher adaptation requirements. The three levels of the scale are:

- **P(xx) < P(yy)** with both placed in the vocational participation system of country zz
- **P(xx) = P(yy)** with both placed in the vocational participation system of country zz
- **P(xx) > P(yy)** with both placed in the vocational participation system of country zz

It is important to note that the ordinal scale is *country-specific*, i.e. that e.g. *P(xx) < P(yy)* in *country zz* does not imply that this ranking will be the same in other contexts / countries. The reason for this is, as already explained above (see Figure 3), that the boundaries between the system levels in the individual countries can depend directly on the type of personal characteristics and corresponding offers. For example, one country may have a particularly effective support service at system level W- that significantly improves the participation of a

particular target group (e.g. people with Autism Spectrum Disorders) at this system level compared to other groups; however, since comparable services may not be available in other countries, the ranking may be different.

The rankings resulting from these considerations must be viewed from a national perspective, as different needs assessment procedures and contextual factors must be taken into account, which lead to the use of correspondingly different assessment criteria; and thus, it cannot be assumed that the rankings determined in each case are consistent in a country comparison. The outcome of the study will thus primarily consist of **five – potentially different – rankings expressing the requirements of the developed personas with regard to the capacity to adapt the context factors of the respective system levels in each of the five countries.**

5. Key players at the relevant system levels

5.1 Basic considerations

The following considerations serve to find out which actors in the participating countries are generally qualified or in a position to examine the boundaries of the system levels as objectively as possible and to provide corresponding support in the development of personas at these very boundaries. Two fundamentally different scenarios need to be considered:⁶

1. There are **formal access restrictions or requirements to a system level** that need to be assessed in advance. Public authorities / administrations or organisations acting on behalf of state agencies carry out such a verification of access requirements and, if necessary, confirm or certify their fulfilment.
2. There are **no formal access restrictions or requirements to a system level** that would require a prior assessment (e.g. no examination of eligibility for benefits), access is basically open to any person (freedom of choice).

The two scenarios lead to different actors to be involved in the further course of the study.

Formal access restrictions or requirements to specific system levels (scenario 1)

In this first scenario, assessments need to be carried out as a basis for entitlement to access certain levels of the system for people with disabilities. In Germany, for example, the first step in the legal process is the basic determination of eligibility for benefits available at different levels of the system. In the case of (vocational) integration assistance, anyone who is substantially limited in their ability to participate in society as a result of a disability, or who is at risk of such a substantial limitation, is entitled to benefits. A further condition for entitlement to benefits is that, according to the characteristics of the individual case, there is a prospect that the task of (vocational) integration assistance can be fulfilled. The existence of a disability or the risk of such a disability is usually established by a medical report. Once this basic entitlement to benefits has been established, individual needs must be identified and a support plan drawn up on this basis (Deutscher Verein, 2009, pp. 6-7).

Again using Germany as an example, access to system levels W and W+ requires a prior assessment, but a health problem (based on a diagnosis) alone is no longer sufficient to justify a disability. From now on, barriers to activity and participation must be identified, based on which, and in interaction with context factors, support can be provided (Seidel & Schneider 2021, pp. 51-52).⁷ The providers of integration support and the Länder (Federal States) are currently developing new needs assessment instruments or adapting existing instruments to the new provisions of the Federal Participation Act (BTHG). However, there is no uniform implementation at federal level, as the Länder run the special services for independent living for people with disabilities as a separate matter and therefore no uniform instrument could be developed (BT-Drs. 18/9522: 288). Only the orientation towards the ICF as a uniform criterion

⁶ The extent to which the person actually finds work at this level or the extent to which the available job offers sufficiently meet their wishes is irrelevant in both scenarios.

⁷ However, there is no legal definition of key terminology in this field; hence, terms such as *need*, *needfulness*, *determination of needs*, *clarification of needs*, *documentation of needs*, or *certification of needs* have so far been used differently in practice (Schubert et al., 2014). The Deutscher Verein defines an existing need in the event that "... *desired and appropriate participation goals cannot be achieved without assistance due to the impairment*" (Deutscher Verein, 2009, p.7).

was stipulated for all providers of integration assistance in the BTHG (Deutscher Verein, n.d.). In the past, such needs assessments often consisted of evaluation procedures lasting several days, which in recent years have been supplemented by the use of short screening procedures, especially to identify potential needs at an early stage. Steinmüller refers to an average time of 4 to 8 hours for the application of the needs assessment instruments being developed or currently tested in the Länder (Steinmüller, 2019).

In summary, in this scenario, the desire to engage in a professional activity at a system level requires a preliminary assessment of the fulfilment of all relevant prerequisites. The standards and decision-making logics underlying an assessment thus determine who can and cannot participate at the respective system level. Accordingly, the **actors who define the framework conditions for these assessments and those who carry out the assessments** are suitable partners for jointly examining the boundaries of the system levels on the basis of the personas.

Access to system levels without formal restrictions or prerequisites (scenario 2)

The situation is more difficult if there is freedom of choice as to which system level a person with a disability would like to work at, without any preconditions.⁸ In this case, there are no instruments whose assessment criteria can be used in the development of personas. What criteria would define the boundaries to neighbouring system levels in such a case?

On the one hand, it certainly plays a role in the extent to which the system level has an acceptance obligation for people with disabilities, or to what extent a person with a disability has a legal right to employment at this system level. Or, on the other hand, whether the service providers or the companies at a respective system level can select applicants according to their own criteria. In Spain, for example, *Centros Especiales de Empleo (CEE)* exist at system level W to provide workers with disabilities with productive and remunerated work that corresponds to their personal characteristics and to promote their integration into the general labour market. However, there are both for-profit and non-profit oriented companies among the CEE, so it can be assumed that the organisation-specific selection criteria for applicants with disabilities differ between these organisational types.

Who is ultimately employed in these freely selectable system levels and who is not, could methodically only be solved by a quantitative survey (in the form of a representative survey or a full survey). Official statistical information on this could not be found in the literature research, and an own survey exceeds the possibilities of this study by far. Accordingly, a pragmatic approach is needed. In the context of the study, therefore, with the help of national experts, indications are to be collected on such organisations or service providers whose target group tends to make higher demands on the adaptability of the context factors, in order to then illuminate the 'lower' boundary of the system level under consideration and develop a persona with them. The contact persons within these organisations / companies would then be **employees from the respective recruitment / human resources departments**.

⁸ Perhaps with one exception, namely an officially recognised disability.

5.2 Selection of relevant services and system boundaries

At the end of the first work phase, the following schematic picture (see Figure 6) of the participation system levels in the five countries studied emerges. The allocation of the offers to the study context and to the two adjacent system levels W+ and W⁻⁹ was done in a joint meeting with the contracting organisation.

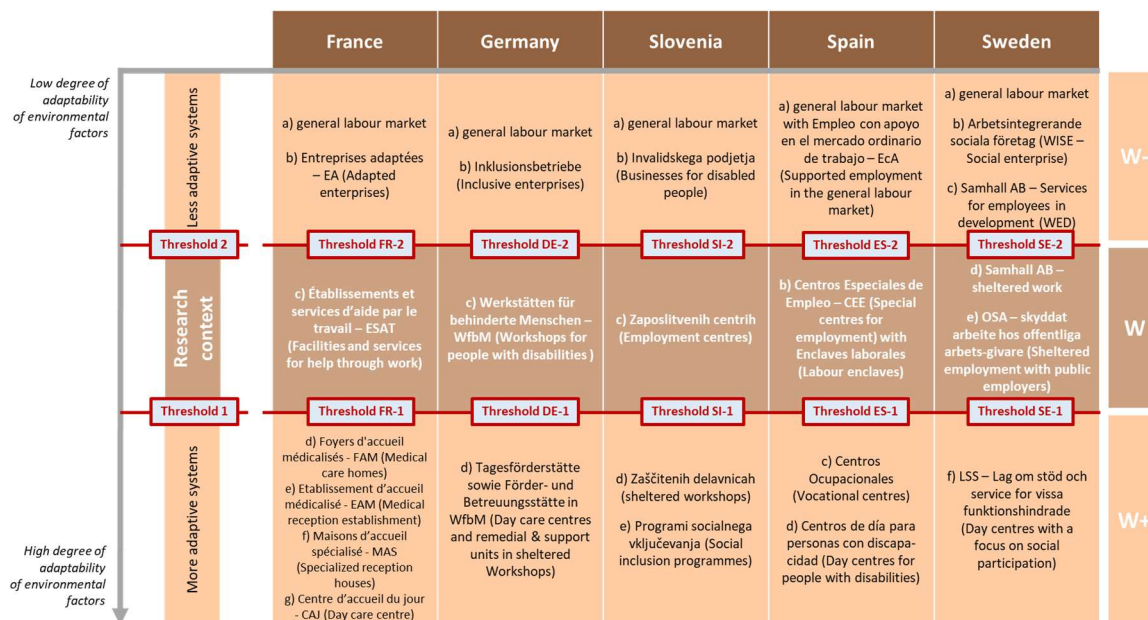


Figure 6: Identified offers at system levels W-, W and W+ in the participating countries

As the figure shows, there are sometimes several different services at the system levels. This goes hand in hand with the realisation that there is probably not just a single boundary between the levels (as has been simplified so far), but in each case a boundary between all the individual services.

Figure 7 illustrates this using the example of two alternative offers at system level W-. If offer 1 is no longer able to adapt its environmental factors to a person's needs to a sufficient degree (threshold 2.1), the person basically has two options to choose from. A transition to offer 2 (still at system level W-) or to the offer(s) at system level W. Offer 2 in turn has its own boundary to system level W and to the offer(s) located there (threshold 2.2).

Each different offer may also be accompanied by different needs assessment procedures to be applied in different jurisdictions. This means that each individual

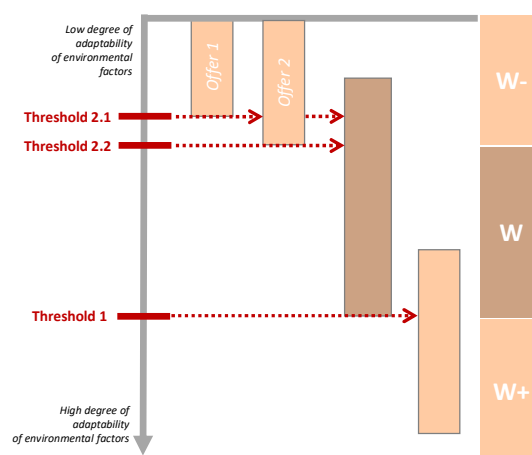


Figure 7: System boundaries in the case of alternative offers at system level W-

⁹ It is also possible that at the system level W+ only offers without a (main) focus on vocational participation exist, i.e. they focus for example on social participation or on structuring the day. However, this distinction is irrelevant for the study.

boundary has to be explored with different actors and on the basis of different decision criteria. Accordingly, the following matrix of the (study-relevant) boundaries between the respective national vocational participation offers emerges (for offer abbreviations, see Figure 6):

Table 2: Boundaries between the identified participation offers

	France	Germany	Slovenia	Spain	Sweden
Within system level W-	a) ⇔ b)	a) ⇔ b)	a) ⇔ b)	-	a) ⇔ b) a) ⇔ c) b) ⇔ c)
Between system levels W- and W	a) ⇒ c) b) ⇒ c)	a) ⇒ c) b) ⇒ c)	a) ⇒ c) b) ⇒ c)	a) ⇒ b)	a) ⇒ d) b) ⇒ d) c) ⇒ d) a) ⇒ e) b) ⇒ e) c) ⇒ e)
Within system level W	-	-	-	-	d) ⇔ e)
Between system levels W and W+	c) ⇒ d) c) ⇒ e) c) ⇒ f) c) ⇒ g)	c) ⇒ d)	c) ⇒ d) c) ⇒ e)	b) ⇒ c) b) ⇒ d)	d) ⇒ f) e) ⇒ f)

Consideration of all 31 boundaries was not feasible for cost reasons. However, the boundaries within all three system levels were not of particular interest in the context of the study (i.e. 24 remaining boundaries). Together with the contracting organisation, a selection of the national offers to be considered and thus the ten boundaries to be investigated was made (see Table 3). In the further course of the study, personas will be located at these boundaries, which at the same time also represent boundaries of the system levels.

As we have already seen, the particular offers for vocational or other forms of participation at system level W+ do not matter for the design of the two personas, because only the contextual conditions of the selected offers at system levels W- and W are relevant. Accordingly, the respective framework conditions of the offers at system level W+ were not investigated in more detail. In the following, it is assumed (in the sense of a premise) that if a person(a) does not find suitable framework conditions at system level W and is dependent on offers that are more adaptable, then these offers are available at system level W+.

Table 3: Boundaries selected for further investigation

	France	Germany	Slovenia	Spain	Sweden
Between system levels W- and W	b) ⇒ c)	b) ⇒ c)	a) ⇒ c)	a) ⇒ b)	c) ⇒ d)
Between system levels W and W+	c) ⇒ any offer at system level W+	c) ⇒ any offer at system level W+	c) ⇒ any offer at system level W+	b) ⇒ any offer at system level W+	d) ⇒ any offer at system level W+

5.3 Key actors and procedures in the participating countries

In the following, a brief overview of the central actors and, if applicable, prior procedures in the context of needs assessment and participation determination and of those responsible for this in France, Germany, Slovenia, Spain and Sweden at the respective boundaries of the system levels W+, W and W- is given.

France

The boundary between system levels W- and W

Companies in the general labour market (system level W-) with 20 or more employees are obliged to employ 6 % people with disabilities (*obligation d'emploi des travailleurs handicapés, OETH*; legal framework: Labour Code, fr. *Code du travail*). This covers various types of employment, including internships, temporary work, but also the awarding of contracts to workshops for people with disabilities. Companies that do not meet the quotas pay levies into development funds for the professional integration of people with disabilities. There are two such funds in France: Fund for the professional integration of persons with disabilities for private sector employees (fr. *Association de Gestion du Fonds pour l'Insertion Professionnelle des Personnes Handicapées, AGEFIPH*) and Fund for the integration of persons with disabilities in the public service (fr. *Fonds pour l'insertion des personnes handicapées dans la fonction publique, FIPHFP*). In total, 102,500 companies employ 505,300 persons with disabilities (data for 2019 only for companies subject to OETH). (Dares, 2021)

Adapted enterprises (*entreprises adaptées, EA*) (system level W-) are companies in the open labour market that must employ a minimum of 55 % of people with disabilities. Employees have the status of workers – with employment contract and earnings at least at the level of the legal minimum wage (SMIC) (legal framework: Code du travail). EAs are established by local public authorities or private institutions. The state authorises EAs and concludes multi-year target and resource contracts with them. EAs are entitled to receive state financial aid for the employed persons with disabilities to compensate for the measures related to the disability.

There are about 500 EAs in France (action-sociale 2022a); the number of people with disabilities employed was 40,000 in 2018 (target 80,000 by 2022) (DREES 2020).

The EA's mission is to provide the possibility of vocational activity for people with disabilities in an environment appropriate to their possibilities, so that they can obtain or keep a job. However, EAs also support employees in achieving their career aspirations, developing their skills and mobility within the company or towards other companies (L5213-13-1). They are designed to create an enabling environment for changing employers or transitioning to regular companies: Employees can work temporarily in other enterprises, with EAs providing support for both sides (employee and employer) (L5213-16). If there is a desire to return after the employee has voluntarily left, priority employment should be ensured (L5213-17).

Institutions and services of help through work (*établissements et services d'aide par le travail, ESAT*) (system level W) have the mission to give people with disabilities the opportunity to pursue a professional activity while being medically-socially and pedagogically accompanied in a protected space. Employees are not workers but users (legal framework for ESAT: Family and Social Law, fr. *Code de l'action sociale et des familles*). They sign a contract of support and assistance through work (*contrat de soutien et d'aide par le travail*) with the institution. Earnings range from 55.7 % to 110.7 % of the legal minimum wage (SMIC). ESATs are financed by a grant from the Regional Health Agency (ARS) (approx. 12,000 € per place per year)

(ASW+W gGmbH, Régie des Ecrivains, Solivers 2021). There are around 1,500 ESATs in France (action-sociale 2022b), with 119,830 places (2018 data) (DREES 2020). Around 3 % of users transition to the regular labour market (Directorate-General for Internal Policies 2015).

System access

In order to be employed in all available schemes, the status of a disabled worker must first be recognised (*reconnaissance de la qualité de travailleur handicapé, RQTH*). This recognition is granted by the *Commission des droits et de l'autonomie des personnes handicapées (CDAPH)*. CDAPH is a department of the Central Contact and Counselling Centre for Persons with Disabilities (fr. *maison départementale des personnes handicapées, MDPH*), which also decides on the granting of all allowances, entitlements and benefits. MDPH are regional institutions (approx. 100 in France) (ASW+W gGmbH, Régie des Ecrivains, Solivers 2021). The application is submitted to the regional MDPH and includes questions about health conditions (including a medical certificate), but also about the desired employment status.¹⁰

RQTH status is granted to individuals whose ability to obtain or retain employment is limited due to the impairment of at least one physical, sensory, mental or emotional function. The period of validity varies between 1 and 10 years, but can be granted for life (ASW+W gGmbH, Régie des Ecrivains, Solivers 2021).

In addition, the CDAPH committee decides on the vocational orientation for the employment of the persons in regular companies or EA (system level W-) or in sheltered work in ESATs (system level W). The orientation provided is based on the level of work ability, the need for support and the wishes of the applicant. The committee's decision is not binding.¹¹

The orientation for ESAT is expressed when persons (from 20 years of age, in exceptional cases from 16 years of age) have less than 1/3 of the working capacity of a healthy person. Persons with more than 1/3 of the working capacity can also receive an orientation for ESAT in case of special support needs (medical, psychological, pedagogical, social). With the orientation for ESAT, applicants get an assignment for ESAT where they can stay after a successful trial period of up to 6 months (R243-2 and R243-3).

With the orientation for EA, the applicants can be referred to the companies by the supporting organisation *Pôle Emploi* or *CAP Emploi*. However, there is also a possibility of direct recruitment under certain conditions (ASW+W gGmbH, Régie des Ecrivains, Solivers 2021).

People with the status of a worker with disabilities (RQTH) can benefit from the following assistance and measures to promote occupational integration:

- Provisions regarding the employment obligation of persons with disabilities in enterprises of the regular labour market (OETH)
- Employment in a rehabilitation facility (ESAT)
- Adjustments to working hours and the workplace
- Assistance in finding a job through the CAP Emploi network
- Assistance from the Funds for the professional integration of people with disabilities, (AGEFIPH and FIPHFP)

¹⁰ Form available at <https://www.service-public.fr/particuliers/vosdroits/R19993>

¹¹ At least the Labour Code and other sources speak of "guidance". In addition, mobility towards the general labour market is to be supported. What weight the orientation has is to be checked locally. Original of the legal text: „Cette reconnaissance s'accompagne d'une orientation vers un établissement ou service d'aide par le travail, vers le marché du travail ou vers un centre de rééducation professionnelle.“ Article L5213-2.

- Special modalities for access to the public service, such as adaptation of selection procedures or special employment relationships
- Professional integration measures, such as pre-orientation internships or training in rehabilitation institutions or the Supported Employment measure, etc. (ASW+W gGmbH, Régie des Ecrivains, Solivers 2021).

Supported Employment is a term used in France for individual services / coaching provided by institutions in the state-supported system for vocational integration. Access to Supported Employment is open to all employees with disabilities (even if they are not currently in employment); they must apply to the CDAPH, which decides on the measures. In the regular labour market, an individual support agreement between the employer, the employee and a supported employment institution must be signed for this purpose. Employers also receive support within the framework of the measure.

Examples of services for employees are: Evaluation of personal situation, professional plan, skills and needs and assistance in realising this plan, in securing the professional pathway and medico-social support; examples of services for employers are the evaluation of the employer's needs and assistance in adapting or setting up the workplace (ASW+W gGmbH, Régie des Ecrivains, Solivers 2021).

The boundary between system levels W and W+

Medical care homes, fr. *foyers d'accueil médicalisés* (FAM) (system level W+); legal framework: Family and social law, fr. Code de l'action sociale et des familles and Law No. 2002-2 of 2 January 2002 on the renewal of social and medico-social measures, fr. LOI n° 2002-2 du 2 janvier 2002 rénovant l'action sociale et médico-sociale. Medical care homes (FAM) are facilities explicitly for people with disabilities who are unable to work due to total or partial dependence on other persons. There are about 700 facilities in total (data on the number of places is missing) (action-sociale 2022c). These residential homes provide medical care as well as social and creative activities to support practice and maintenance of skills (art, sports, physiotherapy) (EASPD 2018). Access to medical care homes is available to persons with disabilities who have been recognised by the CDAPH committee as not being able to work (not receiving disability worker status).

In general, there are a number of different types of residential homes (foyers, all at system level W+) in France (a total of 4,920 facilities with 154,710 places) (DREES 2020), but some of them are also home to ESAT users and EA workers. Further institutions available for people with disabilities below system level W were named by workshop participants in France (see section 7.1):

- Medical reception establishment, fr. *établissement d'accueil médicalisé* (EAM) is a broader term for structures of care and support for people with disabilities. They include in particular the medicalized foster homes (FAM).
- Specialized reception houses, fr. *maisons d'accueil spécialisé* (MAS) are establishments for people with a need for support in everyday life (like dressing or feeding). They offer accommodation, medical care and social life activities. Mas were designed for people with less need for support compared to FAMs, but in practice, the target groups are essentially the same.
- A day care centre, fr. *centre d'accueil du jour* (CAJ) is a structure offering day care to people with disabilities living at home.

Germany

The boundary between system levels W- and W

In Germany, the DIA-AM ('Diagnosis of the Labour Market Ability of Particularly Disabled People') instrument is specifically designed to clarify this boundary. It is aimed at those people for whom it is not clear whether they can meet the requirements of the general labour market (system level W-) or whether a sheltered workshop for people with disabilities (*Werkstatt für behinderte Menschen – WfbM*, system level W) would be more suitable for them to participate in working life. The target group for DIA-AM is therefore people with disabilities whose occupational potential lies in the boundary between the requirements of the general labour market and the access requirements of the WfbM.

The target group includes in particular:

- People with learning disabilities bordering on intellectual disabilities
- People with intellectual disabilities bordering on learning disabilities
- People with persistent mental disorders and/or behavioural problems

This measure consists of an aptitude analysis and an in-company trial. The result, in addition to identifying any conditions and provisions of support for integration into the general labour market, can also suggest other support services outside the general labour market, i.e. also at system level W.

The rehabilitation counsellor of the employment agency decides whether a person is eligible for the DIA-AM procedure. The rehabilitation counsellors are guided by the recommendations of the school (school reports, overall assessment sheet) and the available assessments carried out by the specialist services (medical service, psychological service) of the Federal Employment Agency.

The measure itself is assigned to implementing bodies, which carry out the specifications of the instrument and write a final report on the ascertained performance results of the participants at the end. This report also contains a concrete proposal for integration into the labour market and a statement on the support needs.

The rehabilitation counsellors of the employment agency make a final decision on this basis. If they decide on a measure in a WfbM (system level W), the entry phase in the workshop is shortened to four weeks. If the person is fit for the labour market (system level W-), the rehabilitation counsellors have the entire range of vocational rehabilitation measures for the general labour market at their disposal (REHADAT, n.d.).

The boundary between system levels W and W+

In the ninth Social Code (§ 57 SGB IX), the WfbM are equipped with an entry procedure, which people with disabilities undergo in order to determine, among other things, whether or not the workshop is the suitable setting for the participation of the person with a disability in working life. The Federal Employment Agency has the sole right to decide on access to the entry procedure by deciding on workshop capability and workshop necessity (Bundesarbeitsgemeinschaft der überörtlichen Träger der Sozialhilfe, 2013, S. 6).

A prerequisite for being admitted to a WfbM is that a person is able to perform at least a minimum level of economically viable performance at work at the latest after participating in a 2-years vocational training measure. In the following cases, the law assumes that this minimum level of economically viable performance cannot be achieved on a permanent basis:

- if, despite appropriate supervision, a considerable risk to oneself or others is to be expected;
- if the degree of care and support required does not allow participation in vocational training measures on a permanent basis; or
- if other circumstances do not permit this.

Admission to a WfbM is independent of the cause, type and severity of the disability, as well as independent of the reduced performance and any special need for support, accompanying care or nursing. However, persons entitled to benefits should live in the area in which the WfbM is located; exceptions are possible depending on the special nature of the individual case. If there is a special sheltered workshop for people with disabilities for the specific type of disability in the area, then this type of disability plays a role in the selection of the WfbM. The entitlement to admission also remains for those who have transferred from a sheltered workshop for people with disabilities to the general labour market or who participate in working life with another service provider or with the help of the budget for work or the budget for training.

Finally, § 13 SGB IX details the uniform and verifiable instruments for determining individual rehabilitation needs through the use of systematic work processes and standardised tools (instruments). These instruments guarantee an individual and function-related assessment of needs and ensure the documentation and verifiability of the assessment of needs.

Slovenia

The boundary between system levels W- and W

There are 160,000 to 170,000 people with disabilities living in Slovenia, which is 12-13 % of the total population.

Central actors relevant for this study are:

- The Rehabilitation Institute of the Republic of Slovenia - SOČA (*Univerzitetni rehabilitacijski inštitut Republike Slovenije*, 2022): It is responsible for all matters related to vocational rehabilitation. This includes the development of quality standards for vocational rehabilitation management as well as for the qualification of professionals, the preparation of expert opinions (e.g. for the authorisation of employment in sheltered employment) and research in the field of vocational employment. (§ 9 ZZRZI). The Institute maintains databases with all relevant information on personal data of persons with disabilities (gender, disability, occupation or qualification, employability and benefits awarded), data on providers of vocational rehabilitation and on employers of persons with disabilities (§ 85 para. 3 ZZRZI);
- the Ministry of Labour, Family, Social Affairs and Equal Opportunities (*Ministrstvo za delo, družino, socialne zadeve in enake možnosti*) (*Ministrstvo za delo, družino, socialne zadeve in enake možnosti*, 2022); and
- the Slovenian Association of People with Intellectual Disabilities (*Društvo Sožitje-Medobčinsko Društvo za Pomoč Osebam z Motnjami v Duševnem Razvoju Slovenske Konjice*, 2022)

The relevant legal regulations are (i) the Act on Vocational Rehabilitation and Employment of Persons with Disabilities (*Zakon o zaposlitveni rehabilitaciji in zaposlovanju invalidov* - ZZRZI, Služba Vlade Republike Slovenije za zakonodajo 2004) that regulates, among other things, the right to, requirements for and benefits of vocational rehabilitation and social inclusion

programmes; and (ii) the Labour Market Regulation Act (*Zakon o urejanju trga dela* - ZUTD, Služba Vlade Republike Slovenije za zakonodajo 2010) that regulates labour market policies.

Vocational rehabilitation is a public service provided from the budgetary resources of the Republic. Vocational integration services are put out to public tender; the Ministry of Labour concludes service contracts with the selected providers.

Financial incentives for the employment of persons with disabilities are wage subsidies, coverage of costs for adapting the workplace and technical aids as well as for services within the framework of supported employment, exemption from contributions for pension and social security contributions, bonuses for exceeding the quota for the employment of persons with disabilities and other incentives for creating or maintaining jobs for them (§67 ZZRZI).

Employers with at least 20 employees are obliged to staff 6 % of the total number of employees with people with disabilities (§62 ZZRZI). The quota can be compensated by financial payments into a fund.

Supported employment provides people with disabilities with technical and / or vocational assistance in the workplace or work environment. Prerequisites for supported employment are, among others, that a person with a disability is qualified for the activity at the workplace and that the employer is willing to cooperate and to adapt the workplace or working environment (no legal claim). The person with a disability can apply for a wage subsidy, which is approved by the fund into which employers who do not meet the employment quota for people with disabilities pay.

Inclusion enterprises (*Invalidskega podjetja*) employ at least 40 % persons with disabilities who, due to their disability, cannot be recruited or retained by employers in a normal work environment and ensure professional support by qualified professionals according to a predefined key (§53 ZZRZI).

The boundary between system levels W and W+

Zaposlitvenih centrih (employment centres) (system level W) are facilities for people with low employability. These facilities employ only persons with disabilities and qualified professionals. Towards the system level with a higher degree of adaptability, two participation offers are of relevance in Slovenia:

- *Zaščitnih delavnicah* (Sheltered workshop) (system level W+) offers day structure and simple work opportunities to people with mental and physical impairments. There is no employment relationship (Tabaj, 2018).
- Social inclusion programmes for people with low work capacity (below 30%) (system level W+): This is a vocational rehabilitation measure to develop or maintain working capacity and is usually delivered through vocational rehabilitation providers (Tabaj, 2018).

The Vocational Rehabilitation and Employment Act regulates the entitlement to vocational rehabilitation and measures to promote employability, equal participation in the labour market, removal of obstacles and creation of equal opportunities.

Spain

The boundary between system levels W- and W

The central actor is the public employment service *Servicio Público de Empleo Estatal* (SEPE). Many legal details are regulated differently from region to region. The regional governments are the key players here.

In the general labour market, companies with 50 or more employees must reserve at least 2 % of jobs for people with disabilities, but can be exempted from this requirement through other measures (e.g. donations, delivery of materials to CEE). (Boletín Oficial Del Estado Núm. 289, 2013)

Public administrations must reserve 7 % of jobs for persons with disabilities and adapt jobs and working conditions according to the needs of persons with disabilities (e.g. adapted working hours) (Ministerio de Derechos Sociales y Agenda 2030, 2022b).

The employment of persons with disabilities in the general labour market is promoted through wage subsidies, tax write-offs and subsidies for job adjustments (Ministerio de Derechos Sociales y Agenda 2030, 2022b).

Independent employment of persons with disabilities within the framework of associations and cooperatives is supported with subsidies (Ministerio de Derechos Sociales y Agenda 2030, 2022b).

Financial support is provided for the employment of persons with disabilities: Up to 5,500 € for the conclusion of a permanent employment contract (6,000 € for women), plus 2,000 € for self-employed persons when first hired; up to 3,907 € for the conversion of a fixed-term employment contract into a permanent one; up to 901 € for workplace adaptation measures. For the permanent employment of people with disabilities from *enclaves laborales*, the subsidy can be up to 10,000 € (Comunidad de Madrid, 2022).

A special type of support in the general labour market is supported employment (*Empleo con apoyo*). Supported employment is applied by CEE, non-profit organisations such as associations and foundations that conclude a contract with the host company, or by the host company directly. Support is granted subject to the availability of the Public Employment Service's budget (Servicios Públicos de Empleo Estatal – SEPE, 2022).

The duration of the support is 6 – 12 months with the possibility of extension for a maximum of one additional year. In the case of people with cerebral palsy, people with mental illness or people with intellectual disabilities with a recognised degree of disability of 33 % or more, the funding period can be extended up to two and a half years (Servicios Públicos de Empleo Estatal – SEPE, 2022).

The persons using *Empleo con apoyo* are accompanied by job coaches (*preparadores laborales*), who must prove aptitude and experience in working to integrate persons with disabilities in the labour market. The extent of the accompaniment is determined individually in accordance with Real Decreto 870/2007. (Servicios Públicos de Empleo Estatal – SEPE, 2022)

The support covers wage costs and social security contributions of up to 6,600 € per year for mentally disabled persons with a degree of severe disability above 65 %, 4,000 € per year for mentally disabled persons with a degree of severe disability between 33 % and 65 %, and 2,500 € per year for persons with a physical or sensory disability with a degree of severe disability of at least 65 % or persons with a hearing disability with a degree of severe disability of at least

33 %. In the case of part-time arrangements, the subsidy is reduced accordingly (Servicios Públicos de Empleo Estatal – SEPE, 2022).

The boundary between system levels W and W+

Centros Especiales de Empleo (CEE) are companies whose main objective is to provide workers with disabilities with productive and remunerated work that matches their personal characteristics and promotes their integration into the general labour market.

The state employment service SEPE or analogous institutions in autonomous regions decide on the admission of a person with a disability for employment in a *Centro Especial de Empleo*.

CEE may have the following characteristics: They are established by public administrations, directly or in cooperation with other entities, by corporations, individuals, legal entities or communities of property that have the legal capacity of an entrepreneur; they are public or private in nature, with or without the intention of making a profit. The same rules apply to the administration as to any enterprise (Ministerio de Derechos Sociales y Agenda 2030, 2022a).

Entitled to access are

- people with cerebral palsy, people with mental illness or people with intellectual disabilities with a recognised degree of disability of 33 % or more; and
- people with physical or sensory disabilities with a recognised degree of disability of 65 % or more (Ministerio de Derechos Sociales y Agenda 2030, 2022a).

Special support for CEE employees is possible in so-called *enclaves laborales*. An *enclave laboral* is a subsidised temporary activity of at least three CEE employees on the general labour market in the form of an external group. A contract is concluded between the CEE and the host company (*empresa colaboradora*) (Real Decreto 290/2004, 2004).

While working in a general labour market company, employees retain the contract with the CEE. CEE can take over partial activities in companies of the general labour market via *enclaves laborales*. The CEE continues to be responsible for supporting the workers (Real Decreto 290/2004, 2004).

The duration of the *enclaves laborales* ranges from a minimum of three months to a maximum of three years and can be extended up to six years (Real Decreto 290/2004, 2004).

CEE are obliged to maintain a support unit (*Unidades de Apoyo a la Actividad Profesional*), which is mandated from the initial assessment to the continuous monitoring of the persons with disabilities (Diversis Corporación, 2022).

Sweden

The boundary between system levels W- and W

Support through wage subsidy for the development of employment at Samhall can only be considered if the Public Employment Service (*Arbetsförmedlingen*) has determined that the jobseeker's need cannot be met by other support in employment in the regular labour market. Samhall compensation is regulated by the *Kammarkollegiet* (Mattsson & Norberg 2020).

§ 16 Förordning (2017:462):¹² Before deciding on wage subsidy or sheltered work, the Public Employment Service must assess whether the person's needs can be met by measures under section 1(1) to (4). The Labour Market Service should then assess the person's need for intervention in the following order:

1. wage subsidy for employment development (system level W-)
2. wage subsidy for employment (system level W-)
3. wage subsidy for employment security (system level W-)
4. sheltered work (system level W)

In the Swedish system, there are four different authorities responsible for people with disabilities: the Public Employment Service (PES), the Social Insurance Agency, Social Services and the Health Authorities (Government Ordinance. 2000:630, 2020). The PES cooperates with the Social Insurance Board and the municipalities and district administrations. The Social Security Office provides various types of financial support to people with disabilities and helps them to integrate into society. (De Norre & Cabus 2020) People with disabilities can find work in the regular economy through the Public Employment Service. There they can find individually adapted support in applying for a job, support in participating in activities (e.g. sign language interpreters) and general advice on transitioning into the world of work. The PES is also responsible for the delivery of vocational rehabilitation in the form of initiatives focused on counselling, screening, rehabilitation or preparation for work (CRPD Committee). The PES has staff with specific competences in the field of work-oriented rehabilitation, such as labour counsellors, psychologists, physiotherapists, social counsellors, occupational therapists, counsellors for the deaf and others (De Norre & Cabus 2020).

Private and non-profit providers are contracted to implement the specific measures through regional and local tendering procedures and are paid by the PES. Social enterprises are also contracted by the PES. In Sweden there are about 350 labour-integrating social enterprises employing about 6,200 people. It is common for these companies to have agreements with the PES in which they sell services that include work training for people with disabilities (EASPD 2019). There are no specific subsidies for social enterprises for labour integration (Government Ordinance. 2000:630, 2020).

Labour market policy is the responsibility of the state, but municipalities play an important role through various vocational support measures and services. This is especially true for those groups who, for various reasons, need additional support to enter the labour market (Gawell 2021).

The boundary between system levels W and W+

Offentligt skyddat arbete, OSA, is a Swedish labour market scheme designed to give people with different degrees of disability (including limited work capacity) the opportunity to be employed with rehabilitative elements. The aim of the measure is that this employment eventually leads to employment in the regular labour market. As a rule, the *Försäkringskassan* is supposed to provide support in publicly supported employment. In individual meetings with a so-called work counsellor, an action plan is developed that is based on the individual's resources and needs and is solution-oriented. The Public Employment Service (*Arbetsförmedlingen*) assigns the job

¹² Förordning (2017:462) om särskilda insatser för personer med funktionsnedsättning som medför nedsatt arbetsförmåga. Online available at: https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningssamling/forordning-2017462-om-sarskilda-insatser-for_sfs-2017-462 (09.08.2022)

to the jobseeker. The referral may not be made if the job is performed in a competing field of activity or sector (Wikipedia 2022).

Conditions for OSA set by *Arbetsförmedlingen*: A prerequisite for OSA is that the work tasks and working conditions can be adapted to the needs and circumstances of the employee. This places special demands on good work management and support in the work situation. The worker must receive a salary and other work benefits that are in line with or equivalent to the industry's collective agreements. Financial support from *Arbetsförmedlingen* is provided under the same conditions as for wage subsidies for employment. OSA can only be combined with support for workplace aids and special measures for the visually and hearing impaired (Wikipedia 2022).

'The Swedish Act on Support and Services for Persons with Certain Functional Impairments (*Lagen om stöd och service till vissa funktionshindrade*) (LSS) is an entitlement act that guarantees good living conditions for people with extensive and permanent functional impairments and ensures that they receive the help they need in their daily lives and that they can influence the support and services they receive. A request for support and services from a person who meets the criteria of this Act will first be assessed to determine whether it is a measure regulated under this Act, as it can usually be assumed that such requests will benefit the person. Measures under this Act are only provided if the individual requests them' (Ulricehamns Kommun [no date], p. 1).

'Application: Each community has its own LSS administrator or an assistant administrator responsible for the LSS. Applications can be made in writing, but also verbally at a meeting with the administrator. The person with the functional impairment is the applicant' (Ulricehamns Kommun [no date], p. 4).

According to §37 (Sveriges Riksdag 2017), the Labour Office can decide on sheltered work for a person whose earning capacity is reduced to such an extent as a result of a disability that he or she cannot engage in other work and whose needs cannot be met by other measures. There are two types of sheltered work in Sweden:

- sheltered work with Samhall Aktiebolag and
- sheltered work with public employers.

Sheltered work at Samhall Aktiebolag (§39, Sveriges Riksdag 2017) comes about when Samhall Aktiebolag employs a person who, in the opinion of the employment agency, fulfils the conditions for the job. With regard to **sheltered work with a public employer** (§40, Sveriges Riksdag 2017), the Public Employment Service may provide sheltered work for a person who

- has a cognitive impairment,
- has a disability resulting from substance abuse or addiction problems,
- is entitled to intervention under the Assistance and Care of Certain Disabled Persons Act (1993:387); or
- has had no previous contact with working life or has been absent from it for a prolonged period due to a prolonged and severe mental illness.

6. Considerations on the use of the International Classification of Functioning, Disability and Health (ICF) in the context of the study

The use of the ICF has already been mentioned as a framework chosen to build the basis for persona descriptions in this study. In the following, the possibilities and boundaries of its use in the context of the study will be highlighted.

6.1 Brief overview of the ICF

The ICF consists of two central parts (see Figure 8). Part 1 focuses on **functioning and disability** and includes two components: Body functions and structures, and activities and participation (the latter shown separately in Figure 2). Part 2 focuses on the so-called **contextual factors** and is also divided into two components: environmental factors and personal factors.

In the ICF, the term disability is used when the interaction of these factors results in an impairment of functional capacity. The **health problem** also listed in the figure is not categorised in the ICF; the International Classification of Diseases (ICD) from the WHO family of classifications is used for this purpose.

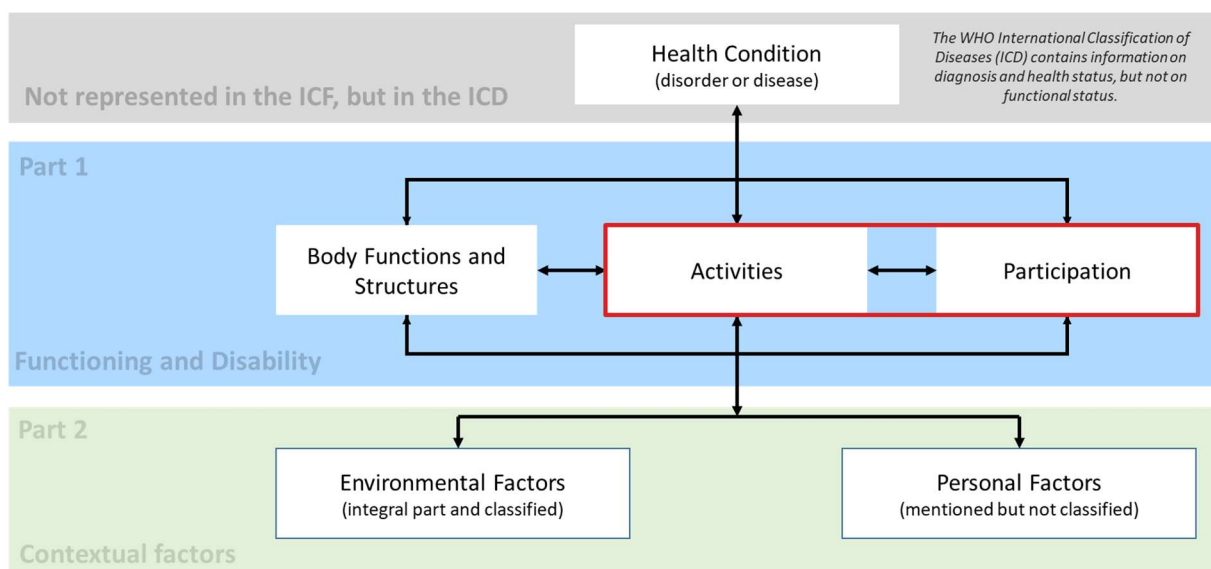


Figure 8: Interaction of components in the ICF model (adapted from: DIMDI, 2005, p. 23)

Part 1: Functioning and disability

According to the ICF, a person is considered **functionally healthy** if, against his or her entire life background (expressed by the contextual factors, see further below)

- "... his / her physical functions (including the mental and emotional spheres) and his / her body structures meet generally accepted (statistical) standards (concepts of **body functions and structures**),
- he / she does or can do all that is expected of a person without a health problem (as defined by the ICD) (concept of **activities**), and
- he / she has access to all life domains that are important to him / her and can develop in these life domains in the manner and to the extent expected of a person without impairment of body functions or structures or activities (concept of **participation**)" (Schmidt-Ohlemann, 2016, p. 9)

Accordingly, functional health includes more than just bio-medical aspects (such as body functions or structures), but also those that affect people as active (see *activities*) and as self-determined and equal subjects in society and their environment (see *participation*).

Part 2: Contextual factors

The physical, social and attitudinal environment (so-called **environmental factors**) in which a person lives has a significant influence on his or her performance and capacity to perform. If this influence is positive, the resulting performance is above the expected capacity; if this influence is negative, the person's performance remains below his or her capacity (World Health Organization, 2013). Environmental factors include, for example: products and technologies (e.g. medicines or assistive devices); natural and human-modified environments (e.g. buildings, climate, noise, sounds or air quality); support and relationships (e.g. family, friends, supervisors, support and caregivers); attitudes, values and beliefs of others (e.g. societal attitudes); services, systems and policies (e.g. housing, utilities, transport, health, business, justice, politics) (LWL Competence Centre Social Participation, 2019).

Personal factors include, but are not limited to, 'gender, ethnicity, age, other health problems, fitness, lifestyle, habits, education, coping styles, social background, education and training, occupation, as well as past or present experiences (past or present events), general patterns of behaviour and character, individual mental capacity, and other characteristics that may play a role in disability at any level, either as a whole or individually' (German Institute of Medical Documentation and Information, 2005). These are those conditions of an individual that are not part of a person's health problem or condition, but which are relevant to the particular background of their life and lifestyle.

These personal factors were initially deliberately not classified in the ICF because the societal and cultural variance worldwide is deemed too great to be implemented (World Health Organization, 2013). At the same time, however, personal factors are proving to be particularly relevant in practice when it came to identifying and removing specific barriers (e.g. in relation to professional participation).

6.2 Limits of the ICF in relation to the scope of the study

In the scientific discussion, the boundaries and possible inadequacies of the ICF framework or classification are also examined more closely. Two major limitations are of importance (Anner et al., 2012, pp. 3-4):

- The ICF definitions are hierarchically linked, which excludes, for example, the documentation of *causal relationships*.
- Similarly, the ICF framework or classification does not take into account the dynamic aspect of the *development of disability over time*. The descriptions only represent a specific point in time, whereas the history and forecast are relevant in the assessment of the disability.

Furthermore, the world of work is not only shaped by demands on functional ability, but also influenced by specific environmental factors; however, these specific factors have not yet been formulated in a very differentiated way in the ICF. Frequently encountered framework conditions such as *work intensification*, *shift work* or a *dysfunctional working atmosphere* can, for example, have a direct individual influence on (re)integration into working life, but are only partially reflected in the list of environmental factors in the ICF (e.g. climate, sounds and noises

or vibrations), so their further differentiation is currently still left to the user (Bundesarbeitsgemeinschaft für Rehabilitation, 2016).

Finally, medical evaluators also have to make general statements about work ability. However, percentages, degrees of impairment or working time cannot be expressed or described in ICF categories (Anner et al., 2012, S. 5).

6.3 Use of the ICF Core Sets and Linking Rules

With its more than 1,400 categories, the ICF classification is too extensive for application in (clinical) practice. However, the so-called **ICF Core Sets** represent a first approach to facilitate the comprehensive and systematic description of the functioning and application of the ICF in clinical practice and research (Bundesarbeitsgemeinschaft für Rehabilitation, n.d.). An ICF Core Set comprises a selection of ICF categories that are relevant for the majority of patients with a specific health disorder (e.g. back pain, osteoporosis, rheumatoid arthritis, osteoarthritis, ischaemic heart disease, COPD and bronchial asthma, diabetes mellitus, breast cancer, obesity, generalised pain, depressive disorders, stroke) or in a specific area of application (so far only vocational rehabilitation). The aim is to describe all relevant aspects with as few ICF categories as possible.

Diagnostic procedures and assessment instruments play a central role in vocational rehabilitation in order to record and describe problem situations, to make statements about changes or courses and to be able to offer and control rehabilitation measures based on the data. However, the ICF is not an assessment tool, as it lacks important characteristics for this purpose. As a classification (= qualitative instrument), the ICF is also not suitable for a quantifying observation and can therefore not be used for a quantifying impact analysis (Schmidt-Ohlemann, 2018).

Therefore, the use of other function-related instruments and tests is necessary to make an adequate assessment that is sufficient for everyday rehabilitation. Usually, traditional instruments are used to assess the extent of a physical injury or impairment, even if they are not related to the ICF. Here, a 'mapping' between recognised assessment instruments and the corresponding ICF codes is needed. If such a mapping succeeds, i.e. a mapping between the respective specific instruments with their categories and assessments that is as loss-free as possible, the ICF could be used as a *lingua franca* and thus also be used for comparisons.

In fact, with the so-called **linkage rules**, a procedure is available **for the standardised assignment of items** of such instruments **to ICF categories** (Deutsche Vereinigung für Rehabilitation, 2014, p. 20). The linkage rules, which have been developed and refined over several years, serve to improve the comparability of health information to ensure that information is available in a consistent manner and can be used as a basis for evidence-based decisions at all levels of health systems (Cieza et al., 2016).

In Germany, for example, aspects of the ICF have been included in Social Security Code (SGB) Part IX and in the Act on the Equality of Persons with Disabilities. The ICF was prescribed as a reference framework for participation planning within the framework of inclusion provision, but this does not result in a binding obligation on the part of the rehabilitation providers to use it (Schmidt-Ohlemann, 2016).

6.4 The ICF Core Set Vocational Rehabilitation

For the application area of vocational rehabilitation, an ICF Core Set was developed in a joint effort by the ICF Research Branch, the World Health Organisation (WHO), the International Labour Organisation (ILO), the World Confederation for Physical Therapy (WCPT), the World Federation of Occupational Therapists (WFOT) and the International Society of Physical Medicine and Rehabilitation (ISPRM). Specifically, two different sets were developed, a so-called *Comprehensive ICF Core Set* and a *Short ICF Core Set*. The adoption of these ICF Core Sets was evidence-based on the results of four preliminary studies in an international consensus process. From the components *activity* and *participation*, *body functions* and *environmental factors*, 13 second-level ICF categories were identified for the **Short ICF Core Set** and 90 ICF categories for the **Comprehensive ICF Core Set** (Gläsel et al., 2011).

However, it has also been shown that not all concepts relevant in vocational rehabilitation can be mapped in the ICF (Finger et al., 2016). The BAR also comes to a comparable assessment. With regard to the suitability of the ICF in general for the comprehensive description of complex working environments required in vocational rehabilitation, '[...] the items and definitions contained in the classification are not yet sufficient. Users can, however, develop additions that are necessary for practice' (BAR - Bundesarbeitsgemeinschaft für Rehabilitation, 2016, p. 22).

Another study examined 50 relevant publications on the use of the ICF and found only limited use of the ICF Core Sets in the field of vocational rehabilitation. Although the Core Set was found to be useful for clarifying responsibilities and for communication in a multidisciplinary setting, it required the addition of further ICF categories for mono-disciplinary use (Momsen et al., 2019).

'These positions – the disadvantages of core-set-based procedures and the advantages of open instruments – are shared in most of the discussions, statements and recommendations in their basic principles and are taken up accordingly. In the case of core sets, there is a 'narrowing' at the meta-diagnostic level with regard to the determination of needs, which can contradict the legal requirement of an individual determination of needs' (Fietkau, Jautz & Schäfer 2019, p. 26).

Considerations and implications for the present study

In principle, the parts of the ICF are suitable both for describing the context factors of the different participation provisions at the system levels (see following section 6.5) and for characterising the personas with the help of the descriptive categories for body functions (and structures) and – in interaction with context factors – resulting activities and participation (see section 6.6).

Within the framework of the study, it needs to be examined whether

- the *context factors* actually take into account those aspects that are relevant for participation at a particular system level,
- the list of *body functions* (and, if applicable, *personal factors*) are sufficient to design and justify personas at the margins of the system levels, and whether
- the characteristics of *activities* and *participation* alone are sufficient to explain the remaining or non-remaining of a person at a specified system level.

6.5 ICF-based description grid for national vocational participation systems

The national vocational participation systems with their respective country-specific system levels (in the context of this study: systems W+, W and W-) form the relevant environment for people who (want to) participate vocationally. These system levels are differentiated by their varying degrees of adaptability. Adaptability can be defined as the ability to adjust environmental factors in such a way that they result in fewer or no restrictions in the areas of activities and participation for the persons participating vocationally at this level. The extent to which this adaptation can be implemented usually depends on the level-specific legal, technical, organisational, structural, financial or other provisions. These must be specified accordingly within the framework of a literature research for the levels to be examined.

The ICF offers a possible descriptive grid with its environmental factors. Environmental factors are generally defined as all those aspects of the external or extrinsic world that form the context of a person's life and as such have an influence on the person's ability to function and / or to participate. Environmental factors include the natural material world with its characteristics, the material world created by human beings, other people in various relationships and roles, attitudes and values, social systems and services, as well as policies, rules and laws.

For the description of the system levels, the ICF with its core set Vocational Rehabilitation offers a reduced set of factors that focus on the subject area. The list of 33 environmental factors contained in this set provides a descriptive grid for the environment designed (or basically designable) at the respective system level (see Table 4).

Table 4: Comprehensive ICF Core Set for Vocational Rehabilitation, Environmental Factors

Environmental Factors	
ICF Code	ICF Category
e1101	Drugs
e115	Products and technology for personal use in daily living
e120	Products and technology for personal indoor and outdoor mobility and transportation
e125	Products and technology for communication
e130	Products and technology for education
e135	Products and technology for employment
e150	Design, construction and building products and technology of buildings for public use
e155	Design, construction and building products and technology of buildings for private use
e225	Climate
e240	Light
e250	Sound
e260	Air quality
e310	Immediate family
e320	Friends
e325	Acquaintances, peers, colleagues, neighbours and community members
e330	People in positions of authority
e340	Personal care providers and personal assistants
e355	Health professionals
e360	Other professionals
e430	Individual attitudes of people in positions of authority
e450	Individual attitudes of health professionals
e460	Societal attitudes
e465	Social norms, practices and ideologies
e525	Housing services, systems and policies

e535	Communication services, systems and policies
e540	Transportation services, systems and policies
e550	Legal services, systems and policies
e555	Associations and organizational services, systems and policies
e565	Economic services, systems and policies
e570	Social security services, systems and policies
e580	Health services, systems and policies
e585	Education and training services, systems and policies
e590	Labour and employment services, systems and policies

This approach poses a challenge in that environmental factors must be coded from the perspective of a (specific) person – because the same environmental situation can be an enabling factor for one person and a hindering factor / barrier for another. At the moment, however, no personas are available from whose perspective an assessment could be made. Therefore, an evaluation of whether a factor is a barrier or a facilitating factor, and what degree this factor has, must be left out for the time being. This also implies, however, that at this point in time, no selection of *relevant* environmental factors is permissible, but rather all *potentially relevant* environmental factors for the target group at the respective system level must be described (neutrally).

In Annex 1, the environmental factors contained in the Core Set are listed in more detail with their definitions and the respective inclusion and exclusion criteria. Factors marked with * may be relevant in individual cases and may determine whether and to what extent participation is possible within a system level. However, as the study is ultimately concerned with describing and comparing system levels in different countries, factors that are fundamentally independent of the system level and lie outside its sphere of influence will not be examined further. Specifically, these are the following environmental factors:

- *e1101 Drugs*: This only concerns the availability of drugs in principle. An identical availability is assumed at all system levels. However, if assistance is required for the administration of medication, this is expressed in the environmental factors *e340* (Personal care providers and personal assistants) and / or *e355* (Health professionals), both of which remain as part of the level description.
- *e155 Design, construction and building products and technology of buildings for private use*: Since vocational participation usually takes place outside the private home this environmental factor has a level-independent effect. Home work and pandemic-related obligations to work from home were examined for their relevance within the scope of the study.
- *e225 Climate, e240 Light and e260 Air quality*: Although these are classic environmental factors, they can generally be designed at all system levels in such a way that they do not represent a barrier to participation. The situation is different with *e250* (Sound), because here we find examples of groups of employees who react particularly sensitively to higher volumes and sometimes need workplaces that are acoustically / spatially separated from those of their colleagues.
- *e310 Immediate family and e320 Friends*: Both groups are outside the domain of ‘vocational activity / participation’ and are therefore available independently of the level as a supporting or possibly also hindering factor.
- *e430 Individual attitudes of people in positions of authority and e450 Individual attitudes of health professionals*: Both factors already conceptually include

individuality, which in turn must refer to a particular case and therefore have no relevance in a general consideration of the system level.

- *e535 Communication services, systems and policies*: There is no obvious connection between this factor and the system levels for vocational participation.

In addition, two factors were marked with **. Here, the definitions are restricted within the framework of the study. The following factors are marked accordingly:

- *e150 Design, construction and building products and technology of buildings for public use*: In the context of professional activity, in addition to the categories of public and private, there is a third essential category, that of the workplace, which is neither private nor generally public (places of work can, however, also be public or private). For this study, e150 is therefore understood to mean: *Design, construction and building products and technologies of workplaces and work sites*.
- *e325 Acquaintances, peers, colleagues, neighbours and community members*: The focus here is on peers and colleagues, the other named groups are neglected in the context of the study.

From the remaining environmental factors, which were also slightly reordered, a template was developed to characterise the different systems / services at the different system levels of the participating countries.

Based on literature and online research, and with the involvement of national partners, the selected participation services at system levels W and W- were detailed as far as possible and assigned to the appropriate headings. Initially it was thought that (i) the theme '*Peers and colleagues*' (e325) and (ii) the theme '*Social norms, practices and ideologies*' (e465) might be relevant.

- e325: Peers and colleagues: *Individuals who are familiar to each other as peers or colleagues, in situations of work and who share demographic features such as age, gender, religious creed or ethnicity or pursue common interests*.
- e465: Social norms, practices and ideologies: *Customs, practices, rules and abstract systems of values and normative beliefs (e.g. ideologies, normative world views and moral philosophies) that arise within social contexts and that affect or create societal and individual practices and behaviours, such as social norms of moral and religious behaviour or etiquette; religious doctrine and resulting norms and practices; norms governing rituals or social gatherings*.

However, no such information was found. Accordingly, these two aspects have been omitted from the overview, but may prove relevant if more countries are included in the future.

The results of the characterisation for the ten participation systems / services selected for the study can be found in Annex 2.

The research did not find information on all aspects. Table 5 gives an overview of the availability of information for the different categories.

Table 5: Availability of information regarding environmental factors in five countries

ICF Code	ICF Category	Country → System level →	FR W-	FR W	DE W-	DE W	SI W-	SI W	ES W-	ES W	SE W-	SE W
e590	Labour and employment services, systems and policies		x	x	x	x	x	x	x	x	x	x
e565	Economic services, systems and policies		x	x	x	x	x	x	x	x	x	x
e135	Products and technology for employment		x		x	x	x			x	x	x
e150	Design, construction and building products and technology of workplaces		x		x	x	x	x				
e250	Sound		x		x	x				x		
e585	Education and training services, systems and policies		x	x	x	x	x		x	x	x	x
e130	Products and technology for education				x	x					x	x
e580	Health services, systems and policies		x	x	x	x			x		x	x
e355	Health professionals		x	x		x		x	x		x	x
e360	Other professionals		x	x	x	x	x	x	x	x	x	x
e340	Personal care providers and personal assistants		x	x	x	x	x				x	x
e555	Associations and organizational services, systems and policies		x	x			x		x			
e330	People in positions of authority		x	x	x	x						
e540	Transportation services, systems and policies		x	x	x	x	x		x			
e120	Products and technology for personal indoor and outdoor mobility and transportation		x		x	x	x				x	x
e525	Housing services, systems and policies		x	x		x			x			
e115	Products and technology for personal use in daily living		x						x			
e125	Products and technology for communication		x	x			x		x			
e460	Societal attitudes				x	x						
e570	Social security services, systems and policies		x	x	x	x			x			
e550	Legal services, systems and policies		x	x	x	x			x			

6.6 ICF-based description grid for personas

In this section, we will work out which elements must be part of a persona template in order to be used uniformly in the countries to be investigated within the framework of the study. Figure 9 illustrates the relationships described above and makes it clear that the areas of body functions and structures as well as the person-related factors must be central parts of the persona. If such a persona is placed in different contexts, i.e. if the environmental factors are varied, this results in different, context-specific opportunities for activity and participation.

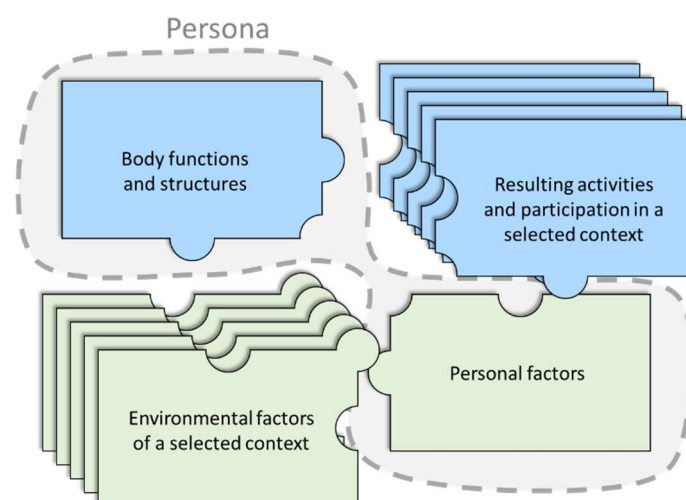


Figure 9: The relation of the persona description to central ICF components

The Core Set Vocational Rehabilitation in its long version (*Comprehensive ICF Core Set*) only contains aspects of body functions. Aspects of body structures were not included in this Core Set, while personal factors are generally not classified in the ICF. Body functions are understood as the physiological functionality of body systems and also include psychological functions. In this context, impairments are deteriorations of a body function or structure (e.g. significant deviation or loss). Table 6 lists the 17 body functions identified as relevant in the Core Set Vocational Rehabilitation.

Table 6: *Comprehensive ICF Core Set for Vocational Rehabilitation, Body Functions*

Body functions	
ICF Code	ICF Category
b117	Intellectual functions
b126	Temperament and personality functions
b130	Energy and drive functions
b134	Sleep functions
b140	Attention functions
b144	Memory functions
b152	Emotional functions
b160	Thought functions
b164	Higher-level cognitive functions
b210	Seeing functions
b230	Hearing functions

b235	Vestibular functions
b280	Sensation of pain
b455	Exercise tolerance functions
b730	Muscle power functions
b740	Muscle endurance functions
b810	Protective functions of the skin

The use of the second level (i.e. three digits) in the core set is also helpful in that, according to the ICF, it can be assumed that a case can be adequately described with the help of 3 to 18 codes with the accuracy of the second level (DIMDI 2005, p. 152).

The body functions listed in Table 6 are based on definitions and inclusion and exclusion criteria. These have been inserted into the template so that they can be used directly in its application. For example, the entry displayed in the text box can be found for the aspect of the functionality of intelligence.

In addition to these aspects of body function, the personal factors also count towards the description of a persona. As mentioned earlier, these factors were initially deliberately not classified in the ICF (World Health Organization, 2013), although they prove to be particularly relevant in practice. These factors are those conditions of an individual that are not part of the person's health problem or condition, but which are relevant to the particular context of their life and living. In this respect, personas were supplemented in the context of the study by such person-related factors that proved to be relevant in the context of persona development, i.e. that proved to be an influencing factor on the underlying question.

b117 Intellectual functions

General mental functions, required to understand and constructively integrate the various mental functions including all cognitive functions and their development over the life span.

Inclusions: functions of intellectual growth; related impairments: dementia, intellectual retardation, mental retardation

Exclusions: higher level cognitive functions (b164); memory functions (b144); thought functions (b160)

The personas in this study are to be designed in a country-specific way so that they are specifically located at the system boundaries of this country. The bio-psychosocial model implies that it is not only limitations of body functions or structures (as well as personal factors) that lead to disabilities, but the interaction of these limitations and environmental factors that then affect activities and participation. For example, limiting environmental factors (of a system level) could inevitably lead to this level no longer being able to provide the persona with the necessary framework conditions (example 1). Or the interaction of limited body functions and environmental factors can lead to restricted activity performance which could be insufficient to permanently stay in this system level (example 2).

Both examples illustrate this: Only the interaction of the areas of 'functioning and disability' and 'environmental factors' provides an understanding that (or why) a persona defines a boundary case. In this respect, the process of persona development must not only document the body functions and personal factors, but as additional information those environmental factors that are directly or indirectly relevant in the interaction with the body functions and personal factors. Accordingly, the additional information also includes the impact on activities and / or participation. This additional information is important for understanding the relevance of the persona in the respective system; however, this information is detached before the

persona is used in other contexts (i.e., in other participation systems of the countries under investigation); only the persona in the narrower sense is used across countries.

Documentation of persona-specific activities and participation

Since the study focuses on the system boundaries and tries to identify tipping points, level-specific minimum requirements are also of interest. Whereas these minimum requirements were previously attributed one-dimensionally to a health problem, in the bio-psychosocial model the interaction between body functions and structures with the level-specific environmental factors and the resulting enabled measures regarding activities and participation come to the fore. Accordingly, the level-specific minimum requirements could be expressed and documented with the 40 characteristics for activities and participation listed in the ICF Core Set for Vocational Rehabilitation (see Table 7).

Table 7: Comprehensive ICF Core Set for Vocational Rehabilitation, Activities & Participation

Activities and participation	
ICF Code	ICF Category
d155	Acquiring skills
d160	Focusing attention
d163	Thinking
d166	Reading
d170	Writing
d172	Calculating
d175	Solving problems
d177	Making decisions
d210	Undertaking a single task
d220	Undertaking multiple tasks
d230	Carrying out daily routine
d240	Handling stress and other psychological demands
d310	Communicating with - receiving - spoken messages
d315	Communicating with - receiving - nonverbal messages
d350	Conversation
d360	Using communication devices and techniques
d410	Changing basic body position
d415	Maintaining a body position
d430	Lifting and carrying objects
d440	Fine hand use
d445	Hand and arm use
d450	Walking
d455	Moving around
d465	Moving around using equipment
d470	Using transportation
d475	Driving
d530	Toileting
d540	Dressing
d570	Looking after one's health
d710	Basic interpersonal interactions
d720	Complex interpersonal interactions
d740	Formal relationships
d820	School education

d825	Vocational training
d830	Higher education
d840	Apprenticeship (work preparation)
d845	Acquiring, keeping and terminating a job
d850	Remunerative employment
d855	Non-remunerative employment
d870	Economic self-sufficiency

According to the ICF, an *activity* is the performance of a task or action by an individual (individual functional capacity); hence, impairments of an activity are difficulties that an individual may have in performing this activity. According to the ICF, *participation* is the involvement in a life situation (social functioning); hence, impairments of participation are problems that an individual experiences in being involved in a life situation.

Finally, the extent to which the personas are to be ‘filled with life’ must be determined. The question arises, for example, whether statements are to be made about *all* body functions or personal factors. In principle, there is a multitude of possible combinations of limited body functions, personal factors and environmental factors that can lead to a person being on the boundary between two levels of participation. However, persona development does not try to ‘design’ as many of these potentially critical combinations into the persona as possible but focuses on one or as few restrictions as possible (which may be typical or frequently encountered for the target group of the respective system level). In combination with one or a few other country-specific environmental factors, these restrictions lead to the persona being a boundary case. Only those body functions, personal factors and environmental factors that are *causal* for the definition of a boundary case should be considered.¹³ All other fields are not filled in and it is assumed that these functionalities / factors are always available to a sufficient extent (in interaction with the respective system environment) to fulfil the respective required level of activities and participation (i.e. factors left open do *by definition* not play a part in determining whether a persona can participate in one or the other system level).

Accordingly, the final personas as well as the associated descriptions of the additional information will be much more compact, as non-relevant factors will be omitted.

The resulting personas focus on critical configurations (as boundary cases) in one country and thus allow a test of the extent to which this also represents a critical configuration under other framework conditions (i.e., in participation systems of other countries), or whether an assignment to a level is (more) unambiguous there. The latter case is the more interesting case in the context of the study, as the personas would then be particularly suitable for showing differences and thus stimulating questions about the ‘why’.

In the final result, personas are characterised with the help of an ICF profile and detailed with the help of as few restricted body functions as possible and their interaction with environmental factors and resulting effects on activities and participation.

¹³ In this way, this approach differs from those of a typical persona development, where the aim is to create a more comprehensive description of a persona so that it is visualised as vividly as possible and presented in a way that is comprehensible or credible to the persona users (e.g. equipping the persona with a photo, a name, hobbies, etc.).

7. Persona development workshops

7.1 Implementing partners

Persona development requires experts who are either tasked with assessing people with disabilities and their individual needs and making an assignment decision to system levels W+, W or W- based on the results. Or such experts are needed who have to decide whether applicants with disabilities have sufficient skills for employment in a company or organisation at system level W- or W. In section 5.3, key actors in the participating countries have already been identified who are relevant in the context of needs assessment and participation determination in France, Germany, Slovenia, Spain and Sweden at the respective boundaries of the system levels W+, W and W-. In countries where access to the different system levels is not linked to formal restrictions or prerequisites, experts from the respective recruitment / human resources departments of organisations or companies at system level W- and / or W are involved instead. In the following, the partners who were finally involved in the national workshops are described in terms of their role and expertise.

France

In order to be employed in all the schemes / system levels available in France, the status of worker with a disability must first be recognised. This recognition is granted by the Commission des droits et de l'autonomie des personnes handicapées (CDAPH). The research team sought contact with the relevant CDAPHs over a long period and in different regions, but all attempts proved unsuccessful.

Finally, as an alternative, contact was sought with appropriate ESATs and EAs. Institutions and services of help through work (*établissements et services d'aide par le travail, ESAT*) (system level W) have the mission to give people with disabilities the opportunity to pursue a professional activity while being medically-socially and pedagogically accompanied in a protected space. With LADAPT Rhône Métropole de Lyon a provider who runs one of the approximately 1,500 ESATs in France had been approached by the study team to explore persona 1 at the boundary between system levels W+ and W. This ESAT run by LADAPT is an *ESAT hors mur* (engl.: outside its walls). It does not have any production activity within its walls, and which therefore seeks all work activities outside, in ordinary companies, associations and local authorities. A person with a disability will spend only a certain amount of time within LADAPT's walls, in a trial period, to evaluate his or her abilities, work on his or her project, regain confidence. It is a preparation time before being able to go and work outside. During that period, LADAPT would try to find companies with which to establish a partnership and which have a need that could potentially be covered by the *ESAT hors murs*. However, when developing the persona, it became clear that the lower boundary of an *ESAT hors mur* is likely to be higher than that of ESATs within walls (i.e. more traditional ESATs). Therefore, the persona developed does not represent the boundary between system levels W+ and W. However, it was decided to keep this persona in the pool of personas as a test case to validate the results.

A second organisation was then sought to illuminate the lower limit of the system level W with the help of a persona to be developed there. LADAPT Seine-Maritime, located in Le Mesnil-Esnard, is an ESAT that also employs people with disabilities who do not find the necessary conditions in an *ESAT hors mur*. The activities offered there are in the following areas: Logistics; Environment; Food; Industry; Computing.

Finally, an adapted enterprise (*entreprises adaptées*, EA) was found in Rouen that supported the study at the lower border of system level W- towards W. B2L is a publishing house and editorial agency. It is publishing authors who are sensitive to work, to learning in all its forms, to situations of disability and to atypical stories. The B2L team specialises also in writing, either for companies' internal and external communication projects (e.g., blog, website, brochure, newsletter, etc.) or via attending corporate events and company meetings and transcribing all exchanges.

Germany

In Germany, the central decision-maker at both relevant system boundaries is the Federal Employment Agency or the regional employment agencies. However, sheltered workshops for disabled people (WfbM) also play an important role in the processes of needs assessment, as they often deliver the facts and assessment results for decision-making.

The initial procedure, which is implemented in the first three months in a workshop, is used to basically check whether the workshop is the right institution for a person with disabilities to participate in working life (§ 57 SGB IX). For this study, it was therefore of great interest to find out how this is done, which criteria are applied, and how boundary cases (here: in the direction of system level W+) are dealt with, or what such boundary cases look like. Professionals who implement this entry procedure were therefore the target group for the development of persona 1 (at the system boundary between W and W+).

On the other hand, the Federal Employment Agency has developed the DIA-AM measure. This is aimed specifically at people for whom it is not clear whether they meet the requirements of the general labour market (system level W-) or whether a WfbM (system level W) would be more suitable for participation in working life. Here, the boundary cases in the direction of the general labour market are assessed by aptitude analysis and in-company testing. Here, too, the criteria are of interest and how these boundary cases are dealt with or what such boundary cases look like. Personnel who implement this measure DIA-AM are therefore the ideal target group for developing persona 2 (at the system border between W- and W).

With the Heinrich Kimmle Foundation in Pirmasens, an independent church foundation under public law, a regional provider of disability services was found that offers both sheltered workshops for disabled people and is also an accredited provider of the DIA-AM measure. Accordingly, two separate workshops with different groups of internal professional staff were held to develop the two personas.

With the Kaiserslautern-Pirmasens Employment Agency, both personas could then be assessed and validated by the local team for rehabilitation and severely disabled people.

Slovenia

In Slovenia, the Rehabilitation Institute of the Republic of Slovenia - SOČA (*Univerzitetni rehabilitacijski inštitut Republike Slovenije*) is responsible for all matters related to vocational rehabilitation. This includes the development of quality standards for vocational rehabilitation management as well as for the qualification of professionals, the preparation of expert opinions (e.g. for the authorisation of employment in sheltered employment) and research in the field of vocational employment.

The team at SOČA runs assessments of functional ability, work endurance and efficiency. People with disabilities will also gain insight into their learning abilities and overall functioning. If the

results indicate that a person's position or work environment need to be adapted accordingly, SOČA will prepare an appropriate adaptation plan. Hence, this institute was the ideal partner to run persona development workshops for persona 1 and persona 2. In two separate workshops, the first in Ljubljana and the second online, the two personas were developed by the SOČA team that represented its different national branches.

Spain

Centros Especiales de Empleo (CEE) are those companies at system level W in Spain whose main objective is to provide workers with disabilities with productive and remunerated work. There is great diversity in the nature and form of these CEEs. An important criterion for differentiation is the extent to which these organisations are profit-oriented or not. As all CEEs decide for themselves which applicants to recruit, it might be expected that the workforce structure of for-profit CEEs would differ from that of non-profit CEEs. Evidence that non-profit CEEs in social sponsorship do indeed differ from those in corporate sponsorship in terms of their framework conditions and their workforce can be found, inter alia, in a judgment of the Fifth Chamber of the European Court of Justice (Court of Justice 2021). The reasoning of the judgement suggests that it can be assumed that CEE in social non-profit ownership are more likely to employ people who are closer to the system boundary between the W and W+ levels. In this respect, the study focused on non-profit CEE in order to shed light on the system boundary with them.

The Fundació Ramon Noguera Group is an organisation located in Girona made up of non-profit social initiative entities whose purpose is to create and manage services aimed at people with intellectual disabilities and children with developmental disorders in the region of the Gironès. The main purpose of its CEE is to employ adults with intellectual disabilities. To this end, 11 lines of business activity are created that offer employment in different professional fields: gardening & forestry services, industrial cleaning, car wash, truck wash, laundry & ironing, catering, tasting cafeteria, café & restaurant, local organic products, industrial assembly. This foundation also provides supported employment in the general labour market, hence assessing regularly to what extent a person belongs to either system level W- or W. The workshop in the context of the study was implemented with specialised staff of the Fundació Ramon Noguera Group working at both system boundaries.

Sweden

The Swedish Public Employment Service's (*Arbetsförmedlingen*) is the responsible institution to determine that a jobseeker's needs can or cannot be met by other support in employment in the regular labour market, including employment at Samhall AB. Hence, *Arbetsförmedlingen* is assessing the needs of jobseekers at both system boundaries relevant for this study. The mission of *Arbetsförmedlingen* is to create the right conditions for a well-functioning labour market. An important task is to provide those who find it difficult to enter the labour market with the right tools. In this way, the PES contributes to preventing exclusion and to increase employment. The PES also provides the society with information, analyses and forecasts about the labour market.

The workshop to develop the two Swedish personas took place in the headquarters of *Arbetsförmedlingen* in Stockholm, with specialised staff responsible for the determination of the support needs of jobseekers. Both personas were developed throughout a full day workshop.

7.2 Workshop design

A workshop format was created to develop personas at the system boundaries with these implementing partners. The complexity of the issues to be addressed suggested that these workshops be implemented face-to-face in the participating countries. In addition, teams were required to attend the workshops in order to reach consensus on the design of the personas. The professional discourse that usually preceded such consensus decisions probably contributed positively to the quality of the personas. Between 3 and 8 persons from each organisation participated in each persona development workshop. All participation was voluntary and unpaid.

The workshops were designed to last 4 hours (for the development of one persona) or 6 hours (for the development of two personas). After an introductory presentation of the central question of the study, there was a brief introduction to the ICF, as its prior knowledge could not be assumed. On this basis, the contrasting approach of the study and thus the focus on the boundaries between the system levels W+ and W or between W and W- were derived.

In preparation for the workshops, the research team had gathered descriptions of the respective national system levels and transferred them to the structure of the ICF environmental factors. These descriptions were presented to the participants for review and correction (see Annex 2).

Based on these system descriptions and the experience background of the participants, first ideas for personas were developed, which are located at the respective system boundary to be considered. Both types of cases mentioned in section 6.6 as examples were used. Possible personas were identified either by looking at limiting environmental factors that could lead to this system level no longer being able to provide the persona with the necessary framework conditions, or by looking at the interaction of limited body functions and environmental factors that lead to restricted activity performance which could be insufficient to permanently stay in this system level. This resulted in most cases in a small number of ideas for personas, from which the team finally selected one for further elaboration.

Then this persona was developed step by step, based on the experience of the experts from the field. With each step, the persona was substantiated, described with the help of ICF classifiers and finally assessed in terms of the severity of limitations by means of the ICF. As far as possible, only those classifiers were used that were included in the corresponding Core Set Vocational Rehabilitation.

As to assess the extent or magnitude of a problem that is caused by the interaction between a persona's body function and environmental factors of the selected system level, the ICF provides a negative scale (see Table 8). In general, such a problem may be a damage, a restriction, an impairment or a barrier, depending on the construct under consideration. In the case of body structures, the focus is on impairment.

Table 8: Extent of a problem directly relating to body functions (DIMDI 2005)

Code	Magnitude of the difficulty	Words often found in qualitative descriptions	Percentages ¹⁴
xxx.0	NO impairment	none, absent, negligible ...	0 - 4 %
xxx.1	MILD impairment	slight, low ...	5 - 24 %
xxx.2	MODERATE impairment	medium, fair ...	25 - 49%
xxx.3	SEVERE impairment	high, extreme ...	50 - 95 %
xxx.4	COMPLETE impairment	total ...	96 - 100 %
xxx.8	not specified	-	-
xxx.9	not applicable	-	-

Code xxx.8 should be used when there is insufficient information to specify the severity of injury. Code xxx.9 should be used when the application of a code is inappropriate.

For impairments that are not directly observable, such as those of mental functionality, their extent can be derived from observations of behaviour. For example, standardised tests can be used for this purpose, the results of which can be used to justify assumptions that mental functions of the memory are damaged.

Implementing partners used this rating scale and, where possible and available, the results of standardised assessment tools to **evaluate the persona-specific magnitude of the impairment** for each individual body function selected as relevant.

Furthermore, the implementing partners looked at the aspects of activities and participation, and which extent of each could be reached at the respective system level. Two assessment characteristics (and accordingly two digits after the ICF code followed immediately after the dot) are used in the ICF coding. One is *performance*, the other is *capacity*. Performance describes what an individual does in his or her current environment. Capacity, on the other hand, describes the ability of an individual (usually without taking into account aids such as technical aids or personal assistance) to perform a task or an action. This is intended to express the highest possible level of functioning that a person can achieve in a particular domain at a particular time. A standardised (or even hypothetical) environment, such as that created by testing, is assumed for its assessment. This standardised environment can also be coded accordingly. A difference between performance and capacity then reflects the difference between the influences of the usual and the standardised environment and thus offers starting points as to what could be changed in the environment of an individual in order to improve his or her performance.

¹⁴ Percentages need to be calibrated as percentiles with reference to population standards if assessment tools are used to quantify dysfunction.

Table 9: Extent of a problem directly relating to performance and capacity (DIMDI 2005)

Performance qualifier	Capacity (without assistance) qualifier	Capacity (with assistance) qualifier	Performance (without assistance) qualifier	Scale
xxx.0_	xxx._0	xxx.___0_	xxx. ___0	NO difficulty
xxx.1_	xxx._1	xxx.___1_	xxx. ___1	MILD difficulty
xxx.2_	xxx._2	xxx.___2_	xxx. ___2	MODERATE difficulty
xxx.3_	xxx._3	xxx.___3_	xxx. ___3	SEVERE difficulty
xxx.4_	xxx._4	xxx.___4_	xxx. ___4	COMPLETE difficulty
xxx.8_	xxx._8	xxx.___8_	xxx. ___8	not specified
xxx.9_	xxx._9	xxx.___9_	xxx. ___9	not applicable

However, this study does not work with a standardised environment for the personas of the different countries but focuses exclusively on the performance of the personas in different contexts. Therefore, only the first digit after the dot needs to be coded.

In the final phase of each workshop, the implementing partners assessed the list of activities and participation from the ICF Core Set (see Table 7) and **evaluated the performance the developed persona would have in the respective environment** (= system level) for those items that would be likely affected significantly.

At the end of such a workshop, a profile of a persona was available with the problem characteristics in terms of body functions and the performance ratings in the area of activities and participation. After the workshops, the personas were properly documented and sent to the workshop participants again for review and final approval.

7.3 Resulting personas

The result of this development process is now ten personas at the two system boundaries (see Table 10) and one additional persona to be used for validation. Each persona has been given its own name for ease of reference.

Table 10: Overview of personas by country of origin

	France		Germany		Slovenia		Spain		Sweden	
System level W-										
Boundary case between system level W- and W			Frank (FR)		Juliane (DE)		Milka (SI)		Montse (ES)	Sam (SE)
System level W		Linda (FR)								
Boundary case between system level W and W+	Marc (FR)			Ben (DE)		Niko (SI)		Jordi (ES)		Kim (SE)
System level W+										

Table 11 lists these personas in relation to their relevant ICF-coded body functions. This shows similarities and differences in terms of body characteristics. The actual problem characteristics can then be found in the more detailed persona descriptions in Annex 3.

Table 11: Overview of personas by ICF-coded body functions

Persona*	ICF categories of the person's relevant body functions (most important category printed in bold)
1. Ben (DE)	b455 (exercise tolerance functions) , b130 (energy & drive functions), b134 (sleep functions), b140 (attention functions)
2. Frank (FR)	b126 (temperament & personality functions) , b130 (energy & drive functions), b144 (memory functions), b140 (attention functions)
3. Jordi (ES)	b126 (temperament & personality functions) , b130 (energy & drive functions), b140 (attention functions), b152 (emotional functions), b160 (thought functions)
4. Juliane (DE)	b126 (temperament & personality functions) , b152 (emotional functions), b144 (memory functions)
5. Kim (SE)	b126 (temperament & personality functions) , b140 (attention functions), b152 (emotional functions)
6. Linda (FR)	b164 higher-level cognitive functions) , b126 (temperament & personality functions), b152 (emotional functions)
7. Marc (FR)	b117 (intellectual functions) , b140 (attention functions), b144 (memory functions), b164 (higher-level cognitive functions), b126 (temperament & personality functions)
8. Milka (SI)	b280 (sensation of pain) , b130 (energy & drive functions), b140 (attention functions), b730 (muscle power functions), b740 (muscle endurance functions)
9. Montse (ES)	b117 (intellectual functions) , b140 (attention functions), b144 (memory functions), b152 (emotional functions), b164 higher-level cognitive functions)
10. Niko (SI)	b122 (global psychosocial functions) , b140 (attention functions), b152 (emotional functions)
11. Sam (SE)	b117 (intellectual functions)

* in alphabetical order

The full presentation of the personas, as made available to the implementing partners later in the study, can be found in Chapter 13.3 / Annex 3. All descriptions follow the same structure:

- Front page
 - Persona name
 - Colloquial description of the persona in relation to work
 - Assessment basis and results
 - Results of the classification according to ICF (visual summary)
- Following pages
 - Body functions and their impairments relevant to the ability to work
 - Magnitude of difficulties in performing activities and participation

8. Persona assessment workshops

8.1 Implementing partners

The personas were developed by involving those people in the respective organisations who either have the authority to make decisions about the assignment of an individual to a particular system level, or who make decisions for or against the employment of an individual in an organisation. These same people were also the ideal target group for investigating the whereabouts of the personas developed in the other countries.

All the implementing partners involved in persona development (see section 7.2) had agreed to take part in the decision on the assignment in this final phase of the study. This voluntary participation was a very advantageous, but at the beginning of the study not foreseeable, coincidence and contributed to a higher quality of the results in that

- all participants had already basic information about the scientific study, the objectives and methodology, and the use of the ICF in the study;
- the other personas could more easily be related to the persona they had themselves developed; and that
- the same decision logic that was used to develop the country-specific persona was then used to assess the whereabouts of the other personas.

Those teams that were able to make statements about both system boundaries due to their composition (i.e. those partners who had previously developed both personas in the full-day workshops) now also made statements about all personas' whereabouts at the three system levels or at their boundaries to each other (i.e. a total of five assignment options). Thus, they had to choose between five possible assignment options:

1. employment at system level W-
2. boundary case between system levels W- and W
3. employment at system level W
4. boundary case between system level W and W+
5. employment / participation at system level W+

An exception to this is the three workshops conducted in France, where the teams could only decide on one system boundary or level each due to their composition, i.e. the answers on the whereabouts of a persona resulted in only three assignment options.

8.2 Workshop design

Prior to the workshops, all participants received the persona descriptions (see Annex 3: Persona profiles) in order to prepare for the workshops. The workshops were based on a simple structure, where in the first part the aim of the study and the classification system along the three levels (W-, W and W+) as well as the boundary cases in between were briefly repeated and refreshed. In the second part, the personas developed elsewhere were taken up one by one and discussed in the team. At the same time, the research team documented the results. At the end of the workshop, the research team also revealed the origin of each persona and its location.

The final implementation took the form of two-hour online workshops. A total of seven such workshops were conducted (3 x France, 1 x Germany, 1 x Slovenia, 1 x Spain, 1 x Sweden), the results of which were included in the evaluation.

8.3 Results

In this section we will limit ourselves to presenting the results of the seven workshops, which will then be discussed and interpreted separately. These results also sometimes include persona-related comments made in the second part of the workshops, when all the personas were reviewed in the team discussion. In some cases there was immediate agreement among the team members on the whereabouts of a persona, and in other cases there were initial differences of opinion. The arguments and rationale were then documented by the research team. In the end, all results were based on a consensus decision of the respective team.

Although the results are presented in a grid consisting of the system levels W-, W and W+ as well as the respective boundary cases, it should be noted that in the study only selected offers at levels W- and W could be compared with each other. In addition, we also list several offers at system level W+, but these were neither investigated in more detail nor analysed in relation to the environmental factors available there.

France

The fact that it was not possible to make contact with the *Commission des droits et de l'autonomie des personnes handicapées (CDAPH)* in France, and therefore a total of three individual workshops had to be held with suitable ESATs and EAs, leads to a somewhat more complex situation. This is because none of the organisations were in a position to determine the whereabouts of a persona in relation to the five possible participation situations.

The following Table 12 shows the results of the three workshops. In the first workshop with **ESAT 1**, it became clear that this ESAT was not the appropriate partner to shed light on a persona on the boundary between system levels W and W+, due to its orientation towards more high-performing employees. Accordingly, the persona *Linda* was developed, which was located within level W (but not necessarily at its exact centre). ESAT 1 could therefore only decide whether a persona was best placed

- a) within system level W, or
- b) in the level towards lower adaptability (i.e., level W- or boundary case W-/W, but also including level W for an ESAT with not as high-performing employees), or
- c) in the level towards higher adaptability (i.e., boundary case W/W+ or level W+).

Accordingly, this ESAT had three placement options to choose from, as shown in the table. During the discussion the following details have been documented:

- *Ben*: placed due to his limited working time of only 3 hours per day
- *Frank*: would be able to use the supported employment scheme
- *Jordi*: key problem is his low motivation, on the other hand he might not be accepted at system level W+; he might benefit from social life support services
- *Juliane*: placement due to her capability to work full-time

- *Kim*: at first, hesitation between options 3 and 4, because the problems are behavioural and not health-related, and maybe too much support would be needed
- *Marc*: at first, hesitation between options 3 and 4; the reason for the hesitation is a similar case in their own organisation; an ESAT seems to be the right place for him, but he was finally considered a boundary case because of his low work capacity
- *Milka*: at first, hesitation between options 1 and 2; her main issue is pain, and the regular environment could adapt to it; e.g., by providing part-time work and special attention to physical and mental health, also her isolation would need to be addressed
- *Montse*: some criteria would be different for her in France, as she could work more easily part time at the open labour market and still earn more money, compared to an ESAT where she would get less salary and where it is difficult to work part time; but she would probably decide to belong to an ESAT in France based on her requirements for support
- *Niko*: with supported employment or with distance working options he was considered to be able to work at the open labour market
- *Sam*: he seems to be well-integrated in his working environment and just needs special training which could be provided in an ESAT in France

In the second workshop, conducted with **ESAT 2**, the expertise was at the boundary between system levels W and W+, so this ESAT also had three choices. It could decide whether a persona

- a) is a boundary case between system levels W and W+,
- b) requires employment or participation at system levels W+, or
- c) would be best placed at system levels W or W-.

Notes taken during the workshop with regard to some of the personas:

- *Frank*: because he works efficiently, he needs to be placed in the higher level, where he can work with the needed support
- *Jordi*: placement in an ESAT would suit him, as mental and behavioural issues are the main point
- *Juliane*: the time it takes her to learn, and issues with frustration and her low mental stability are the key issues; an ESAT would have difficulties to adapt and to deal with crisis situations
- *Kim*: he has a driving licence and his concentration is fine, so he would fit in well in an ESAT
- *Linda*: she would be probably at a lower boundary of an ESAT; she could work there, but she refuses to admit her handicap and she does not recognise emotions or accept criticism; she needs to recognize that no one is perfect - still a way to go before she can work
- *Milka*: she has a low self-esteem, but with reduced working hours she could be employed in levels 1-3
- *Montse*: the combination of problems mentioned in the profile – intellectual impairment, difficulty to understand and perform tasks, low concentration, low motivation – make it difficult to place her into an ESAT

- *Niko*: he has capabilities and could work in France at the suggested levels, but unfortunately the environment in his country was not adapted to his capabilities
- *Sam*: the team had experiences with a similar person; difficult life experiences which make it difficult to connect with others; but he does a good job, he is motivated; what should be improved is his self-esteem

The situation was similar for the **EA** with which the third workshop was conducted. Here, the expertise was in relation to the boundary between the system levels W- and W. Here too, there were three options. It could be decided whether a persona

- a) is a boundary case between system levels W- and W, or
- b) would be best placed at system level W-, or
- c) would be best placed at system levels W or W+.

Notes taken during the workshop with regard to some of the personas:

- *Ben*: the difficulty is that it is not known which tasks he can complete and which work experience he has, but he could be working in an EA judging only from his need for support
- *Jordi*: his perception of work is far away from what would be required; he can be attentive, but it is probably not sufficient.
- *Juliane*: she could probably work in a larger EA which would have divisions with own division managers
- *Linda*: reasons for hesitation: she has the ability to work; an EA's main purpose is work, but Linda does not accept criticism on her work. At the same time, an ESAT is also not the right place, because she doesn't need much support. An *ESAT hors les murs* would probably be the best option
- *Marc*: he has no interest in work, this is why he would belong to some institution that does not exist in France yet. Even in an ESAT he would have difficulties to provide work; such places, where no actual work output / productivity is expected (just fictional work, for training purposes), still need to be created
- *Milka*: her only health problem is the pain, and only cleaning is mentioned as a work activity; it is not known if she could do something else; it would be important to test her in other jobs
- *Niko*: he seems to have a professional potential, but he needs an environment where he would be preserved from stimuli; a typical ESAT in France would be too noisy, but a job on the open labour market or in an EA could provide the necessary environment. The *CDD tremplin*¹⁵ could be helpful to place him into an EA
- *Sam*: As he seems to have a good potential to work, he needs to try out both worlds

¹⁵ *CDD tremplin* is a programme with an intensive training to promote professional mobility towards employment in an ordinary environment. The so-called "Springboard" CDD is concluded between a voluntary Adapted Company and a person with a disability. It makes it possible to build an individualised course during which the employee will be able to acquire professional experience, benefit from training and support for two years in order to facilitate the construction and implementation of his professional project and his professional transition towards the other private or public employers. See: <https://www.unea.fr/le-cdd-tremplin-en-entreprise-adaptee>

Regarding the Persona *Kim*, the discussion concluded that it is impossible to decide for the best place for him. He might be able to work in all levels and has not found yet the right place, but his behavioural issues can damage his own activities, but also impact on others. Other systems in France could probably be more adaptive. Such institutions are focusing on integration and rehabilitation through work, e.g., *entreprise d'insertion* or *chantier d'insertion*. They are designed for people with behavioural issues (both with or without disabilities).

Table 12: Individual workshop results regarding the whereabouts of personas in France

France System level	ESAT 1	ESAT 2	EA
W-	Frank (FR) Milka (SI) Niko (SI)		Juliane (DE) Milka (SI) Niko (SI)
Boundary case		Frank (FR) Jordi (ES) Kim (SE) Milka (SI) Niko (SI) Sam (SE)	Frank (FR) Ben (DE) Sam (SE)
W with more high-performing employees	Linda (FR) Juliane (DE) Montse (ES) Sam (SE)		
W			Jordi (ES) Linda (FR) Marc (FR) Montse (ES)
Boundary case	Ben (DE) Jordi (ES) Kim (SE) Marc (FR)	Marc (FR) Ben (DE) Juliane (DE) Linda (FR) Montse (ES)	
W+		-	

Looking at the intersections of these ratings, only six personas have clear placements in the results grid, see Table 13. In addition, approximate placements can be determined for several personas:

- *Sam*: Based on the overlaps, this persona appears to be part of system level W, but perhaps closer to its border with system level W-.
- *Linda, Montse*: Based on the overlaps, these personas appear to be part of system level W, perhaps closer to its border with system level W+.
- *Ben*: Here too there is a persona that seems to belong to system level W, but it remains open whether it is more in the direction of system level W+ or W-.

The results for Juliane are very different; no further statements can be made here about their placement in France.

Table 13: Overview of the whereabouts of personas in France

France System level	Persona				Selected vocational participation offers
W-	Milka (SI) Niko (SI)				a) general labour market b) Entreprises adaptées – EA
Boundary case	Frank (FR)	Sam (SE)		Ben (DE)	
W	Jordi (ES) Kim (SE)		Linda (FR)		c) Établissements et services d’aide par le travail – ESAT
Boundary case	Marc (FR)		Montse (ES)		
W+	-				d) Foyers d'accueil médicalisés - FAM e) Etablissement d’accueil médicalisé - EAM f) Maisons d’accueil spécialisé - MAS g) Centre d’accueil du jour - CAJ

Germany

The discussions in the German workshop showed a high degree of agreement in the assessments of the individual participants. Only two personas were discussed in more depth, as there was a lack of clarity. For both *Milka* and *Niko*, option 1 was finally chosen as probably the best placement option. For Niko in particular, a suitable job with supported employment or even the German budget for vocational training (*Budget für Ausbildung*) would be appropriate. The results of the workshop are presented in Table 14.

Table 14: Overview of the whereabouts of personas in Germany

Germany System level	Persona	Selected vocational participation offers
W-	Milka (SI) Niko (SI)	a) general labour market b) Inklusionsbetriebe
Boundary case	Juliane (DE) Kim (SE) Linda (FR)	
W	Frank (FR) Jordi (ES) Marc (FR) Montse (SE) Sam (SE)	c) Werkstätten für behinderte Menschen – WfbM
Boundary case	Ben (DE)	
W+	-	d) Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM

Slovenia

The final workshop with the Slovenian implementing partners also took place online, and consensus was reached during the workshop. With regard to the personas developed in the other countries, the participants expressed surprise that some of them were very similar and that, in contrast to the personas they had developed themselves, their focus was on the area of mental or cognitive impairments. Nevertheless, the overall collection of personas is not unknown or uncommon, but people with a high level of mental or cognitive impairment would not be referred to SOČA in the first place, because other systems would make prior decisions about assignment (usually to system level W+).

In the following, single decisions on the personas are documented:

- *Ben*: Information is missing about how effective he could work, and if the right tasks for him would be available in the centers at all
- *Frank*: he could benefit from supported employment, yet it is unclear what he could actually work and if there are tasks available for him
- *Jordi*: if he would find a good mentor, he could stay at system level W, else he would be referred to W+, hence a boundary case
- *Juliane*: hesitation whether she would be level W or a boundary case towards W-, as it is unclear what kind of work she could do
- *Kim*: a reference to a current real case supported the decision for this persona
- *Linda*: the placement all depends on the availability of a suitable employer and the right field of work
- *Marc*: he was placed in system level W+ because system level W requires manual skills, the ability to count or to work in a group, which he does not have
- *Montse*: under ideal circumstances she could work at system level W. However, she has many .4-ratings on the ICF severity scale, which expresses a range from 50% to 95%, and it would be helpful to know at which end of this range she would be; in a worst case she would be unemployed
- *Sam*: he could benefit from a larger centre offering a range of activities, from easy to difficult, and he could start there with the easier tasks and try the more difficult ones step by step; however, such centres are more likely to be available in cities, but not in rural areas, where the centres are usually smaller; furthermore, public transport in rural areas is also less developed, and then it would be difficult to reach the centre

In the discussion it became clear that it is not only the general ability to work that is decisive for an assignment, but also information about which concrete activities can be carried out and with what effectiveness. If a suitable activity is not available at one system level, this may lead to an allocation to a 'lower' system level.

Table 15: Overview of the whereabouts of personas in Slovenia

Slovenia System level	Slovenia	Selected vocational participation offers
W-	-	a) general labour market b) Invalidskega podjetja
Boundary case	Milka (SI) Frank (FR) Kim (SE) Linda (FR)	
W	Juliane (DE) Sam (SE)	c) Zaposlitvenih centrih
Boundary case	Niko (SI) Jordi (ES) Montse (ES)	
W+	Ben (DE) Marc (FR)	d) Zaščitene delavnice e) Programi socialnega vključevanja

Spain

The workshop with the Spanish partners was conducted online, as were the other workshops, but the Spanish team met in a room on site and was able to discuss the individual personas more directly. During the meeting it was possible to make consensual decisions about the placing of the personas in the Spanish system of vocational participation. As the partners felt that there was sufficient information on all personas, that the structure of the description was clear and that the information was focused, the placements shown in Table 16 could finally be derived.

Table 16: Overview of the whereabouts of personas in Spain

Spain System level	Persona	Selected vocational participation offers
W-	Frank (FR) Niko (SI)	a) general labour market with Empleo con apoyo en el mercado ordinario de trabajo – EcA
Boundary case	Montse (ES) Juliane (DE)	
W	Kim (SE) Linda (FR) Sam (SE)	b) Centros Especiales de Empleo – CEE with Enclaves laborales
Boundary case	Jordi (ES) Milka (SI)	
W+	Ben (DE) Marc (FR)	c) Centros Ocupacionales d) Centros de día para personas con discapacidad

Sweden

The final workshop was conducted online. All three participants had read the personas in advance and had assigned them individually. During the workshop the results were discussed and a joint decision was made. In the following, single decisions on the personas are documented:

- *Ben*: as no access requirements were found for LSS (at system level W+), the persona is placed 'above'; an assessment has been suggested to find out if there is an intellectual issue behind, and if Ben could belong to the LSS target group.
- *Frank*: at first it was difficult to find a place in any of the levels; however, supported employment could work if somebody could be found whom Frank trusts. Then he could work within the right environment, yet difficult to find.
- *Juliane*: she could function with the right support, hence she does not need sheltered work. Maybe lack of the right support caused failures during the internships. She has talents and seems to be typical for supported employment
- *Marc*: he fulfils the criteria to use LSS at system level W+
- *Milka*: if she changes the work or finds other tasks, she could work on the open labour market (maybe with a wage subsidy or within a social enterprise)
- *Montse*: she could be entitled to work on LSS (system level W+), but there is not enough information to decide. But as she is already working, system level W seems appropriate
- *Niko*: He works at the wrong workplace and in the wrong setting, with the right kind of support he may be able to work at system level W-; many similar examples known on the Swedish labour market

Table 17: Overview of the whereabouts of personas in Sweden

Sweden System level	Persona	Selected vocational participation offers
W-	Milka (SI) Niko (SI)	a) general labour market b) Arbetsintegrerande sociala företag c) Samhall AB – Services for employees in development (WED)
Boundary case	Sam (SE) Frank (FR) Juliane (DE)	
W	Jordi (ES) Linda (FR) Montse (ES)	d) Samhall AB – sheltered work e) OSA – skyddat arbete hos offentliga arbets-givare
Boundary case	Kim (SE) Ben (DE)	
W+	Marc (FR)	f) LSS – Lag om stöd och service för vissa funktionshindrade (Day centres with a focus on social participation)

Although the persona *Kim* was developed in Sweden, the workshop again questioned and explored the extent to which *Kim* is actually on the boundary between system levels W and W+. Due to the special requirements, *Kim* would not be offered a job at SAMHALL. At the same time, *Kim* is not eligible for LSS. In fact, there is no suitable offer, which means that *Kim* would be unemployed. However, as *Kim's* individual requirements push the system to its limits at level W, the classification is made (and re-confirmed) as a boundary case.

Overview

With these results it is now possible to implement the condensed overall presentation of the whereabouts of all personas announced in section 4.3. However, if you want to check where the personas find the most suitable conditions in a particular country, Table 13 to Table 17 will help. If you want to see where a particular persona would be placed in the different countries, Figure 12 to Figure 22 probably provide more readable results.

Table 18: Overview of the whereabouts of personas in other countries

	France		Germany		Slovenia		Spain		Sweden	
	System level	Boundary case	System level	Boundary case	System level	Boundary case	System level	Boundary case	System level	Boundary case
Frank P2 (FR)	W	Yes	W	No	W	Yes	W-	No	W	Yes
Juliane P2 (DE)	n.a.	n.a.	W	Yes	W	No	W	Yes	W	Yes
Milka P2 (SI)	W-	No	W-	No	W	Yes	W+	Yes	W-	No
Montse P2 (ES)	n.a.	n.a.	W	No	W+	Yes	W	Yes	W	No
Sam P2 (SE)	n.a.	n.a.	W	No	W	No	W	No	W	Yes
Linda Px (FR)	n.a.	n.a.	W	Yes	W	Yes	W	No	W	No
Marc P1 (FR)	W+	Yes	W	No	W+	No	W+	No	W+	No
Ben P1 (DE)	n.a.	n.a.	W+	Yes	W+	No	W+	No	W+	Yes
Niko P1 (SI)	W-	No	W-	No	W+	Yes	W-	No	W-	No
Jordi P1 (ES)	W	No	W	No	W+	Yes	W+	Yes	W	No
Kim P1 (SE)	W	No	W	Yes	W	Yes	W	No	W+	Yes

System **W+** = System (level) with a higher capacity to adapt its context factors compared to system (level) W
W = Research context
W- = System (level) with a lower capacity to adapt its context factors compared to system (level) W
P1 (xx) = Persona 1 (country)
P2 (xx) = Persona 2 (country)
n.a. = not applicable

Table 19 provides an overview of which persona has been placed at which system level in which country, or whether it is also a boundary case. When studying this table, the following information and notes may be helpful:

- In principle, it is not to be expected that the placement of personas will be identical in different country contexts. Different access or retention requirements, as well as level-specific adaptations to the needs of people with certain functional limitations, will usually lead to the placement of personas at different levels.
- If a persona is found at the same system level in two countries, this does not automatically mean that the supportive or compensatory provision there is identical; even if the positioning is the same, a comparison of the specific frameworks can open up potential for learning.
- Different placements also offer learning and insight potentials: with which structures, framework conditions or procedures does one country succeed in placing a persona closer to the desirable normality (i.e., system level W-) than other countries?
- The more the placement of the personas differs between two countries, the more the two participation systems differ (in terms of target groups supported / considered).

Table 19: Overview of the whereabouts of personas by system level

System level	FR				DE	SI	ES	SE	
W-	Milka Niko				Milka Niko		Frank Niko	Milka Niko	
Boundary case	Frank	Sam		Ben	Juliane Kim Linda	Milka Frank Kim Linda	Juliane Montse	Frank Juliane Sam	
W	Jordi Kim				Linda Montse	Frank Jordi Marc Montse Sam	Juliane Sam	Kim Linda Sam	Jordi Linda Montse
Boundary case	Marc					Ben	Niko Jordi Montse	Jordi Milka	Ben Kim
W+						Ben Marc	Ben Marc	Marc	

Finally, the results should also be supplemented by two quantitative indicators, as this may allow further conclusions to be drawn.

The **first indicator** is intended to estimate the extent to which the placements of the personas are similar or different between two countries. The more identical the placements in two countries, the more similar their systems of vocational participation are in terms of the target group addressed. Correspondingly, the greater the difference in the placements, the greater the difference between the target groups addressed.

The indicator is expressed as the sum of the squared distances of the eleven persona placements.¹⁶ The result is a numerical value; the smaller the number, the more similar the placements – and hence the target groups addressed by the respective national vocational participation systems – are, the larger the number, the more different the placements and target groups are. Figure 10 shows the results of this indicator. The placement of countries in the figure is an approximation of the results of the indicator – the closer countries are to each other, the more similar their target groups are, the further apart they are, the more different they are.

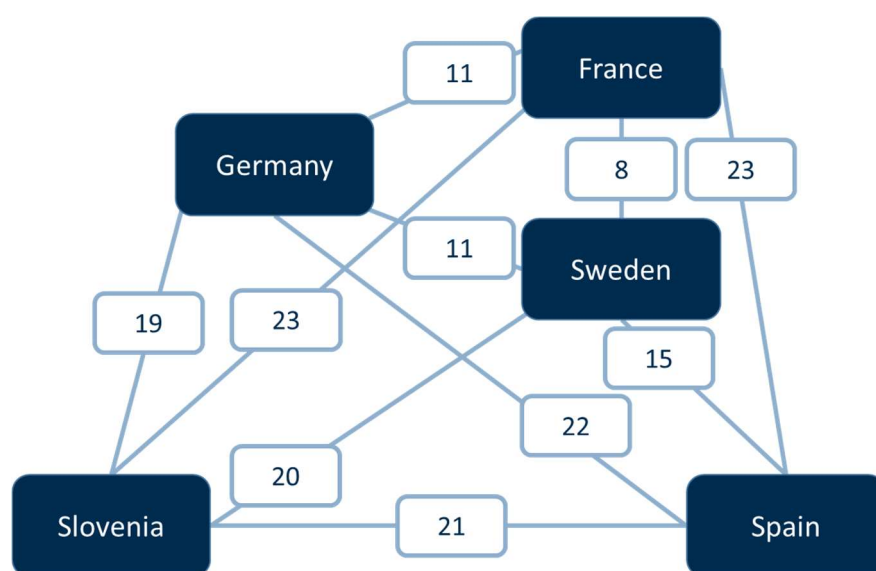


Figure 10: Indicator 1: Similarity of the target groups addressed by the respective national systems of vocational participation

This indicator demonstrates that the target groups in the French and Swedish participation systems are most similar at system level W. The German participation system is the next most similar, followed by Spain and finally Slovenia, which has the greatest difference to the other systems.

A second question concerns the extent to which personas developed in their respective countries as boundary cases are placed in the direction of ‘higher’ or ‘lower’ participation opportunities in the other countries. From the point of view of inclusion, a placement towards ‘higher’ system levels (i.e. towards system level W-) is desirable, as this results in placements closer to the aspired normality. Accordingly, a **second indicator** has been developed that can answer this question on the basis of the ten personas constructed as boundary cases.

¹⁶ This is easily done by simply converting the system levels and boundary cases into numerical values. W- is then equal to 1, the boundary case W-/W is equal to 2, W is equal to 3, the boundary case W/W+ is equal to 4 and W+ is equal to 5. (In France, several personas could not be placed exactly; the arithmetic mean of the range created by the divergent statements was used as a proxy). We can now calculate the difference between the placement in country 1 and the placement in country 2 for each of the eleven personas. If a persona is placed on the same level in both countries, the difference is 0, if they are placed on neighbouring levels, the difference is 1, and so on. In order to amplify larger deviations (as: distances) in the indicator, the differences are usually squared and finally these squares are summed over all personas.

This indicator calculates the extent to which the five personas at the W-/W system boundary (i.e., *Frank, Juliane, Milka, Montse, Sam*) in a country are placed more towards W- or towards W, and the extent to which the other five personas at the W/W+ system boundary (i.e., *Marc, Ben, Niko, Jordi, Kim*) are placed more towards W or towards W+.

In Figure 11, these boundary cases are also placed as boundary cases in an idealised country, i.e. all boundary cases from the five participating countries between level W- and W would also be boundary cases in the idealised country, and the same holds for the boundary cases between system levels W and W+.

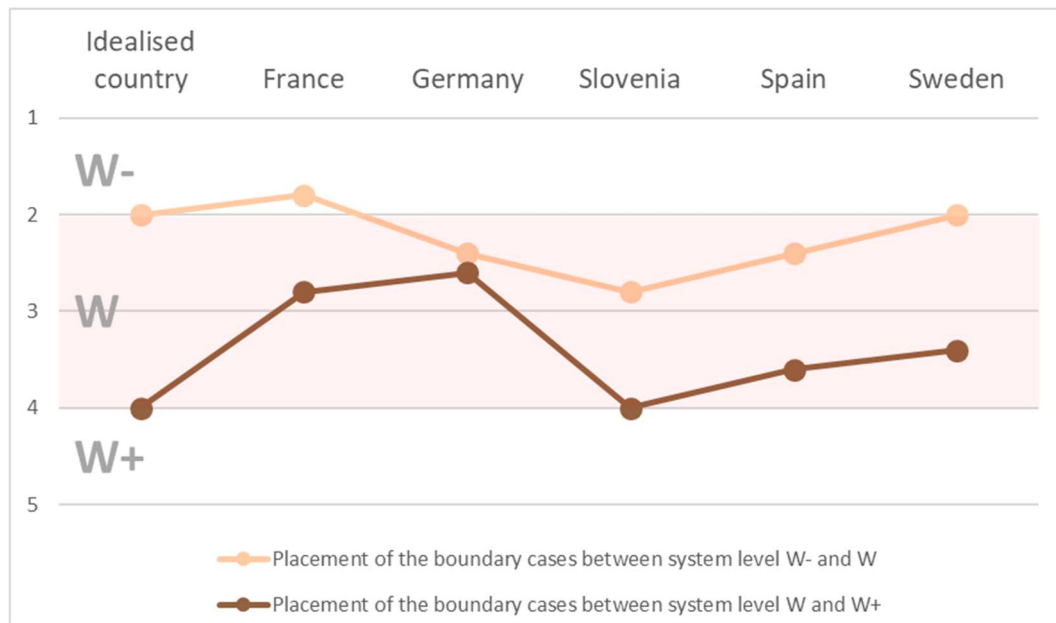


Figure 11: Indicator 2: Placement trends as a proxy for target group characteristics

The analysis shows that in France these five personas at the boundary between system levels W- and W (upper line in the figure) tend to be placed more towards *Enterprises Adaptées (EA)*, i.e. they represent more the target group that can work at system level W-. In Sweden the placement remains unchanged at the boundary, while in Germany, Slovenia and Spain they tend to be placed more towards *WfbM*, *Zaposlitvenih centrih* and *CEE* at system level W respectively.

Similarly, the five personas developed at the boundary between system levels W and W+ are located exactly at this boundary in the idealised country (lower line in the figure). Contrary to the previous results, in all but one of the participating countries it can be seen that the target group characterised in this way is clearly positioned towards system level W. Only in Slovenia does the placement of the respective personas show no tendency in any direction.

8.4 Interpretation

The following is a country-by-country interpretation of the results. This interpretation is inherently subjective. However, the presentation of the results in the previous section gives all readers the opportunity to make their own interpretations.

France

Looking at the results (see Table 19), it is noticeable that France has not placed any other persona as a boundary case between system levels W and W+ or at system level W+. Thus, *Marc* alone defines the lower boundary of the French ESAT system. Eight of the eleven personas can be assigned to the ESAT system, two personas are at system level W-. *Juliane* could not be placed due to contradictory categorisations and is therefore not included. In one of the workshops the persona *Kim* could not be placed in any of the system levels. Instead, a service outside the rehabilitation system was proposed (i.e. a service without specific reference to clients with disabilities).

Marc (FR)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – EcA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par le travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposlitvenih centrah	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščiteni delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 12: Placement of persona Marc (FR) in the participating countries

Marc (see Figure 12) would be placed at system level W+ in Slovenia, Spain and Sweden, and at system level W in Germany. Here learning potential could be found in how Germany succeeds in adapting the framework conditions to the specific needs of *Marc* at system level W in an appropriate way.

Linda (FR)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – EcA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par le travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposlitvenih centrah	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščiteni delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 13: Placement of persona Linda (FR) in the participating countries

The placement of *Linda* (see Figure 13) varies only slightly. *Linda* is part of system level W or a boundary case in several countries. This rather clear placement is not surprising, as *Linda* was constructed as a test case and is the only persona that does not outline a boundary case, but was developed as a representative of the system level W target group.

Frank (FR)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – EcA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par le travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposlitvenih centrah	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščitnih delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 14: Placement of persona Frank (FR) in the participating countries

The persona *Frank* (see Figure 14) was developed at the boundary between levels W- and W. In Slovenia and Sweden he is located at the same position, in Spain at level W- and in Germany at level W. Possible learning potentials may be found in analysing the reasons why it is possible to adapt the framework conditions at system level W- in Spain, whereas this is not possible in the other cases.

Germany

Looking at the results of the placement of the personas from the reference countries (see Table 19), it can be seen that all the personas are located above the persona *Ben*, i.e. no persona was assigned to the system level W+ or is seen as a boundary case similar to *Ben* between the levels W+ and W. *Frank*, *Jordi*, *Marc*, *Montse* and *Sam* are perceived as part of the target group of the German WfbM, and *Kim* and *Linda* as boundary cases with potential towards the system level W-. The pattern that emerges is similar to the results from France: eight personas are within the ESAT system and two personas (the same as in Germany) are at system level W-. The 'range' of the WfbM system seems to be the largest in the comparison of the five countries, as nine of the eleven personas were located there.

Ben (DE)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – EcA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par le travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposlitvenih centrah	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščitnih delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 15: Placement of persona Ben (DE) in the participating countries

The persona *Ben* (see Figure 15) was constructed as a boundary case between levels W and W+ and is also found in the same place in Sweden. In Slovenia and Spain *Ben* would be placed at system level W+, in France there is evidence for his placement within or on the boundary of system level W.

Juliane (DE)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – ECA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par le travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposli centrih	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščitnih delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 16: Placement of persona Juliane (DE) in the participating countries

The persona *Juliane* (see Figure 16) was perceived as a boundary case between system levels W- and W in Spain and Sweden as well as in Germany. In France, however, there was a contradictory placement: one ESAT saw her as part of their target group, another ESAT saw her as a boundary case towards system level W+, the participating EA again saw *Juliane* at system level W-. In Slovenia, *Juliane* was placed at system level W. These differences might be worth exploring in follow-up studies and clarifying the cause.

Slovenia

The distribution of personas across the different system levels in Slovenia (see Table 15) shows that no persona was placed at system level W-. In some cases, when discussing individual personas (*Frank*, *Linda*), it was stated that there might be a suitable employer and an exactly matching occupation at level W-, but that this was rather assumed to be a boundary case. In only two cases was a clear assignment to system level W possible, seven personas were placed as boundary cases.

Milka (SI)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – ECA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par le travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposlitvenih centrih	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščitnih delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 17: Placement of persona Milka (SI) in the participating countries

Niko (SI)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – ECA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par le travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposlitvenih centrah	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščitnih delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 18: Placement of persona Niko (SI) in the participating countries

It is particularly striking that both Slovenian personas – *Milka* (see Figure 17) and *Niko* (see Figure 18) – were placed in the general labour market in France, Germany and Sweden (and at least *Niko* in Spain). Clearly, these countries have appropriate instruments (e.g. laws or regulations) to create the necessary supportive conditions for these personas in the general labour market. It is unclear whether this is due to a very different history of inclusion than in the other countries, or whether there are other reasons, but the learning potential here is obvious. How do these other countries manage to provide *Milka* and *Niko* with the appropriate conditions to work permanently in the general labour market rather than in segregated or sheltered institutions?

Spain

In Spain, the eleven personas developed are distributed across all system levels and boundary cases (see Table 19). The boundary cases developed in France and Germany between levels W and W+ are placed here at level W+. Surprising is the placement of the Slovenian persona *Milka*, which is otherwise placed at system level W-, but here as a boundary case between levels W and W+. A closer look at the reasons for this may reveal learning potential. The 'range' of system level W appears to be smaller than that of the other countries, as four of the eleven personas are neither boundary cases nor placed at system level W.

Jordi (ES)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – ECA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par le travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposlitvenih centrah	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščitnih delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 19: Placement of persona Jordi (ES) in the participating countries

Jordi (see Figure 19) was conceived as a boundary case (also in Slovenia), but in France, Germany and Sweden it is seen as part of system level W. Here it would be interesting to find

out what framework conditions contribute to *Jordi* remaining there in the other countries, while it is considered a boundary case in Spain and Slovenia.

Montse (ES)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – EcA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposlitvenih centrah	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščitenih delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 20: Placement of persona Montse (ES) in the participating countries

In all countries the persona *Montse* (see Figure 20) seems to be part of system level W or at its boundaries. Since *Montse* was constructed as an 'upper' boundary and *Jordi* as a 'lower' boundary, and all other countries locate these two personas more within system level W, this is another indication that the 'range' of Spanish system level W seems to be smaller compared to the other countries.

Sweden

In Sweden, the personas are distributed over all system levels as well as the two boundary regions between the levels (see Table 19). While *Marc* is part of system level W in Germany and France, he is placed on level W+ in Sweden. Here, a closer analysis of the adjustments in the two countries to meet *Marc's* needs would probably be instructive. It was also discussed if *Ben* and *Montse* could be entitled to work at system level W+, yet not sufficient information could be found in the persona descriptions to make this decision.

Kim (SE)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – EcA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements et services d'aide par travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposlitvenih centrah	Centros Especiales de Empleo – CEE with Enclaves laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščitenih delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 21: Placement of persona Kim (SE) in the participating countries

The placement of the persona *Kim* (see Figure 21) uses the whole range of system level W, including the boundary regions. Since *Kim* was constructed as a boundary case, but was placed within system level W in the other countries, it can be assumed that the 'lower' system boundary in Sweden is more likely to relate to those target groups that require less adjustment to the framework than in the other countries.

Sam (SE)	France	Germany	Slovenia	Spain	Sweden
System level W-	Entreprises adaptées – EA	Inklusionsbetriebe	General labour market	General labour market with Empleo con apoyo – ECA	Samhall AB – Lönebidrag för utveckling i anställning – WED
Boundary case					
System level W	Établissements d'aide par le travail – ESAT	Werkstätten für behinderte Menschen – WfbM	Zaposli centrih	Centros Especiales de Empleo – Centros de Empleo laborales	Samhall AB – Skyddat arbete
Boundary case					
System level W+	Centre d'accueil du jour Etablissement d'accueil médicalisé Maisons d'accueil spécialisé	Tagesförderstätte sowie Förder- und Betreuungsstätte in WfbM	Zaščitnih delavnicah Programi socialnega vključevanja	Centros Ocupacionales Centros de día para personas con discapacidad	Lag om stöd och service för vissa funktionshindrade – LSS

Figure 22: Placement of persona Sam (SE) in the participating countries

Sam (see Figure 22) was used to outline the boundary between system levels W- and W. In Germany, Slovenia and Spain (as well as in France, but there including the border area) *Sam* would be part of system level W. This is an indication that the 'upper' boundary of system level W in Sweden is lower than in the other countries, i.e. that people with a higher need for adjustment of framework conditions compared to other countries are already placed in system level W-. In connection with the persona *Kim*, a lower range of system level W is shown in Sweden (similar to Spain) compared to the other countries.

However, it is important to note that there are two offers at system level W in Sweden, and only one of these two offers could be examined in more detail in the context of the study. The framework conditions in the case of the second offer (*skyddat arbete hos offentliga arbetsgivare – OSA*) may be different from those possible in the case of Samhall AB. Therefore, the range of the *Samhall AB - skyddat arbete* offer does not necessarily describe the range of the entire system level W in Sweden.

Overall interpretation

Although only two personas were developed for each participating country, the placement of eight additional personas in the same country allowed for a comparison of countries in terms of similarity or dissimilarity of the target group addressed. The *first indicator* developed, the results of which are shown in Figure 10, is therefore based on a sample of ten personas for each country. It provides information that is not readily available from the descriptions of the contextual factors. Similarities in terms of target groups, which seem to exist especially between France and Sweden, but also to some extent between them and Germany, offer the potential to further explore whether there are similar or different approaches to addressing the target groups. Such alternative approaches could easily be incorporated into one's own system, as they do not fundamentally question the issue of target groups, but can appropriately broaden the range of possibilities for adapting to the needs of the target groups. On the other hand, the comparison of countries that seem to be very different with regard to the target group (e.g. Slovenia and France, Germany and Spain, or Spain and France) offers the potential to question the issue of target groups fundamentally and to get suggestions for suitable offers for target groups that have not yet been addressed or have not been addressed sufficiently.

How can the results of the *second quantitative* indicator (see Figure 11) be interpreted? The figure shows the mathematically determined results of the placement of such personas in a

country that were developed as boundary cases in other countries. If these personas are placed in a country above the theoretical value (see the value for the idealised country), then boundary cases are placed there more in the direction of the general labour market. This means that France, in particular, seems to have approaches for target groups that do not exist in this form in the other countries. Accordingly, all four other countries have the opportunity to learn from such approaches.

The same applies to the boundary cases between system levels W and W+. Here, Germany, followed by France, shows the highest capacity to place personas – that were otherwise constructed as boundary cases – within system level W and thus more in the direction of higher system levels. The other countries may therefore find inspiration and concrete ideas from Germany and France on how to turn boundary cases into ‘normal cases’ at system level W.

9. Discussion and recommendations for further research

The results of this study are not only the individual results from the participating countries described above, but also the approach implemented for the first time, which will now be critically examined in line with good practice in research. This is because each choice made with regard to the methodology, the instruments or the measures implemented has its own implications. Accordingly, the final chapter of this report focuses on the critical discussion of the various decisions and derives recommendations for follow-up studies.

Suitability of the ICF and the ICF Core Sets

At the beginning of the study, it was unclear to what extent the ICF was not only known in the participating countries, but also reflected in the thinking or actions of decision-makers and in the corresponding processes and decision-making logics. In all countries the ICF was known, sometimes more superficially, sometimes in more detail. The closer the professionals participating in the workshops were to practice and to conduct the actual assessment, the more familiar they were with the ICF and its relationship to the tools being used. In a few cases, assessment instruments were in use that can be directly mapped to ICF categories and corresponding severity levels. In some cases, such ICF-related standardised scales were used in Germany in assessing occupational basic skills and abilities or in Sweden in the area of occupational therapy. However, their results are only part of the overall (virtual) persona assessment, which includes different professional perspectives as well as different survey methods.

At the end of the study it can be concluded that the core idea of the ICF, that disability is a construct and not only has medical causes, has been internalised in all participating countries. In some cases there were direct references to the ICF in own procedures or instruments, but widespread use was not observed.

In addition to the basic use of the ICF, the question arises to what extent the restriction of the used ICF categories to the ICF Core Set Vocational Rehabilitation was purposeful. Feedback from the implementing partners shows that this core set seems to be largely sufficient to describe personas at the boundary between two system levels with sufficient precision. In only one case (persona *Niko*, Slovenia) a category not included in the core set was added to the description (here: *b122 Global psychological functions*), all other personas were managed with the selection of classifiers included in the core set.

Limitations to the system level approach

Of course, the approach of mapping complex services for different target groups to enable participation in the labour market on a simple, one-dimensional scale from W+ via W to W- also has its limitations. For example, in some discussions it became clear that person(a)s at a boundary do not automatically fall into the system level 'below' because, for example, there is no suitable offer for them there or they do not meet the entry criteria required there. In these cases, unemployment was usually the alternative to employment at one of the system levels. In this respect, the results should be interpreted with caution. However, the discussion only identified or concretised these gaps that can exist in the systems for certain target groups, and in this respect the approach was found to be helpful. In addition, there is concrete potential for

learning between those countries that have such gaps in their systems and those that appear to have developed and can provide appropriate services for the target group outlined in the persona.

Limitations of the persona approach

All of the personas were designed to be located at one of the two system boundaries that were relevant to the study in their respective countries of origin. Section 6.6 described two different cases which, either alone or in combination, could lead to a persona not being able to be (further) employed at a particular level of the system.

The **first case** describes requirements that result directly from limitations in body functions and that cannot be adequately met within the context of the current system level. Examples of this case would be a high level of care needs, the time required for instructions, the time required to learn and internalise work instructions, or the risk of endangering oneself or others. Such needs can also be found in the personas developed (e.g. *Jordi*, who often shows inappropriate or disrespectful behaviour; *Linda*, who does not accept any criticism of her work performance; or *Marc*, who needs a lot of support at work, preferably permanent). These requirements seem to be well documented in the personas, although they could only be described qualitatively and not quantified in any way.

In the **second case**, the interaction of limited body functions and environmental factors can lead to restricted activity or participation performance which could be insufficient to permanently stay in this system level. Thus, a person could still have a high nursing need, but this time to an extent that *can* be afforded by the system level concerned. However, the time needed for nursing care means that the person is not productive enough in the rest of the working time to be employed there on a permanent basis. In some countries, such as Germany, the requirements for the minimum level of productivity needed to remain permanently at a particular level of the system are defined and further detailed or quantified in regulations or case law. This information is more difficult to find in the personas, and in the final round of the workshop, when assigning personas to the different system levels, questions arose on a case-by-case basis about the specification of this performance.

Now, performance is already a contextual construct, while the aim of persona development was also to remove its contextual references as far as possible before transferring it to other countries. In fact, the ICF places the concept of (context-dependent) *performance* alongside *capacity*, which is largely *independent* of context. While performance is a description of what the person actually does, taking into account all of the environmental barriers and facilitators that have an impact on what the person does, capacity is intrinsic or inherent to the individual. It is based on an assessment or observation, often, in terms of a standardised environment – to the greatest extent, i.e. practically feasible – by eliminating the impact of environmental factors that explicitly act as barriers or facilitators. (Cieza et al. 2016)

In fact, describing the capacity for a persona would be more useful than describing the performance at the level of the system in which the persona was originally developed. However, this is where the persona approach reaches its limits. While it is certainly possible to develop a persona with its respective performance on the basis of real people or concrete cases, it is difficult to imagine or even implement their (then virtual) placement in a

standardised environment and to carry out assessments and observations in this context on this hypothetical person.

Further research could possibly test an approach of identifying employees who come as close as possible to the personas and then administering such standardised capacity assessments in real life. In this way, capacity levels could be added to the personas, improving their interpretability in other contexts.

There is another aspect of the persona approach that needs to be critically examined. The development of the personas was not controlled by the research team in terms of the selection of the specific characteristics of each persona, but it was left to the host organisations to decide in which direction the development should go. As a result, there are now sometimes greater similarities between the developed personas. It is questionable whether this somewhat random process may have overlooked certain target groups and whether a different approach might help to achieve a better coverage of the actual target groups of the institutions, despite having only a few personas in total. In a sequential process, where countries are visited one after the other and developments are moderated there, this goal can only be achieved to a limited extent, if at all. If possible, future studies could bring the partners and their organisations into the same place and time, and then focus the persona development on those cases that are best suited to highlight the diversity of the target groups through maximum diversity within the personas.

Suitability of the placement procedure with personas

The question of the suitability of the persona approach arises not only in relation to the descriptiveness of a boundary case, but also in relation to its suitability for use in the referral processes and decisions of other countries. If a persona is used in another country, is all the information needed to make a decision on the placement available in the required depth? Or is there a lack of crucial information to make a final placement decision?

- It was repeatedly reported back that the persona descriptions were well structured, focused and well suited to get an adequate picture of the person. Likewise, the descriptions were sufficient to identify similar cases from the past and relate them to the persona.
- If personas reminded the participants of real cases or persons who were currently known to them or had been known to them in the past, the placement decision was easier.¹⁷
- In some cases, the question was asked about the amount of time a persona is able to work each day. This is an important indicator in both France and Germany. However, this contextual factor in the sense of a limiting factor is not always recognisable from the legal or other contextual factors researched.
- It was also mentioned that in some cases (e.g. in France) the W- level of the system is more flexible than the W level with regard to part-time work.
- In some cases, there was also criticism of the lack of information on activities that could be carried out in general.

¹⁷ Of course, it is questionable to what extent missing information in the persona description in these cases was implicitly supplemented by information from the real person.

- Personas with low or no motivation are difficult to position because the influence of a different context or framework on their motivation can only be judged subjectively.
- Low self-esteem can be a problem for employment (mentioned e.g. for *Milka* and *Sam*) and may be more important than health problems or abilities. It could be seen as a personal factor, i.e. an aspect of an individual that is not part of a person's health problem or condition, but is relevant to a certain area of life.¹⁸ As the study tried to avoid personal factors in the description as far as possible, but the aspect of low self-esteem was mentioned several times, the concept of the persona description and the corresponding template should be extended in the future to include this component.
- Overall, it was found that when people appear in a real situation, not just as personas on paper, assessments or work trials can be carried out to better assess needs and come to a better placement decision.

Limitations due to the selection of the organisations that took part in the workshop parts of the study

In Slovenia and Sweden it was possible to involve in the study *SOČA* and *Arbetsförmedlingen* respectively, the organisations responsible for assigning a persona to the most appropriate system level. In Germany, it was possible to find an organisation that, on behalf of the *Bundesagentur für Arbeit (BA)*, examines the two system boundaries relevant to the study when assessing the work capacity of people with disabilities. A validation of the German personas was also carried out in the context of the study by the responsible specialist staff of a regional directorate of the *Bundesagentur für Arbeit*. It can therefore be assumed that the results from these three countries have a high degree of validity.

In Spain, in the absence of an allocating or assessing authority, it was necessary to switch to the level of the service providers at system levels W- and W. The results of the workshop are reliable, but it can be assumed that if the workshops had been conducted in the same way with other organisations, the results might have been different. For example, it might be expected that the range of vocational activities offered, the history of the organisation or the economic situation of the region in which the organisation is located might have an impact on the results. In follow-up studies, it might be possible to mitigate these potential influencing aspects by conducting the study in a number of organisations that are as diverse as possible in terms of these characteristics.

The challenges in France have already been mentioned. There, all attempts to contact the relevant decision-making body, the *Commission des droits et de l'autonomie des personnes handicapées (CDAPH)*, failed. Instead, individual service providers at system levels W- and W were approached. The results of three workshops show the difficulty of this approach. For six of the eleven personas the results of the workshops could be combined without contradictions,

¹⁸ People with disabilities can develop low self-esteem as a result of bad experiences in the workplace and therefore lack confidence in their abilities, which prevents them from taking on more difficult tasks. At ESAT Rouen, a methodology called Social Role Valorisation (SRV) is being implemented with employees. Employees learn, for example, to accept failure and to value it as a source of new experience and learning. They also learn to feel heard and valued at work. Link to the concept in French: <https://socialrolevalorization.com/wp-content/uploads/2021/03/Osburn-2006-Apercu-de-la-VRS.pdf> and in English <https://socialrolevalorization.com/srv-theory-about-srv/>

in four other cases at least an allocation to one of the system levels was plausible. For one persona, however, the results were contradictory to such an extent that no conclusions can be drawn. As already discussed in the case of Spain, it can be assumed that the selection of assessing organisations has an influence on the results, so that here too the recommendation for future follow-up studies is that, if *CDAPH* does not cooperate, it is better to draw on a larger number of organisations, as diverse as possible, and their results. Of course, it would then be necessary to consider what level of agreement is required for the results to be considered 'sufficiently robust'.

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13. Annexes

13.1 Annex 1: Specification of the environmental factors on the basis of the ICF

The ICF offers a possible descriptive grid with its environmental factors. Environmental factors are generally defined as all those aspects of the external or extrinsic world that form the context of a person's life and as such have an influence on the person's ability to function and / or to participate. Environmental factors include the natural material world with its characteristics, the material world created by human beings, other people in various relationships and roles, attitudes and values, social systems and services, as well as policies, rules and laws.

For the purpose of describing system levels in a comparable way across countries, the ICF with its core set *Vocational Rehabilitation* offers a reduced set of factors that focus on the subject area. The list of 33 environmental factors contained in this set has been used in the context of this study as a descriptive grid for the environment designed (or basically designable) at the respective system levels. The following is a more detailed list of the environmental factors included in the core set, with their definitions and inclusion and exclusion criteria.

Factors marked with * may be relevant in individual cases and may determine whether and to what extent participation is possible within a system level. However, as the study is ultimately concerned with describing and comparing system levels in different countries, factors that are fundamentally independent of the system level and lie outside its sphere of influence will not be examined further.

e1101 Drugs*

Any natural or human-made object or substance gathered, processed or manufactured for medicinal purposes, such as allopathic and naturopathic medication.

e115 Products and technology for personal use in daily living

Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.

Inclusions: general and assistive products and technology for personal use

Exclusions: products and technology for personal indoor and outdoor mobility and transportation (e120); products and technology for communication (e125)

e120 Products and technology for personal indoor and outdoor mobility and transportation

Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.

Inclusions: general and assistive products and technology for personal indoor and outdoor mobility and transportation

e125 Products and technology for communication

Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.

Inclusions: general and assistive products and technology for communication

e130 Products and technology for education

Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.

Inclusions: general and assistive products and technology for education

e135 Products and technology for employment

Equipment, products and technology used for employment to facilitate work activities.

Inclusions: general and assistive products and technology for employment

e150 Design, construction and building products and technology of buildings for public use

Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use, including those adapted or specially designed.

Inclusions: design, construction and building products and technology of entrances and exits, facilities and routing

e155 Design, construction and building products and technology of buildings for private use

Product and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for private use (e.g. home, dwelling), including those adapted or specially designed.

Inclusions: entry and exits, facilities and routing

e225 Climate

Meteorological features and events, such as the weather.

Inclusions: temperature, humidity, atmospheric pressure, precipitation, wind and seasonal variations

e240 Light

Electromagnetic radiation by which things are made visible by either sunlight or artificial lighting (e.g. candles, oil paraffin lamps and electricity), and which may provide useful or distracting information about the world.

Inclusions: light intensity; light quality; colour contrasts

e250 Sound

A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.

Inclusions: sound intensity; sound quality

e260 Air quality

Characteristics of the atmosphere (outside buildings) or enclosed areas of air (inside buildings), and which may provide useful or distracting information about the world.

Inclusions: indoor and outdoor air quality

e310 Immediate family

Individuals related by birth, marriage or other relationship recognized by the culture as immediate family, such as spouses, partners, parents, siblings, children, foster parents, adoptive parents and grandparents.

Exclusions: extended family (e315); personal care providers and personal assistants (e340)

e320 Friends

Individuals who are close and ongoing participants in relationships characterized by trust and mutual support.

e325 Acquaintances, peers, colleagues, neighbours and community members

Individuals who are familiar to each other as acquaintances, peers, colleagues, neighbours, and community members, in situations of work, school, recreation, or other aspects of life, and who share demographic features such as age, gender, religious creed or ethnicity or pursue common interests.

Exclusions: associations and organizational services (e5550)

e330 People in positions of authority

Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.

e340 Personal care providers and personal assistants

Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.

Exclusions: immediate family (e310); extended family (e315); friends (e320); general social support services (e5750); health professionals (e355)

e355 Health professionals

All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.

Exclusions: other professionals (e360)

e360 Other professionals

All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.

Exclusions: health professionals (e355)

e430 Individual attitudes of people in positions of authority

General or specific opinions and beliefs of people in positions of authority about the person or about other matters, (e.g. social, political and economic issues), that influence individual behaviour and actions.

e450 Individual attitudes of health professionals

General or specific opinions and beliefs of health professionals about the person or about other matters, (e.g. social, political and economic issues), that influence individual behaviour and actions.

e460 Societal attitudes

General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.

e465 Social norms, practices and ideologies

Customs, practices, rules and abstract systems of values and normative beliefs (e.g. ideologies, normative world views and moral philosophies) that arise within social contexts and that affect or create societal and individual practices and behaviours, such as social norms of moral and religious behaviour or etiquette; religious doctrine and resulting norms and practices; norms governing rituals or social gatherings.

e525 Housing services, systems and policies

Services, systems and policies for the provision of shelters, dwellings or lodging for people.

e535 Communication services, systems and policies

Services, systems and policies for the transmission and exchange of information.

e540 Transportation services, systems and policies

Services, systems and policies for enabling people or goods to move or be moved from one location to another.

e550 Legal services, systems and policies

Services, systems and policies concerning the legislation and other law of a country.

e555 Associations and organizational services, systems and policies

Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.

e565 Economic services, systems and policies

Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.

Exclusions: social security services, systems and policies (e570)

e570 Social security services, systems and policies

Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.

e580 Health services, systems and policies

Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.

Exclusions: general social support services, systems and policies (e575)

e585 Education and training services, systems and policies

Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].

e590 Labour and employment services, systems and policies

Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.

Exclusions: economic services, systems and policies (e565)

13.2 Annex 2: System descriptions of the selected services at system levels W- and W

France: Open labour market with Entreprises adaptées – EA (System level W-)

Brief description of the participation offer:

General labour market

Legal framework: Labour Code, fr. Code du travail

- Obligation to employ 6% persons with disabilities in companies with 20 or more employees (different types of employment are counted, including internships, temporary work and contracting out to sheltered workshops; companies that do not meet the quota pay levies into a development fund for the professional integration of persons with disabilities; L5212)
- 102,500 enterprises with 505,300 persons with disabilities in 2019 (data only for enterprises with 20 or more employees available) [2].
- Access requirements: Recognition as a worker with disabilities (RQTH) by the Committee on the Rights and Autonomy of Persons with Disabilities (CDAPH); recruitment by companies (no assignment).
- Main objective is employment.
- Access to supported employment possible through individual support agreement between the employer, the employee and a supported employment institution (L5213-2-1). In practice, however, such agreements are rare [1].

Entreprises adaptées, EA

Legal framework: Labour Code, fr. Code du travail

- EAs are companies in the primary labour market that must employ a minimum of 55% of people with disabilities. Employees have the status of workers - with an employment contract and earnings at least at the level of the legal minimum wage (SMIC) (L5213-15).
- Number of companies: approx. 500 EAs [5]; number of persons with disabilities employed in 2018: 40,000, (target by 2022: 80,000) [8].
- Access requirements: Recognition as a worker with disabilities (RQTH) by the Committee on the Rights and Autonomy of Persons with Disabilities (CDAPH); recruitment by companies (no allocation).
- Mission:
 - 1) To employ persons with disabilities in an environment appropriate to their capabilities so that they can obtain or retain employment.
 - 2) To support employees in achieving their career aspirations, developing their skills and mobility within the company or towards other companies (L5213-13-1).
 - 3) To enable environment to change employer or transition to regular enterprises: employees can work temporarily in other enterprises, with EA providing support for both sides (employee and employer) (L5213-16). If there is a desire to return after the employee voluntarily leaves, priority employment shall be ensured (L5213-17).

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	Labour and employment services, systems and policies <i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i>
	<ul style="list-style-type: none"> • There is freedom of choice within and between the system levels W- and W: Committee on the Rights and Autonomy of Persons with Disabilities CDAPH confers the status of worker with disability, but only pronounces an orientation for one of the systems. This is not binding.¹⁹ • In EAs, applicants are given priority for employment if they have a wish to return after voluntarily leaving the system (e.g. resignation and employment in another institution) (Labour Code, Article L5213-17). • EAs offer support services for transfer requests and the possibility of a temporary change of employer (possibility for workers to test other tasks, companies or systems) (Labour Code, Article L5213-16). General labour market workers and EAs can participate in the state system of "supported employment" (individual coaching) (Article L5213-2-1). • EAs have an explicit mandate to support workers in realising their project, developing their skills and mobility into other systems (Article L5213-13-1). • A person with disability directed by CDAPH to an ESAT can decide to work simultaneously and on a part-time basis in an ESAT and in the ordinary working environment (with a regular labour contract) (Decree No. 2022-1561, December 13, 2022, Art. R. 243-3).
e565	Economic services, systems and policies <i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i>
	<ul style="list-style-type: none"> • Employment obligation in the general labour market: minimum share of 6% persons with disabilities in companies with 20 or more employees; incl. internships, temporary work and awarding of contracts to workshops for persons with disabilities; reporting obligation; if quotas are not met, contributions to a development fund for the professional integration of persons with disabilities (Labour Code, Article L5212). • EA: Employment of at least 55% persons with disabilities [1]. • In the general labour market, there is an obligation to appoint a disability representative in companies with more than 250 employees (since 2019); tasks: Support, inform and accompany employees with disabilities (Labour Code, Article L5213-6-1). • Persons with disabilities are employees, so the regulations on social security and wages are the same for them as for all employees. Earnings according to qualifications and sectoral regulations, but at least at the level of the legal minimum wage (SMIC) (Labour Code, Article L5213-15).

¹⁹ At least the Labour Code and other sources speak of orientation assistance. In addition, mobility towards the general labour market is to be supported. What weight the orientation has is unclear. Original of the legal text: „Cette reconnaissance s'accompagne d'une orientation vers un établissement ou service d'aide par le travail, vers le marché du travail ou vers un centre de rééducation professionnelle.“ Labour Code, Article L5213-2.

e135	Products and technology for employment <i>Equipment, products and technology used for employment to facilitate work activities.</i>
	<ul style="list-style-type: none"> General labour market: The Labour Code (L5213-6) requires compliance with the principle of equal treatment towards workers with disabilities. Employers should implement the measures necessary and appropriate in a specific situation to provide access to employment commensurate with qualifications. This includes the software necessary to perform the job and access to telework. The resulting costs should not be disproportionate, and state aid for professional integration can also be used to (proportionately) pay for these costs. Refusal to implement above measures may constitute discrimination. EA: Mandate to provide an environment in which people with disabilities can work according to their qualifications. Possibility to receive state financial aid for this (Labour Code, Article L5213-13-1).
e150	Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked) <i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use work, including those adapted or specially designed.</i>
	<ul style="list-style-type: none"> EA: Mandate to provide an environment in which persons with disabilities can work according to their qualifications. Possibility to receive state financial aid for this (Labour Code, Article L5213-13-1).
e250	Sound <i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i>
	<ul style="list-style-type: none"> EA: Mandate to provide an environment in which persons with disabilities can work according to their qualifications. Possibility to receive state financial aid for this (Labour Code, Article L5213-13-1).
e585	Education and training services, systems and policies <i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i>
	<ul style="list-style-type: none"> Any worker with a disability can benefit from rehabilitation, retraining or vocational training. The vocational retraining agreement is concluded between the employer, the employee and the basic health insurance fund or the general social insurance fund according to which they also pay for the daily allowance in the context of retraining. Various supplements and allowances, e.g. training allowance in the context of a professional career [1].

e130	Products and technology for education <i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i>
	no information available

e580	Health services, systems and policies <i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i>
	The occupational medical service which provides enhanced assistance for workers with disabilities can be involved by the EA in agreement with the employee. This should help to maintain the employee's employment, when the disability evolves [EA Rouen information].

e355	Health professionals <i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i>
	The occupational medical service which provides enhanced assistance for workers with disabilities can be involved by the EA in agreement with the employee. This should help to maintain the employee's employment, when the disability evolves [EA Rouen information].

e360	Other professionals <i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i>
	<ul style="list-style-type: none"> General labour market: Participation in the Supported Employment Programme possible (individual assistance by specialised institutions/coaching).

e340	Personal care providers and personal assistants <i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i>
	<ul style="list-style-type: none"> General labour market: Participation in the Supported Employment Programme possible (individual assistance by specialised institutions/coaching). Various supplements and allowances, e.g. disadvantage compensation through assistance [1]. Many aids and allowances exist. An employee can use the disability compensation benefit for assistance needs during working time [EA Rouen information].

e555	Associations and organizational services, systems and policies <i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i>
	<p>Associations play an important role in France. For various conditions or disabilities there are corresponding associations. There is an umbrella association that brings them together - the "France Assos Santé" (https://www.france-assos-sante.org/). It represents users of the health system. The inter-associative organization brings together around forty associations representing the sick, people with disabilities, the elderly and consumers [EA Rouen information].</p>

e330	People in positions of authority <i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i>
	<ul style="list-style-type: none"> • General labour market: Participation in the Supported Employment Programme possible (individual assistance by specialised institutions/coaching). • The art of support in EA is rather poorly defined. EAs must set up socio-professional support for employees. However, what this support entails is little or not defined in the laws, circulars or conventions [EA Rouen information].

e540	Transportation services, systems and policies <i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i>
	<ul style="list-style-type: none"> • Various supplements and allowances, e.g. mobility allowance [1].

e120	Products and technology for personal indoor and outdoor mobility and transportation <i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i>
	<ul style="list-style-type: none"> • Mobility allowance as a support benefit for workers with disabilities [1].

e525	Housing services, systems and policies <i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i>
	<p>There is a housing assistance programme with different kinds of allowances for people with limited resources in France. Social workers know the housing solutions and can support employees [EA Rouen information].</p>

e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	The disability compensation service (prestation de compensation du handicap, PCH) allows the implementation of various technical aids and technologies. The PCH technical aids is granted by the CDAPH following an MDPH file [EA Rouen information].

e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	Various supplements and allowances, e.g. allowance for technical aids for the person with disabilities, allowance for hearing aids, [1]. The disability compensation service (prestation de compensation du handicap, PCH) allows the implementation of various technical aids and technologies. The PCH technical aids is granted by the CDAPH following an MDPH file [EA Rouen information].

e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	no information available

e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	<ul style="list-style-type: none"> Various supplements and allowances, e.g. allowance for adult persons with disabilities (AAH), allowance for technical aids for the person with disabilities, disadvantage compensation through assistance, allowance for mobility, allowance for hearing aids, training allowance in the context of a professional career [1]. Allowance for adult persons with disabilities is reduced by a certain percentage of the salary after 6 months of employment in EA or on the general labour market depending on the income level [11].

e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	<ul style="list-style-type: none"> General labour market: The Labour Code (L5213-6) requires compliance with the principle of equal treatment towards workers with disabilities. Employers should implement the measures necessary and appropriate in a specific situation to provide access to employment commensurate with qualifications. This includes the software necessary to perform the job and access to telework. The resulting costs should not be disproportionate, and state aid for professional integration can also be used to (proportionately) pay for these costs. Refusal to implement the above named measures may constitute discrimination.

	<ul style="list-style-type: none"> • Possibility to apply for disadvantage compensation of the disability through assistance in order to promote the independence of the person with a disability in his or her professional career [1].
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References used within this system description

- [1] ASW+W gGmbH, Régie des Ecrivains, Solivers (2021): Förderung der Beschäftigung von Menschen mit Behinderung in der Grenzregion Oberrhein. Ein deutsch-französischer Vergleich. Bericht im Projekt Participation 4.0. [in German]
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- [8] UNEA (National Union of Adapted Companies) (n.d.): Qu'est ce qu'une Entreprise Adaptée? Online available at: <https://www.unea.fr/quest-ce-quune-entreprise-adaptee> (24.05.2022) [in French]

France: Établissements et services d'aide par le travail – ESAT (System level W)

Brief description of the participation offer:

Institutions and services of assistance through work ("établissements et services d'aide par le travail", ESAT).

Legal framework: Social and Family Code (Code de l'action sociale et des familles).

- Legal form: mainly association, partly also French limited liability company (SARL)
- Employees are not workers but users: contract of support and assistance through work (contrat de soutien et d'aide par le travail) instead of employment contract. This contract specifies the objectives and type of care and specifies the list and type of services provided (Social and Family Code, Article L311-4).
- Earnings between 55.7% and 110.7% of the legal minimum wage (SMIC) (Social and Family Code, Article R243-5); financing of the workshops through a grant from the Regional Health Agency (ARS) (approx. €12,000 per place per year) [1].
- Number: approximately 1,500 ESATs [7]; number of users: 119,830 in 2018 [4].
- There is a variation of ESAT called "ESAT behind the walls" (fr. "ESAT hors murs"). It's rather an employment agency finding suitable jobs for persons with disabilities in other local organizations (e.g., libraries, bakeries). It provides the contract of support and assistance through work as well as all the support of the regular ESATs.
- Mission: to provide the opportunity to pursue a professional activity while being accompanied medico-socially and pedagogically in a protected space [1].
- Approximately 3% of users make the transition to the regular labour market [3].
- Access requirements (Social and Family Code, R243-2 and R243-3):
 - Assignment by the Committee on the Rights and Autonomy of Persons with Disabilities (CDAPH) and successful trial period of up to 6 months.
 - Minimum age 20 years and working capacity $\leq 1/3$ of the working capacity of a person without disability.
 - Working capacity $> 1/3$, but need for medical, educational, social, psychological support.

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	Labour and employment services, systems and policies <i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i>
	<ul style="list-style-type: none"> • Freedom of choice within and between system levels exists for W and W-: Committee on the Rights and Autonomy of Persons with Disabilities CDAPH confers status as a worker with disabilities, but only pronounces an orientation for one of the systems. After the probationary period, a new orientation can be pronounced (Social and Family Code, Article R243-2). ESAT management should report to the CDAPH if work capacity exceeds expectations and give suggestions for reorientation (Social and Family Code, Article R243-3). • The ESAT also aims to promote professionalization, personal and social development, mobility within the institution or to other institutions up to the regular labour market (Social and Family Code, Article D243-15).

	<ul style="list-style-type: none"> • In the event of termination of his employment contract (after leaving ESAT to work in the regular labour market) or when he is not definitively recruited at the end of it, the worker with disability is automatically reinstated in his ESAT of origin or, failing that, in another ESAT named by CDAPH (Decree No. 2022-1561, December 13, 2022, Art. R. 5213-1-2). • A person with disability directed by CDAPH to an ESAT can decide to work simultaneously and on a part-time basis in an ESAT and in the ordinary working environment (with a regular labour contract) (Decree No. 2022-1561, December 13, 2022, Art. R. 243-3).
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e565	Economic services, systems and policies <i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i>
	<ul style="list-style-type: none"> • Remuneration is based on the minimum wage, usually 55.7% and 110.7% of the legal minimum wage (SMIC) (Social and Family Code, Article R243-5); current hourly wage is €6.04 to €12.01 within the legal limit of 35 working hours per week [10]. Users of the facilities are not workers. • Operating surplus may be passed on to workers in the form of bonuses up to 10% of annual remuneration (Social and Family Code, Article R243-6). • Entitlement to annual leave after one month of employment (2.5 working days per month) (Social and Family Code, Article R243-11). • Additional leave for family events (marriage, birth, death; duration 1-8 days) (Decree No. 2022-1561, December 13, 2022, Art. R. 243-12). • Rights for paternity or maternity leave are the same as for employees in ordinary environment (Decree No. 2022-1561, December 13, 2022, Art. R. 243-13 names labour law articles applicable to ESAT users). • Double pay and additional rest time in case of working on Sundays and public holidays (workers give a written consent to work on these days and have the right to refuse) (Decree No. 2022-1561, December 13, 2022, Art. R. 243-11-1).

e135	Products and technology for employment <i>Equipment, products and technology used for employment to facilitate work activities.</i>
	no information available

e150	Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked) <i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use work, including those adapted or specially designed.</i>
	no information available

e250	Sound <i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i>
	no information available

e585	Education and training services, systems and policies <i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i>
	<ul style="list-style-type: none"> • Entitlement to educational leave with continued payment (Social and Family Code, Article D243-14). • ESATs provide support with procedures for recognising the know-how and skills of employees, including a detailed analysis of the skills used by disabled workers during their professional activity. Objective: to promote professionalisation, personal and social development, mobility within the institution or to other institutions until the regular labour market (Social and Family Code, Article D243-15). • ESATs may change their organisational methods and professional practices to contribute to the achievement of the objectives of continuing vocational training for disabled workers (Social and Family Code, Article D243-16). • Various supplements and allowances, e.g. training allowance in the context of a professional career [1]. • ESAT workers possess a career and skills logbook, which they keep regardless of where they work (fr. carnet de parcours et de compétences). During each annual interview, this notebook allows ESAT users to self-assess their skills, training and experience and to express their wishes for the coming year (Decree No. 2022-1561, December 13, 2022, Art. R. 243-13-2).

e130	Products and technology for education <i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i>
	no information available

e580	Health services, systems and policies <i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i>
	<ul style="list-style-type: none"> • ESATs provide medico-social and pedagogical support.

e355	Health professionals <i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i>
	<ul style="list-style-type: none"> • ESATs provide medico-social and pedagogical support.

e360	Other professionals <i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i>
	<ul style="list-style-type: none"> • ESATs provide medico-social and pedagogical support.

e340	Personal care providers and personal assistants <i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i>
	<ul style="list-style-type: none"> Assistance services under the Supported Employment Scheme. Various supplements and allowances, e.g. disadvantage compensation through assistance [1].

e555	Associations and organizational services, systems and policies <i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i>
	<ul style="list-style-type: none"> The National Consultative Council for Persons with Disabilities (CNCPH) is an advisory body that involves and organises the participation of persons with disabilities or their representatives in the development and implementation of policies relating to persons with disabilities.

e330	People in positions of authority <i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i>
	<ul style="list-style-type: none"> ESAT users elect among them, for a three-year renewable term, a delegate responsible for representing them with the management of the establishment or department, on individual situations (Decree No. 2022-1561, December 13, 2022, Article R. 243-13-1). A social life council consisting of the delegate and the representatives of ESAT users and employees formulates proposals on the quality of life at work, health and safety, as well as the assessment and prevention of occupational risks (Decree No. 2022-1561, December 13, 2022, Article R. 344-7-1).

e540	Transportation services, systems and policies <i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i>
	<ul style="list-style-type: none"> The cost of transport between the home and the ESAT is included in the operating costs and is financed by the health insurance. ESATs are responsible for transport (Social and Family Code, Article L344-1-2). Various supplements and allowances, e.g. mobility allowance [1].

e120	Products and technology for personal indoor and outdoor mobility and transportation <i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e525	Housing services, systems and policies <i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i>
	<ul style="list-style-type: none"> ESATs sometimes offer residential accommodation for users [10].
e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available
e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	<ul style="list-style-type: none"> Various supplements and allowances, e.g. allowance for technical aids for the person with disabilities, allowance for hearing aids, [1].
e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	no information available
e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	<ul style="list-style-type: none"> Various supplements and allowances, e.g. allowance for adult persons with disabilities (AAH), allowance for technical aids for the person with disabilities, disadvantage compensation through assistance, allowance for mobility, allowance for hearing aids, training allowance in the context of a professional career [1]. The allowance for adult persons with disabilities may be combined with the ESAT allowance, but may not exceed certain rates [11].
e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	<ul style="list-style-type: none"> Possibility to apply for a disadvantage compensation of the disability through assistance in order to promote the independence of the person with a disability in his or her professional career [1].

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- [1] ASW+W gGmbH, Régie des Ecrivains, Solivers (2021): Förderung der Beschäftigung von Menschen mit Behinderung in der Grenzregion Oberrhein. Ein deutsch-französischer Vergleich. Bericht im Projekt Participation 4.0. [in German]

- [3] Directorate General for Internal Policies (2015): Reasonable Accommodation and Sheltered Workshops for People with Disabilities: Costs and Returns of Investments. Study for the EMPL Committee.
- [4] DREES (2020): L'offre d'accueil des personnes handicapées dans les établissements et services médico-sociaux fin 2018. <http://www.robertholcman.net/wp-content/uploads/2021/02/drees-etudes-resultats-1170-novembre-2020-offre-accueil-personnelles-handicapees-etablissements-services-medico-sociaux-2018.pdf> (24.05.2022) [in French]
- [7] Etablissement et service d'aide par le travail (ESAT) (n.d.). <https://annuaire.action-sociale.org/etablissements/adultes-handicapes/etablissement-et-service-d-aide-par-le-travail--e-s-a-t---246.html> (24.05.2022) [in French]
- [10] République Française (2022): Handicap: travail en établissement et service d'aide par le travail (Ésat). <https://www.service-public.fr/particuliers/vosdroits/F1654> (22.07.2022) [in French]
- [11] République Française (2022): Peut-on travailler et toucher l'allocation aux adultes handicapés (AAH)? <https://www.service-public.fr/particuliers/vosdroits/F21615> (22.07.2022) [in French]

Germany: Inklusionsbetriebe (System level W-)

Brief description of the participation offer:

Inclusion companies (§§ 215 ff. SGB IX) are a form of employment for severely disabled people regulated by the law on severely disabled people (Part 3 SGB IX), which legally belongs to the general labour market, but in reality forms a bridge between the workshops for people with disabilities (WfbM) and the general labour market. [18]

In general, the aim of inclusion companies is to employ people with disabilities in the general labour market who, because of the nature or severity of their disability or because of other circumstances, are likely to face particular difficulties in participating in other employment in the general labour market. [17]

Inclusion companies must employ and qualify the following groups of severely disabled people in particular in accordance with § 215 (2) SGB IX:

- Severely disabled persons with mental or psychological disabilities or severe physical, sensory or multiple disabilities. The disability must be particularly disadvantageous for an activity on the general labour market outside an inclusion company.
- Severely disabled persons who, after specific preparation in a workshop for people with disabilities or in a psychiatric institution, are eligible for transition to the general labour market.
- Severely disabled graduates of remedial or special schools with prospects of employment in the general labour market.
- Severely disabled persons who are long-term unemployed. [18]
- As a result of the Federal Participation Act, people with mental disabilities are now also counted towards the employment quota [17].

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	Labour and employment services, systems and policies <i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i>
	<ul style="list-style-type: none">• The basis for the promotion of inclusion companies is derived from §§ 215-217 of the Ninth Social Code (SGB IX). These are permanently established, legally and economically independent organisations with a commercial purpose. Inclusion companies should employ a minimum of 30% and a maximum of 50% people with severe disabilities (§ 215 (3) SGB IX). In addition to employment, they offer [...] placement in other jobs on the general labour market (cf. § 216 SGB IX). For this purpose, they receive financial support from the equalisation levy (§ 217 (1) SGB IX)". [17]• People who are mentally ill, disabled or at risk of becoming disabled are also counted towards the quotas. [18]• Workshops for people with disabilities help severely disabled employees to find other jobs in the general labour market and offer preparatory measures for employment in an inclusion company. [18]

	<ul style="list-style-type: none"> • Inclusion companies receive financial support from the equalisation levy. Under Section 217 of the Social Code, Book IX, they can receive financial benefits for setting up, expanding, modernising and equipping, including business consultancy and for special expenses. The possibility of providing cash benefits within the framework of accompanying assistance in working life - in particular under § 185, Subsection 3, Nos. 1 and 2, SGB IX - remains essentially unaffected. Integration subsidies from the employment agencies under § 222a of the Third Book of the Social Code are also eligible, as is the case with normal employers. [18] • Severely disabled employees and employees with equivalent entitlements have a right to employment in which they can make full use of and develop their skills and knowledge (§ 164 SGB IX). The company is obliged to check which skills and employment opportunities are available. [7] • Severely disabled workers and workers with equivalent entitlements enjoy special protection against dismissal. The purpose of the special protection against dismissal is to prevent them from falling behind able-bodied employees in the employment relationship because of their disability. In the event of dismissal, every effort should be made to overcome the difficulties caused by the disability and to maintain the employment relationship. Employers must obtain the approval of the Integration Office before dismissing an employee with a recognised disability or equivalent status. [7] • Specific support options: Vocational preparation, individual in-company qualification within the framework of supported employment, vocational adjustment and further education or vocational training (§ 49(3)(2) to (6)). • An important goal of rehabilitation is participation in working life. With the benefits for participation in working life (§ 33ff SGB IX), there is also a set of instruments that is specifically geared to this goal and is correspondingly heterogeneous. If this goal cannot be achieved with benefits for participation in working life, e.g. also with supported employment according to § 38a SGB IX⁴, integration in the special labour market (e.g. workshops for people with disabilities) is possible. [4] • - SGB IX § 49 Benefits for participation in working life, (1) For participation in working life, the necessary benefits shall be provided in order to maintain, improve, establish or restore the capacity to work of people with disabilities or at risk of disability in accordance with their capabilities and to ensure their participation in working life as permanently as possible. Benefits for participation in working life shall include, in particular, [...] other assistance to promote participation in working life in order to enable and maintain appropriate and suitable employment or self-employment for persons with disabilities. • The entitlement to admission to a workshop for people with disabilities - WfbM (system level W) also remains for those who have transferred from a WfbM to the general labour market or who are participating in working life with another service provider or with the help of the budget for work or the budget for training.
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e565	Economic services, systems and policies <i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i>
	<ul style="list-style-type: none"> • - Inclusion companies are companies in the general labour market that have a specific social mission in addition to their regular economic activity (e.g. as a craft, trade or service company). This social mission consists of the employment of severely disabled persons in the general labour market whose participation in other employment in the general labour market is likely to encounter particular difficulties due to the nature or

	<p>severity of the disability or due to other circumstances, despite the exhaustion of all support options and the use of specialised integration services" (§ 215 (1) SGB IX). [17]</p> <ul style="list-style-type: none"> • The Ninth Book of the Social Code (§ 215 (1) SGB IX) distinguishes between three organisational forms of inclusive companies: <ul style="list-style-type: none"> ○ Inclusion companies (legally and economically independent companies or public employers) ○ Inclusion companies within companies or run by public employers as defined in § 154 (2) SGB IX, or ○ Inclusion departments. • Inclusion companies (within companies or run by public employers within the meaning of § 154 (2) SGB IX) and inclusion departments are legally dependent organisational forms within a company or a public employer. [17] • With the Federal Participation Act, public contracts can also be offered preferentially to inclusion companies (previously this applied only to workshops for people with disabilities). [17] • The Budget for Work (§ 61 SGB IX) can also be used for employment in inclusion companies. The Budget for Work is an alternative to employment in a sheltered workshop or with another service provider. The aim is to enable employees of sheltered workshops to make the transition to the general labour market. Companies and enterprises receive a wage subsidy to compensate for the loss of earnings, and employees receive various support services (e.g. assistance from a job coach). The wage subsidy amounts to up to 75% of the regular wage paid by the company. [17] • In addition to regular jobs, some inclusion businesses also offer part-time employment opportunities as an additional income. [17] • The legal provisions of SGB IX oblige companies, under certain conditions, to appoint workplace representatives to deal with all issues relating to severe disabilities and the workplace. [7] • For the representation of the interests of severely disabled employees and employees with equivalent entitlements, the employer's inclusion officer and the representative of severely disabled employees are mandatory. Both bodies support the company in the professional inclusion of severely disabled employees and employees with equivalent entitlements. They also have the task of ensuring that companies fulfil their obligations towards this group of people. [7] • Severely disabled workers are entitled to one week's additional paid leave. The actual amount of additional leave depends on the regular working week. [7] • Severely disabled workers and workers with equivalent entitlements have the right to organise their working time to take account of their disability, where this is necessary and reasonable for the business. (e.g. work on Sundays and public holidays, night work, shift work, overtime, part-time work). [7]
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e135	<p>Products and technology for employment</p> <p><i>Equipment, products and technology used for employment to facilitate work activities.</i></p>
	<ul style="list-style-type: none"> • Employers are obliged to make workplaces accessible to severely disabled employees and employees of equal status and to provide them with the necessary technical aids, provided that this is financially, technically and organisationally feasible for the employer. In the case of higher costs, companies can be supported by the financial and advisory services of the rehabilitation and integration agencies. [7] • Budgetable services provided by the integration offices to severely disabled persons within the framework of accompanying assistance in working life according to § 102 Para. 2-5 SGB IX (personal budget) can be made available in the area of "technical work aids".

	<p>However, this is a discretionary benefit and depends on the availability of sufficient funds from the equalisation levy. Costs associated with the procurement, maintenance, repair, training in use, replacement and adaptation to technical developments of such technical work aids are covered (§ 102, Subsection 3, Sentence 1, No. 1a, SGB IX, § 19, SchwbAV) [21].</p>
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e150	<p>Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked)</p> <p><i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use work, including those adapted or specially designed.</i></p>
	<ul style="list-style-type: none"> • The legal right of persons with disabilities to appropriate employment vis-à-vis the employer includes the establishment and maintenance of workplaces and the design of workplaces, the working environment, the organisation of work and working time, with particular regard to the disability and its impact on employment. [7] • Accessible design of workplaces and workstations is not explicitly regulated in DIN 18040 ("Barrier-free planning, building and living"), but in addition to DIN 18040-1 (public buildings), technical regulations for workplaces and the Workplace Ordinance, for example, apply. "If the employer employs people with disabilities, he must set up and operate workplaces in such a way that the special needs of these employees with regard to safety and health protection are taken into account. This applies in particular to <ul style="list-style-type: none"> ○ the barrier-free design of workplaces, and ○ the associated doors, circulation routes, escape routes, emergency exits, stairways, orientation systems, washing and toilet facilities". Workplace Ordinance (ArbStättV § 3a Sentence 2)

e250	<p>Sound</p> <p><i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i></p>
	<ul style="list-style-type: none"> • Workplace Ordinance, Annex "Requirements and Measures for Workplaces Pursuant to § 3 Para. 1", Item 3.7 Noise: The sound pressure level at workplaces shall be kept as low as possible in accordance with the type of operation. In workrooms, the sound pressure level at the workplace must be reduced, depending on the use and the activities to be performed, to such an extent that the health of the employees is not impaired. • §(3a) Arrangement and operation of workplaces, Workplace Ordinance: (2) If the employer employs persons with disabilities, he shall arrange and operate the workplace in such a way that the special needs of these employees with regard to safety and health protection are taken into account. This applies in particular to the barrier-free design of workplaces, sanitary facilities, break rooms and waiting rooms, canteens, first aid rooms and accommodation, as well as the associated doors, traffic routes, escape routes, emergency exits, stairs and orientation systems used by employees with disabilities.

e585	Education and training services, systems and policies <i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i>
	<ul style="list-style-type: none"> • In addition to employment, inclusive companies [...] offer vocational qualification and further training [...] if necessary (cf. § 216 SGB IX). • They offer severely disabled persons employment and work-related support and, if necessary, further vocational training measures or the opportunity to participate in appropriate external measures. [18] • Severely disabled employees and employees with equivalent entitlements have the right to preferential treatment in internal vocational training. Participation in external training must be facilitated to a reasonable extent. This may include, for example, the granting of travel allowances and time off. [7] • 61a Budget for training (1) Disabled persons who are entitled to benefits under sections 57 or 58 and who are offered by a private or public employer a training relationship subject to social insurance contributions in a recognised training occupation or in a training course under section 66 of the Vocational Training Act or section 42r of the Crafts Code shall receive a training budget as a benefit for participation in working life when the contract for this training relationship is concluded. • Budgetable services provided by the Integration Offices to severely disabled persons as part of the accompanying assistance in working life in accordance with § 102 Paragraphs 2-5 SGB IX (personal budget) can be made available in the area of "participation in measures to maintain and expand vocational knowledge and skills". However, this is a discretionary benefit and depends on the availability of sufficient funds from the equalisation levy. As a rule, a concrete reference to the activity currently performed or to be performed in the future is required. The main costs covered are those specific to the disability (e.g. sign language interpreters) (§ 102.3 sentence 1 no. 1a SGB IX, § 19 SchwbAV). [21].

e130	Products and technology for education <i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i>
	<ul style="list-style-type: none"> • Section 51 Vocational rehabilitation institutions (1) Services shall be provided by vocational training centres, vocational promotion centres and comparable vocational rehabilitation facilities if the nature or severity of the disability of the person entitled to benefits or the securing of success requires the special assistance of these facilities. • Vocational training centres as service providers providing services on behalf of a rehabilitation service provider. This includes educational institutions where persons with disabilities can receive services.

e580	Health services, systems and policies <i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i>
	<ul style="list-style-type: none"> • In addition to employment, inclusion companies offer workplace health promotion measures [...] (cf. § 216 SGB IX).

	<ul style="list-style-type: none"> • Basic obligation of employers to carry out risk assessments (assessment of working conditions pursuant to § 5 of the Occupational Health and Safety Act) and § 3 of the Workplace Ordinance. Special consideration of the needs of people with disabilities, see § 3a, sentence 2: If the employer employs people with disabilities, he must set up and operate the workplace in such a way that the special needs of these employees with regard to safety and health protection are taken into account. This applies in particular to the barrier-free design of workplaces, sanitary facilities, break rooms and waiting rooms, canteens, first aid rooms and accommodation, as well as the associated doors, traffic routes, escape routes, emergency exits, stairs and orientation systems used by employees with disabilities. • (1) Insofar as required in the individual case, the responsible rehabilitation provider shall examine, at the initiation of a medical rehabilitation service, during its implementation and after its completion, whether the earning capacity of persons with disabilities or persons at risk of becoming disabled can be maintained, improved or restored by means of suitable services for participation in working life. [...] (2) If, in the course of a medical rehabilitation service, it becomes apparent that the previous job is at risk, it shall be clarified without delay with the persons concerned and the competent rehabilitation provider whether services for participation in working life are necessary. [...] (4) In the cases referred to in subsections 1 and 2, the rehabilitation providers shall endeavour to obtain an early application within the meaning of section 12 under all relevant benefit legislation and shall accept the application irrespective of their responsibility for benefits for participation in working life.. • If difficulties arise in the work or employment relationship of severely disabled employees or employees with equivalent entitlements that endanger the workplace, companies are obliged to carry out a prevention procedure (SGB IX § 167 Para. 1). The aim of the prevention procedure is to discuss all possible ways of eliminating the difficulties together with the employee representatives (representatives of the severely disabled, works or staff councils, if any) and the integration office. The aim is to maintain the employment relationship as long as possible, for example by providing counselling or support services. [7] • Employers are required to offer workplace integration management (BEM) to all employees who have been on sick leave for more than 6 weeks continuously or repeatedly within the last 12 months (retroactive to the last period of sick leave). It does not matter what the cause of the incapacity is. All employees are entitled to BEM - not just severely disabled employees, those with equivalent status and those at risk of becoming disabled. BEM is a preventive tool. The aim of BEM is to reintegrate employees back into the company after a long period of sickness, to prevent further periods of incapacity and thus to maintain employment in the long term. [7] • Service providers in this context are legal or natural persons and organisations that provide services on behalf of a rehabilitation provider. They include, for example, hospitals and clinics, specialised rehabilitation facilities, and medical, social and psychological professionals or services from which people with disabilities can obtain services.
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e355	Health professionals <i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i>
	no information available

e360	Other professionals <i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i>
	<ul style="list-style-type: none"> Specialised integration services (<i>Integrationsfachdienste</i> - IFD): The IFD's tasks include preparing and supporting people with severe disabilities at work or during training. It also includes informing and advising employees in the company about the nature and effects of the disability and about appropriate rules of conduct. [9]

e340	Personal care providers and personal assistants <i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i>
	<ul style="list-style-type: none"> In addition to employment, inclusion companies offer [...] work-accompanying support [...] (cf. § 216 SGB IX). Specialised integration services: If necessary, the IFD's tasks also include follow-up, crisis intervention or psychosocial support. [9] Benefits for participation in working life include assistance in maintaining or obtaining a job, including benefits for activation and vocational integration, as well as other assistance to promote participation in working life in order to enable and maintain appropriate and suitable employment or self-employment for persons with disabilities (§49 (3) SGB IX). This also includes the costs of necessary work assistance for severely disabled persons as help in finding a job (§49 (8) 3, SGB IX). Severely disabled persons are entitled to the assumption of the costs of necessary work assistance within the scope of the responsibility of the Integration Office for accompanying assistance in working life [...]. The entitlement is aimed at the assumption of the full costs of a work assistance determined to be necessary. (§ 185 (5), SGB IX) Budgetable services provided by the integration offices to severely disabled persons within the framework of accompanying assistance in working life in accordance with § 102 paras. 2-5 SGB IX (personal budget) in the area of "assumption of the costs of necessary work assistance to secure existing employment relationships". This is a disability-related, regularly recurring support and assistance at the workplace, i.e. in carrying out work (e.g. no assistance with travel to/from work or no care services). In addition, the (core) work owed under the employment contract must be carried out by the severely disabled person himself/herself (cf. § 613 BGB) (§ 102.3 sentence 1 no. 1a SGB IX, § 19 SchwbAV). [21]. Budgetable services of the integration offices for severely disabled persons within the framework of accompanying assistance in working life according to § 102 paras. 2-5 SGB IX (personal budget) can be made available for a maximum of three years in the area of "assumption of the costs of necessary work assistance for severely disabled persons in order to obtain a job" (cf. (cf. § 613 BGB) (§ 102 Para. 3 Sentence 1 No. 1a SGB IX, § 19 SchwbAV) [21]. Budgetable services provided by the Integration Offices to severely disabled persons within the framework of support in working life in accordance with § 102 (2-5) SGB IX (personal budget) can be provided under the heading "Sign language interpreters/communication assistants within the framework of support in working life". However, this is a discretionary benefit and depends on the availability of sufficient funds from the equalisation levy. (cf. § 613 BGB) (§ 102 Para. 3 Sentence 1 No. 1a SGB IX, § 19 SchwbAV) [21].

e555	Associations and organizational services, systems and policies <i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i>
	no information available

e330	People in positions of authority <i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i>
	<ul style="list-style-type: none"> • Newly established single points of contact for employers in accordance with § 185a SGB IX in conjunction with §§ 14 Para. 1 No. 2, 27a Para. 2, 36 Sentence 1 of the Disabled Persons Compensation Levy Ordinance (SchwbAV). Since 01.01.2022, it has been mandatory for all integration offices to set up such offices. Their task is to inform, advise and support employers in the training, recruitment and employment of severely disabled people. • The Integration Service is always available as a contact for employers. It advises and supports them in all matters relating to the employment of people with severe disabilities. [9] • The Supplementary Independent Participation Counselling (EUTB) (according to SGB IX, § 32) is a counselling service that can be used at a low level and independently of service suppliers and service providers even before the application for benefits. It complements the counselling provided by the rehabilitation service providers, which continue to be the contact points for counselling. [10]

e540	Transportation services, systems and policies <i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i>
	<ul style="list-style-type: none"> • Severely disabled people in Germany can travel by bus and train free of charge (in the case of so-called helplessness or blindness) or for a contribution of currently 91 euros per year (in the case of walking disability, exceptional walking disability or deafness). To qualify, you must have the appropriate mark on your disabled person's card (H, Bl, G, aG or Gl) and a valid coupon. Long-distance trains cannot be used free of charge, but special conditions apply if the degree of disability is 70 or more.

e120	Products and technology for personal indoor and outdoor mobility and transportation <i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i>
	<ul style="list-style-type: none"> • Workplace Ordinance, § 3a Setting up and operating workplaces, sentence (2): If the employer employs people with disabilities, he must set up and operate the workplace in such a way that the special needs of these employees with regard to safety and health protection are taken into account. This applies in particular to the barrier-free design of workplaces, sanitary facilities, break rooms and waiting rooms, canteens, first aid rooms and accommodation, as well as the associated doors, traffic routes, escape routes, emergency exits, stairs and orientation systems used by employees with disabilities.

	<ul style="list-style-type: none"> Budgetable services provided by the integration offices to severely disabled persons within the framework of accompanying assistance in working life in accordance with § 102 Paragraphs 2-5 SGB IX (personal budget) can be made available in the area of "access to the workplace". However, this is a discretionary benefit and depends on the availability of sufficient funds from the equalisation levy. Costs for the purchase of a car, additional disability-related equipment and the acquisition of a driving licence to get to the workplace are covered (§ 102.3 sentence 1 no. 1a SGB IX, § 19 SchwbAV) [21].
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e525	Housing services, systems and policies <i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i>
	no information available

e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	<ul style="list-style-type: none"> Specialised integration services: The IFD's tasks also include informing and advising employees in the company about the nature and effects of the disability and about appropriate rules of conduct, and, if necessary, providing aftercare, crisis intervention or psychosocial support. [9]

e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	<ul style="list-style-type: none"> §4 SGB IX Benefits for participation (1) The benefits for participation shall comprise the social services necessary, irrespective of the cause of the disability, to <ol style="list-style-type: none"> avert, eliminate or reduce the disability, prevent its worsening or alleviate its consequences to avoid, overcome, reduce or prevent aggravation of the reduction in earning capacity or the need for care, as well as to avoid premature entitlement to other social benefits or to reduce current social benefits to ensure long-term participation in working life in accordance with the person's aptitudes and abilities, or

	4. to promote personal development in a holistic manner and to enable or facilitate participation in social life and a lifestyle that is as independent and self-determined as possible.
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e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	<ul style="list-style-type: none"> • Employees must not be disadvantaged because of their disability. In the employment relationship, this applies in particular to <ul style="list-style-type: none"> ○ recruitment ○ career advancement ○ working conditions ○ remuneration, and ○ training opportunities. <p>The details are set out in the General Equal Treatment Act (AGG).</p>

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Germany: Werkstätten für behinderte Menschen – WfbM (System level W)

Brief description of the participation offer:

Chapter 12 of Book IX of the Social Code deals with sheltered workshops for people with disabilities (*Werkstätten für behinderte Menschen - WfbM*) as part of the system of vocational participation. According to § 219 (1), WfbMs are institutions for the participation of people with disabilities in working life and for their integration into working life. The target group of WfbMs are **disabled people who, due to the nature or severity of their disability, cannot, have not yet or will not be able to be employed in the general labour market.**

About half of the workshop employees enter a WfbM as adults (e.g. after a serious illness, accident, etc.), the other half are young people who have completed their schooling (mostly special school, etc.). [3]

The Federal Association of Workshops for People with Disabilities (BAG WfbM), which represents the interests of workshops throughout Germany, had 684 member institutions with a total of 2,971 workshops on 1 January 2020. They employed 315,680 people (29,315 in the vocational training division, 266,821 in the work division and 19,544 in the assistance division not covered by social insurance). The degree of organisation of the BAG WfbM is 93.1%; no further figures are available for the institutions not affiliated to the BAG WfbM.

Number of main types of disability in the member workshops of BAG WfbM on 01.01.2020 [13]

- People with intellectual disabilities: 75.38 %
- People with physical disabilities: 3.99 %
- People with psychological disabilities: 20.64%.

In 2020, the average monthly wage was 211 Euros (including 52 Euros AFöG). [14]

Many WfbMs operate outsourced, company-integrated individual or group workplaces in companies of the general labour market, in organisations or administrations. In this case, the workshop contract between the individual person and the WfbM remains valid, i.e. there is no employment contract between the individual person and the respective company / organisation / administration. Accordingly, such persons remain in system level W.

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	Labour and employment services, systems and policies <i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i>
	<ul style="list-style-type: none">• The target group of WfbMs are people with disabilities who, due to the nature or severity of their disability, cannot, have not yet or will not be able to be employed in the general labour market. (§219 (1), SGB IX)• Threshold for access: Section 219 (2) of Book IX of the Social Code stipulates that people with disabilities may only be admitted to a WfbM if they "will be able to perform at least a minimum amount of economically utilisable work at the latest after participation in vocational training measures".• Minimum economically utilisable work performance: "Relevant in the social-law assessment procedure for applications for pensions due to reduced earning capacity; in

	<p>accordance with the temporal gradation of the Pension Act in force since 1.1.2001, it is assumed that the required minimum level of economically utilisable work is not achieved if the capacity is less than 3 hours per day. [15]</p> <ul style="list-style-type: none"> • Exclusion criterion (body functions and structures): Disabled persons who, despite receiving care appropriate to their disability, are likely to pose a significant risk to themselves or others. §219 SGB IX • Exclusion criterion (activities and participation): Disabled persons for whom the extent of the necessary care and support does not permit participation in vocational training measures or other circumstances that would allow a minimum level of economically utilisable work performance in the field of work on a permanent basis. §219 SGB IX (In North Rhine-Westphalia, sheltered workshops do not make use of their right not to admit disabled people who meet this exclusion criterion. Day care centres exist in all other Länder). • Exclusion criterion (environmental factors): Admission is granted regardless of the type of disability if there is no special workshop for this type of disability in the surrounding area. §220 SGB IX • - 58 Benefits in the work division of a WfbM <p>(1) Benefits in the work division of a recognised WfbM shall be granted to disabled persons who, due to the nature or severity of their disability, who are not, not yet or not yet again able to work and who are capable of performing at least a minimum of economically viable work</p> <ol style="list-style-type: none"> 1. in an employment on the general labour market, including employment in an inclusive company (section 215), or 2. during vocational preparation, individual in-company qualification within the framework of supported employment, vocational adaptation and further training or vocational training (Section 49(3) Nos 2 to 6) • § 62 Right of choice of the person with disability (1) At the request of the person with a disability, the services under sections 57 and 58 shall be provided by a sheltered workshop for disabled persons recognised under section 225, by the sheltered workshop together with one or more other service providers or by one or more other service providers. • „- Admission to a workshop has priority over measures in support and care centres, especially for people who have been educated in a special school. In our view, there is no right of choice for the people concerned.“ [5] • §58 SGB IX Benefits in the work division, sentence (2) Benefits in the work division of a WfbM are aimed at [...] 3. promoting the transition of suitable persons with disabilities to the general labour market through appropriate measures. • §5 WVO: (4) The transition of disabled persons to the general labour market is to be promoted by appropriate measures, in particular also by setting up a transition group with special support offers, developing individual support plans and facilitating training measures, work placements and temporary employment in outsourced jobs. In this context, the workshop must provide the necessary support during the transition phase and work towards ensuring that the responsible rehabilitation agency provides its services and, after the disabled person has left the workshop, the integration office, if necessary with the involvement of a specialist integration service, provides the support in working and professional life. The workshop shall involve the Federal Employment Agency in the efforts to place the person in the general labour market when carrying out the preparatory measures.
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e565	Economic services, systems and policies <i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i>
	<ul style="list-style-type: none"> • §12 WVO Economic management: (3) The workshop must strive for economic work results in order to be able to pay the employees with disabilities [...] an appropriate remuneration for their work. • §12 WVO, sentence (5) The work results may only be used for the purposes of the workshop, namely 1. for the payment of the work remuneration according to § 221 paragraph 2 of the Ninth Book of the Social Code, as a rule to the extent of at least 70 per cent of the work results. • In 2020, the average monthly payment was €211 (including €52 AFöG). [14] • In accordance with §224 (1) SGB IX (1), public contracts that can be carried out by recognised sheltered workshops are to be offered to these workshops preferentially; in addition, sheltered workshops can be given preference in the award of contracts and in the award criteria in accordance with the general administrative provisions pursuant to sentence 2. • § 221 SGB IX Legal status and remuneration of disabled persons <ul style="list-style-type: none"> ○ (1) Disabled persons in the work division of recognised workshops, if they are not employees, have a legal relationship with the workshops similar to that of an employee, unless otherwise provided for in the underlying social security scheme. ○ (2) The workshops shall pay the disabled persons employed in the work division a wage from their work results, which shall consist of a basic amount equal to the training allowance paid by the Federal Employment Agency to disabled persons in the vocational training division in accordance with the regulations applicable to them, and a performance-related allowance. The allowance shall be calculated on the basis of the individual work performance of the disabled person, taking into account in particular the quantity and quality of the work. ○ (3) The content of the quasi-employee legal relationship shall be specified in workshop contracts between the disabled persons and the workshop operator, taking into account the existing social security relationship between the disabled persons and the rehabilitation agency. ○ (4) Section 52 shall apply mutatis mutandis to the legal status of participants in introductory and vocational training measures. (§ 52 SGB IX Legal status of participants: If services are provided in vocational rehabilitation facilities, the participants are not integrated into the operation of the facilities. They are not employees in the sense of the Works Constitution Act and elect special representatives for their participation). • "In addition to the remuneration components paid directly to workers, they receive special compensation in the form of an increase in their pension contributions. This means that they are assessed for pension purposes as if they earned 80% of the social security reference amount. The reference amount is the average statutory pension insurance contribution for the previous calendar year. In return, the federal government tops up the difference between the pension contributions and the actual salary level. On average, this amounts to a subsidy of more than 400 euros per month, which is reflected in the later pension amount". [16] • In accordance with Section 222 of Book IX of the Social Code (SGB IX), disabled persons employed in sheltered workshops, irrespective of their legal capacity, determine and participate in the affairs of the workshop that affect their interests through workshop councils. The workshop councils take into account the interests of the disabled persons working in the initial process and in the vocational training area of the workshops in an

	<p>appropriate and suitable manner, as long as there is no representation for them in accordance with Section 52.</p> <ul style="list-style-type: none"> • In accordance with Section 222 Co-determination, participation, women's representatives Section 5 of Book IX of the Social Code, disabled women within the meaning of Section 221 (1) elect a women's representative and a deputy in each workshop. In workshops with more than 700 women eligible to vote, a second deputy is elected; in workshops with more than 1,000 women eligible to vote, up to three deputies are elected. • §6 WVO: (1) The workshop must ensure that the disabled persons can be employed in the vocational training and work divisions for a minimum of 35 and a maximum of 40 hours per week. The number of hours shall include breaks and periods of participation in measures pursuant to § 5(3). <ul style="list-style-type: none"> (2) Individual disabled persons may be employed for a shorter period of time if this appears necessary due to the nature or severity of the disability or in order to fulfil the educational task.
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e135	<p>Products and technology for employment</p> <p><i>Equipment, products and technology used for employment to facilitate work activities.</i></p>
	<ul style="list-style-type: none"> • §59 SGB IX Services in the work division: (3) For the services referred to in paragraph 2, the workshops shall receive appropriate remuneration from the responsible rehabilitation provider, which shall comply with the principles of cost-effectiveness, costefficiency and productivity. The remuneration shall take into account [...] 2. the costs associated with the economic activity of the workshop, insofar as these costs, taking into account the special circumstances in the workshop and the persons with disabilities employed there, exceed the costs normally incurred in a commercial enterprise in terms of type and extent. • §5 WVO Work division: (2) The workplaces are to be equipped as far as possible with equipment that corresponds to that of the general labour market. When designing workplaces and work processes, the special needs of disabled persons shall be taken into account as far as possible in order to enable them to perform economically viable work.

e150	<p>Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked)</p> <p><i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public-use work, including those adapted or specially designed.</i></p>
	<ul style="list-style-type: none"> • §8 WVO: (1) The structural design and equipment of the workshop must take into account the tasks of the workshop as an institution for the participation of disabled people in working life and for their integration into working life, as well as the requirements of § 219 of the Ninth Book of the Social Code and of Section 1 of this Ordinance. The requirements of occupational safety and accident prevention as well as the avoidance of structural and technical obstacles must be observed. • Barrier-free design of workplaces and workstations is not explicitly regulated in DIN 18040 (Barrier-free Planning, Building and Living), but in addition to DIN 18040-1 (Public Buildings), technical regulations for workplaces and the Workplace Ordinance apply. "If the employer employs people with disabilities, he must set up and operate workplaces in such a way that the special needs of these employees with regard to safety and health protection are taken into account. This applies in particular to <ul style="list-style-type: none"> ○ the barrier-free design of workplaces and

	<ul style="list-style-type: none"> ○ the associated doors, circulation routes, escape routes, emergency exits, stairways, orientation systems, washing and toilet facilities". Workplace Ordinance (ArbStättV § 3a Sentence 2)
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e250	Sound <i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i>
	<ul style="list-style-type: none"> • Workplace Ordinance, Annex "Requirements and Measures for Workplaces in Accordance with §3 Paragraph 1", Item 3.7 Noise: The sound pressure level at workplaces shall be kept as low as possible in accordance with the type of operation. In workrooms, the sound pressure level at the workplace must be reduced, depending on the use and the activities to be performed, to such an extent that the health of the employees is not impaired. • §3a: If the employer employs people with disabilities, he must set up and operate the workplace in such a way that the special safety and health needs of these employees are taken into account. This shall apply in particular to the barrier-free design of workplaces, sanitary facilities, break and stand-by rooms, canteens, first-aid rooms and accommodation, as well as the associated doors, traffic routes, escape routes, emergency exits, stairs and orientation systems used by employees with disabilities.

e585	Education and training services, systems and policies <i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i>
	<ul style="list-style-type: none"> • § 57 Sentence 1 SGB IX Persons with disabilities shall receive services in the entry procedure and in the vocational training division of a recognised workshop for persons with disabilities [...] 2. in the vocational training division, if the services are necessary to develop, improve or restore the performance or earning capacity of the person with disabilities as far as possible and it can be expected that the person with disabilities will be able to provide at least a minimum of economically utilisable work performance within the meaning of § 219 after participating in these services. • §4 WVO Vocational Training Division: (2) The range of services for participation in working life should be as broad as possible in order to take into account as far as possible the type and severity of the disability, the different abilities, development possibilities as well as the aptitude and inclination of the disabled person. • §5 WVO: (3) In order to maintain and increase the performance acquired in the area of vocational training and to further develop the personality of the disabled person, suitable measures are to be carried out parallel to work.

e130	Products and technology for education <i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i>
	<ul style="list-style-type: none"> • §4 WVO vocational training division: (3) The training courses are divided into a basic course and an advanced course, each of which normally lasts twelve months. (4) In the basic course, skills and basic knowledge of various work processes shall be taught, including manual skills in handling various materials and tools and basic knowledge of materials and tools. At the same time, the self-esteem of the person with a

	<p>disability and the development of social and work behaviour shall be promoted, and areas of aptitude and inclination shall be identified.</p> <p>(5) In the advanced course, skills with a higher degree of difficulty, especially in the use of machines, and a more in-depth knowledge of materials and tools shall be taught, and the ability for greater endurance and strain and for switching to different occupations in the work division shall be practised.</p>
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e580	<p>Health services, systems and policies</p> <p><i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i></p>
	<ul style="list-style-type: none"> • Basic obligation of employers to carry out risk assessments (assessment of working conditions pursuant to § 5 of the Occupational Health and Safety Act) and § 3 of the Workplace Ordinance. Special consideration of the needs of people with disabilities, see § 3a, sentence 2: If the employer employs people with disabilities, he must set up and operate the workplace in such a way that the special needs of these employees with regard to safety and health protection are taken into account. This applies in particular to the barrier-free design of workplaces, sanitary facilities, break rooms and waiting rooms, canteens, first aid rooms and accommodation, as well as the associated doors, traffic routes, escape routes, emergency exits, stairs and orientation systems used by employees with disabilities. • Service providers in this context are legal or natural persons and organisations that provide services on behalf of a rehabilitation provider. They include, for example, hospitals and clinics, specialised rehabilitation facilities, and medical, social and psychological professionals or services from which people with disabilities can obtain services.

e355	<p>Health professionals</p> <p><i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i></p>
	<ul style="list-style-type: none"> • §10 Accompanying services, WVO: (1) The sheltered workshop must have accompanying services for the educational, social and medical care of the disabled persons, which meet the needs of the disabled persons. The necessary psychological support must be provided. § 9(1) shall apply accordingly. (2) As a rule, there shall be one social pedagogue or one social worker for every 120 handicapped persons; in addition, in consultation with the competent rehabilitation institutions, there shall be nursing, therapeutic and other specialist staff required according to the nature and severity of the disabilities. (3) The special medical care of the disabled persons in the workshop and the medical advice of the workshop's specialist staff by a doctor who, if possible, should also meet the requirements of an occupational physician, shall be provided for by contract.

e360	<p>Other professionals</p> <p><i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i></p>
	<ul style="list-style-type: none"> • §10 Accompanying services, WVO: (1) The sheltered workshop must have accompanying services for the educational, social [...] care of the disabled, which meet the needs of the disabled. [...].

	<p>(2) As a rule, there must be one social pedagogue or one social worker for every 120 handicapped persons; in addition, in consultation with the competent rehabilitation authorities, there must be nursing, therapeutic and other specialist staff required according to the nature and severity of the handicap.</p> <ul style="list-style-type: none"> According to Section 192 of the Social Code, Book IX, specialised integration services are external services which are involved in the implementation of measures for the participation of severely disabled persons in working life and which, among other things, support severely disabled persons who, after specific preparation by the workshop for disabled persons, are to participate in working life on the general labour market and who are dependent on costly, personnel-intensive, individual assistance with their work.
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e340	<p>Personal care providers and personal assistants</p> <p><i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i></p>
	<ul style="list-style-type: none"> §10 Accompanying services, WVO: (1) The sheltered workshop must have accompanying services for the educational, social and medical care of the disabled persons, which meet the needs of the disabled persons. The necessary psychological support must be provided. § 9(1) shall apply accordingly. (2) As a rule, there shall be one social pedagogue or one social worker for every 120 handicapped persons, as well as, in agreement with the responsible rehabilitation authorities, nursing, therapeutic and other specialist staff required according to the nature and severity of the disabilities.

e555	<p>Associations and organizational services, systems and policies</p> <p><i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i></p>
	no information available

e330	<p>People in positions of authority</p> <p><i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i></p>
	<ul style="list-style-type: none"> Availability of state working groups of workshop councils in all German states Association of State Working Groups of Workshop Councils in the Association of Workshop Councils in Germany e.V. Supplementary independent participation counselling (EUTB) (according to SGB IX, § 32) is a counselling service that can be used at a low level and independently of service providers even before an application for benefits is made. It complements the counselling offered by the rehabilitation service providers, which continue to be the contact points for counselling. [10]

e540	Transportation services, systems and policies <i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i>
	<ul style="list-style-type: none"> • §8 Workshop Ordinance (WVO): (3) The geographical area of the workshop must be such that the disabled person can reach the workshop within a reasonable time by public or other means of transport. • §8 Workshop Ordinance (WVO): (4) If necessary, the workshop organises a transport service in consultation with the relevant rehabilitation providers. • Severely disabled people can travel by bus and train in Germany free of charge (in the case of so-called helplessness or blindness) or for a personal contribution of currently 91 euros per year (in the case of walking disability, exceptional walking disability or deafness). You must have the appropriate indicator on your disability card (H, Bl, G, aG or Gl) and a valid coupon. Long-distance trains cannot be used free of charge, but special conditions apply if the degree of disability is 70 or more.

e120	Products and technology for personal indoor and outdoor mobility and transportation <i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i>
	<ul style="list-style-type: none"> • The transport services organised by the WfbM take the needs of the workers into account in their technical equipment (e.g. suitability for wheelchairs). • Workplace Ordinance, § 3a Setting up and operating workplaces, sentence (2): If the employer employs people with disabilities, he must set up and operate the workplace in such a way that the special needs of these employees with regard to safety and health protection are taken into account. This applies in particular to the barrier-free design of workplaces, sanitary facilities, break and waiting rooms, canteens, first aid rooms and accommodation, as well as the associated doors, traffic routes, escape routes, emergency exits, stairs and orientation systems used by employees with disabilities.

e525	Housing services, systems and policies <i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i>
	<ul style="list-style-type: none"> • Many WfbMs also offer residential facilities so that workers can live close to the workshop in a way that is appropriate to their disabilities (a REHADAT query resulted in 547 records of WfbMs with their own residential facilities; status: 02.06.2022): 02.06.2022).

e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	<ul style="list-style-type: none"> • Current social debate on minimum wages in sheltered workshops for people with disabilities • In public discourse, the view of the performance of a sheltered workshop for people with disabilities is often confined to the numbers of severely disabled people that are placed in the general labour market.

e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	<ul style="list-style-type: none"> • „In addition to the remuneration components paid directly to individuals, individuals receive special compensation in the form of an increase in their pension contributions. This means that they are considered for pension purposes as if they earned 80% of the social security reference amount. The reference amount is the average statutory pension insurance contribution for the previous calendar year. In return, the federal government tops up the difference between the pension contributions and the actual salary level. On average, this amounts to a subsidy of more than 400 euros per month, which is reflected in the later pension amount“ [16] • WfbM workers can receive a reduced earnings capacity pension if they have completed a waiting period of 20 years. • 4 SGB IX Benefits for participation <p>(1) The benefits for participation shall comprise the social services necessary, irrespective of the cause of the disability, to</p> <ol style="list-style-type: none"> 1. avert, eliminate or reduce the disability, prevent its worsening or alleviate its consequences 2. to avoid, overcome, reduce or prevent the aggravation of limitations on earning capacity or the need for care, as well as to avoid the premature receipt of other social benefits or the reduction of current social benefits 3. to ensure long-term participation in working life in accordance with the person's aptitudes and abilities, or 4. to promote personal development in a holistic manner and to enable or facilitate participation in social life and a lifestyle that is as independent and self-determined as possible.

e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	<ul style="list-style-type: none"> • The most important legal basis for workshops for people with disabilities (WfbM) can be found in SGB IX. Section 90 of Book IX of the Social Code defines the tasks of integration assistance in general. According to §90 (1), this is to enable an individual lifestyle that is in keeping with the dignity of the person and to promote full, effective and equal participation in social life. In addition, the benefits of integration assistance should enable people to plan and lead their lives as independently and responsibly as possible. Sentence 3 defines as special tasks of participation in working life the taking up, exercising and securing of employment appropriate to the aptitude and inclination of those entitled to benefits, as well as the further development of their performance and the promotion of their personality. • Chapter 12 of Book IX of the Social Code deals specifically with sheltered workshops as part of the system of participation in working life. According to §219 (1), sheltered workshops are institutions for the participation of disabled persons in working life and for their integration into working life. • In addition to the temporary initial phase (max. 3 months) and the vocational training phase (max. 2 years), a special feature of the workshops is that they offer permanent jobs for people with disabilities in the so-called work division. • This target group is to be offered appropriate vocational training and employment in the WfbM at a wage commensurate with their performance from the work result. The target group should also be enabled to maintain, develop, increase or regain their performance or earning capacity and to develop their personality in the process. A WfbM should promote the transition of suitable persons to the general labour market through appropriate measures, e.g. by offering outsourced jobs. • Section 221 of Book IX of the Social Code (SGB IX) - Legal status and remuneration of disabled persons: (1) Disabled persons working in recognised workshops have a legal relationship with the workshops similar to that of an employee if they are not employees, unless otherwise provided for in the underlying social benefit relationship. (2) The sheltered workshops shall pay the disabled persons employed in the work division a remuneration from their work results, which shall consist of a basic amount equal to the training allowance paid by the Federal Employment Agency to disabled persons in the field of vocational training in accordance with the regulations applicable to them, and a performance-related allowance. The allowance is calculated on the basis of the disabled person's individual work performance, taking into account in particular the quantity and quality of the work.

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Slovenia: Open labour market (System level W-)

Brief description of the participation offer:

The aim of Slovenia's employment policy is to actively promote the integration of people with disabilities into the general labour market. Benefits for participation in work and society include financial incentives for the employment of people with disabilities as wage subsidies for employers, but also for people with disabilities, assumption of the costs for adapting the workplace and for technical aids as well as for services within the framework of supported employment, exemption from paying pension and social insurance contributions, bonuses for exceeding the quota for the employment of people with disabilities and other incentives for creating or maintaining jobs for people with disabilities (§67 ZZRZl, Article 3-15; [1]). (§67 ZZRZl, articles 3-15; [1]); the Action Programme for Disabled Persons 2022-2030 (*Akcijski program za invalide 2022 - 2030* [2]) aims at accelerating the improvement of the employability of persons with disabilities.

Disability is divided into 3 categories in terms of work ability: People with grade 1 disabilities are unable to work, while those with grade 3 disabilities can perform work to an appropriate extent, but for at least 4 hours a day [3].

Slovenia had about 2.1 million inhabitants in 2021. At the end of 2021, around 916,800 people were employed. Approx. 3.9 % of the employed are persons with disabilities, of which 5,964 (approx. 17 %) persons with disabilities were employed in "enterprises for disabled persons" (*Invalidskih podjetij*). Since 2013, the total number of people with disabilities in employment has been steadily increasing (2013: 30,344 people with disabilities, 2021: 35,278 people with disabilities) [4; 5].

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	Labour and employment services, systems and policies <i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i>
	<ul style="list-style-type: none"> • People with disabilities, like all other citizens, have the right to education and training, free choice of employment or occupation according to individual competences and employment prospects [6]. • Since the introduction of the Labour Market Regulation Act [7] in 2011, persons with disabilities between the ages of 15 and 65 can also register as jobseekers, unless they are entitled to a pension/retirement due to the severity of their disability. They receive lifelong vocational guidance and employment services like other jobseekers (Art. 3). • Under the Vocational Rehabilitation and Employment of Disabled Persons Act [1], persons with disabilities are entitled to vocational rehabilitation (Art. 13) and thus to individual benefits, including training and benefits to help find, retain, advance or change occupations in suitable work and employment (Art. 4); • The services under Art. 15 include, in addition to assistance in selecting appropriate vocational goals, the analysis of the specific job as well as the adaptation of the job and the working environment, the supervision of the person at the workplace and the continuous evaluation of the success of rehabilitation, among other things [1].

	<ul style="list-style-type: none"> • The Rehabilitation Commission prepares an expert opinion on behalf of the MDDZI (Ministrstvo za delo, družino, socialne zadeve in enake možnosti; Ministry of Labour, Family, Social Affairs and Equal Opportunities). After the decision of the rehabilitation commission, the rehabilitation counsellor of the Rehabilitation Institute Soča prepares an individual rehabilitation plan together with the person with disability, which is the basis for services and coordination of the achievement of goals or rehabilitation success [6]. • Disabled persons who participate in a vocational rehabilitation measure for at least 100 hours per month receive a cash benefit of 40% of the minimum wage and a housing allowance of up to 20% of the minimum wage during this period [6]. • Vocational rehabilitation services are put out to public tender and awarded to providers through a concession by the Ministry of Labour, Family, Social Affairs and Equal Opportunities [6]. • After completion of vocational rehabilitation, an opinion is given by the Rehabilitation Commission on employability in the labour market, in enterprises for the disabled or in employment centres (Art. 43 [1]). • “Supported employment” refers to services that enable a disabled person to work in the labour market through information, counselling, individual assistance, methodological, professional and/or technical support (Art. 48 [1]) • Supported Employment benefits are paid up to 30 hours/week from the Maintenance and Disability Fund. • The aim of employment policy measures is to increase the employment rate (in the labour market) and to create new jobs; employment in the labour market has priority over special facilities for participation in working life. • Discrimination against jobseekers in recruitment or during the employment relationship is prohibited. Special procedures laid down by law must be followed for the ordinary termination of an employment relationship with a person with disability. In the event of dismissal for operational reasons, workers with and without disabilities are entitled to severance pay [6].
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e565	Economic services, systems and policies <i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i>
	<ul style="list-style-type: none"> • People with disabilities who have been decided to be employable receive the minimum wage, which is subsidised by 30-70% from the Maintenance and Disability Fund [6]. • Since 2006, there has been a sector-dependent quota regulation: employers with at least 20 employees must employ 2 - 6% people with disabilities for at least 20 hours/week according to a fixed quota; for each person below the quota, the employer must pay 70% of the minimum wage into the maintenance and disability fund or choose alternatives to meeting the quota (e.g. contract with companies for people with disabilities) [6]. • With the introduction of the quota regulation, the right of dismissal was adjusted. Disabled employees may be dismissed if the contractually agreed performance can no longer be provided and an adapted job/activity cannot be offered. Employers can receive up to 75% of the wage as a wage cost subsidy [6]. • Financial incentives for employers who employ persons with disabilities above the quota: Exemption from pension and disability insurance contributions, tax deductions and bonuses (under EU regulation) [1]. • Wage subsidies of between 5 - 30% can be claimed for disabled employees on Supported Employment benefits over and above these benefits (see e590) if other benefits are insufficient. • Employers who choose to employ an unemployed person with disability can receive tax benefits, exemption from social security contributions or support from the disability fund;

	<p>staffing in the form of psychosocial support, counselling and other support services up to 30 hours/month; sign language interpreting services if the company employs a deaf person, or personal assistance services if the person has a physical disability that could not be employed without the support services.</p> <ul style="list-style-type: none"> Employers must commit to the ILO (International Labour Organisation) Code of Conduct [6].
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e135	<p>Products and technology for employment</p> <p><i>Equipment, products and technology used for employment to facilitate work activities.</i></p>
	<ul style="list-style-type: none"> State aid (under the EU Regulation) can be applied for, among other things, the adaptation of premises in which people with disabilities work [6]. State aid (under the EU Regulation) if at least 30% of the workforce is disabled: for the construction and modernisation of production facilities, for company management [6].

e150	<p>Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked)</p> <p><i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use work, including those adapted or specially designed.</i></p>
	<ul style="list-style-type: none"> State aid (under the EU Regulation) if at least 30% of the workforce is disabled: for the construction and modernisation of production facilities, for company management [6].

e250	<p>Sound</p> <p><i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i></p>
	no information available

e585	<p>Education and training services, systems and policies</p> <p><i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i></p>
	<ul style="list-style-type: none"> Rehabilitation services are provided by a network of providers spread across Slovenia [8]. Between 2014-2020, there were 18 such providers, including two specifically for people with sensory disabilities [8]. All providers are required to create and maintain a network of employers where people with disabilities are trained, among other things, and to work with schools to support transition to the labour market [8].

e130	<p>Products and technology for education</p> <p><i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i></p>
	no information available

e580	Health services, systems and policies <i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i>
	no information available

e355	Health professionals <i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i>
	no information available

e360	Other professionals <i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i>
	<ul style="list-style-type: none"> • Rehabilitation Commission: Members are experts with specified qualifications according to Article 29 [1]: a specialist in occupational medicine (chairperson), an expert in the field of disability care with a university degree with educational, psychological, sociological, social or other professional qualifications; an expert in the field of employment and the labour market with a university degree or higher and an expert in specific fields related to physical or mental disability or illness of the person concerned. • Rehabilitation services are provided by a network of providers spread across Slovenia [8]. • Between 2014-2020, there were 18 such providers, including two specifically for people with sensory disabilities [8]. • All providers are required to create and maintain a network of employers where people with disabilities are trained and/or employed, and to work with schools to support transition to the labour market [8].

e340	Personal care providers and personal assistants <i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i>
	<ul style="list-style-type: none"> • Employers who decide to employ an unemployed person with disability can, among other things, claim support in the form of personal assistance services if the person has a physical disability and could not be employed without the support services. • State aid (under the EU Regulation) can be claimed for, among other things, additional personal expenses for assistance at the workplace [6].

e555	Associations and organizational services, systems and policies <i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i>
	<ul style="list-style-type: none"> • The Association of Disabled Workers of Slovenia (ZDIS) [9] was founded in 1969 for the purpose of mutual support, pursuit of common interests and protection of the rights of disabled workers. ZDIS is a voluntary, independent, autonomous, non-governmental, non-profit association of associations of disabled workers. ZDIS is recognised by the Ministry

	<p>of Labour, Family and Social Affairs on the basis of the Act on Organisations of Disabled Persons (Official Gazette of the Republic of Slovenia, No. 108/2002) as a representative organisation for disabled persons with the status of a work disabled person and for persons with a physical disability. It is the largest national disability organisation with 69 local associations:</p> <ul style="list-style-type: none"> ○ People with disabilities under the Pension and Disability Insurance Act, ○ People with physical disabilities under the Pension and Disability Insurance Act, ○ Persons with disability status under the Vocational Rehabilitation and Employment of Disabled Persons Act. <ul style="list-style-type: none"> ● As of 31.12.2018, the Slovenian Disability Association had a total of 49,654 members in its 69 disability associations, of which: 35,413 persons with disabilities, 36 legal representatives of persons with disabilities, 14,205 non-disabled persons ● Slovensko združenje za duševno zdravje (ŠENT) is the Slovenian mental health association and offers its members the opportunity to participate in various active employment policy programmes and a social inclusion programme. The aims of the programmes are: Integration into the work and social environment, maintenance and development of new skills, and social and economic independence [10].
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e330	<p>People in positions of authority</p> <p><i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i></p>
	no information available

e540	<p>Transportation services, systems and policies</p> <p><i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i></p>
	<ul style="list-style-type: none"> ● State aid (under the EU regulation) can be applied for, among other things, transport costs [6].

e120	<p>Products and technology for personal indoor and outdoor mobility and transportation</p> <p><i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i></p>
	<ul style="list-style-type: none"> ● State aid (within the framework of the EU Regulation) can be applied for, among other things, vehicle adaptations [6].

e525	<p>Housing services, systems and policies</p> <p><i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i></p>
	no information available

e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	<ul style="list-style-type: none"> Employers who decide to hire an unemployed person with disabilities can receive support from the disability fund, e.g. for sign language interpreting services if the company employs a deaf person.

e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	no information available

e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	no information available

e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	no information available

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Slovenia: Zaposlitvenih centrih (System level W)

Brief description of the participation offer:

Employment centres were established in Slovenia only in 2004. They are non-profit institutions (cooperatives or companies) with limited liability and employ severely disabled people with reduced working capacity in sheltered workplaces. In employment centres, only people with disabilities work together with skilled workers. In 2018, there were 62 employment centres. According to Art. 41 of the Vocational Rehabilitation and Employment of Disabled Persons Act, "sheltered employment" means the employment of a disabled person in a workplace and working environment that meets the working abilities and needs of the disabled person when employment in a regular workplace is not possible [1]. Sheltered employment can take place in employment centres, but also in inclusive enterprises. Qualification, further training and the relationship of professional specialists to persons with disabilities in sheltered employment are regulated by Art. 9 [1]. The employment contract between the employer of a sheltered employment and the employee regulates the nature and extent of the provision of professional support and assistance. The employee with a disability is entitled to a wage subsidy. Employment centres must have at least 5 employees; they market their services and products themselves [6].

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	Labour and employment services, systems and policies <i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i>
	<ul style="list-style-type: none"> The target group of the employment centres are persons with disabilities who, despite rehabilitation measures, despite adaptations to the workplace and the working environment, are unable, due to the severity of their disability, to perform work equivalent to at least one third of the performance of a worker in the same sector (Article 33) [1]. According to Article 28, the decision is based on a report by a rehabilitation commission commissioned by the Ministry (MDDSZ) [1]. Employment centres must employ at least 5 persons with disabilities, have a business plan and meet the personnel, organisational and social requirements of the competent MDDSZ [1]. People with disabilities must be professionally guided throughout the work and training process, even if the activity takes place outside the employment centres [1]. Employment centres are required to report regularly to the Ministry of Development and Social Affairs (MDDSZ) through notices that the employed persons with disabilities can only be employed in sheltered workplaces. The municipalities are responsible for the establishment and operation of employment centres.

e565	Economic services, systems and policies <i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i>
	<ul style="list-style-type: none"> • Employment centres with 5 - 10 persons with disabilities are co-financed with 3400€/month by the Ministry and with 950€/month by the Fund for the Promotion of Employment of Disabled People. • For each additional person with disabilities, the subsidy increases by 220€/month (Article 9) [12].

e135	Products and technology for employment <i>Equipment, products and technology used for employment to facilitate work activities.</i>
	no information available

e150	Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked) <i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use work, including those adapted or specially designed.</i>
	<ul style="list-style-type: none"> • The employment centre shall have designated, accessible premises adapted to the needs of workers with disabilities according to the nature of the disability, equipped for the activities to be carried out, and adequate work equipment for the work. Article 4 [12]

e250	Sound <i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i>
	no information available

e585	Education and training services, systems and policies <i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i>
	no information available

e130	Products and technology for education <i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i>
	no information available

e580	Health services, systems and policies <i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i>
	no information available

e355	Health professionals <i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i>
	<ul style="list-style-type: none"> • One specialist (qualification according to Art. 9 ZZRZI [1]) for up to 14 persons with disabilities, from 25 persons with disabilities two, for each additional 10 persons with disabilities one additional specialist [12]. • Specialists in the field of vocational rehabilitation and employment of persons with disabilities are, according to Art. 9 of the CCIP, workers with university, college or higher vocational education in the fields of medicine, education and psychology; with sociological, social or other relevant orientation and knowledge in the field of rehabilitation, employment or care of persons with disabilities, acquired through specialisation and additional education or training.

e360	Other professionals <i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i>
	<ul style="list-style-type: none"> • Managers, professionals, assistants and support staff of an employment centre must complete basic training. • One specialist (qualification according to Art. 9 ZZRZI [1]) for up to 14 persons with disabilities, from 25 persons with disabilities two, for each additional 10 persons with disabilities one additional specialist [12]. • Specialists in the field of vocational rehabilitation and employment of persons with disabilities are, according to Art. 9 of the CCIP, workers with university, college or higher vocational education in the fields of medicine, education and psychology; with sociological, social or other relevant orientation and knowledge in the field of rehabilitation, employment or care of persons with disabilities, acquired through specialisation and additional education or training. • Further training is compulsory and regulated by the Rehabilitation Institute Soča. • Sign language interpreting services: if the employer employs a deaf person. • Personal assistance services: if it is a person with a physical disability who could not be employed without the support services [6].

e340	Personal care providers and personal assistants <i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i>
	no information available

e555	Associations and organizational services, systems and policies <i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i>
	no information available

e330	People in positions of authority <i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i>
	no information available

e540	Transportation services, systems and policies <i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i>
	no information available

e120	Products and technology for personal indoor and outdoor mobility and transportation <i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e525	Housing services, systems and policies <i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i>
	no information available

e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	no information available

e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	no information available

e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	no information available

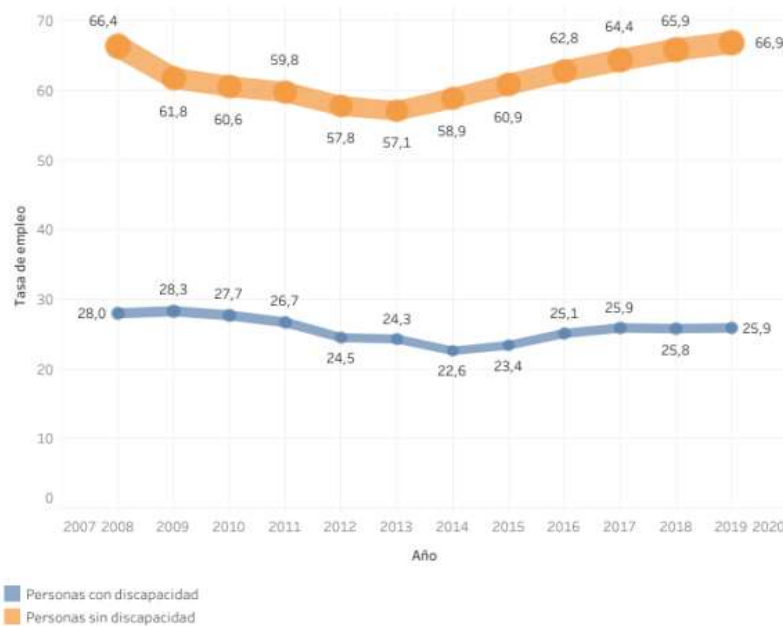
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Spain: Empleo con apoyo – EcA on the open labour market (System level W-)

Brief description of the participation offer:

Employment rate of people with (blue) and without (orange) disabilities in Spain



Of Spain's total population of approximately 46.5 million, 1,876,900 have a recognised disability. Of these, 638,600 are employed, with 486,000 currently employed and 153,000 currently unemployed (2020) [5]. Over the course of the Covid 19 pandemic, the proportion employed decreased by 3.4%, while the proportion seeking work increased by 7.5% [6].

Empleo con apoyo en el mercado ordinario de trabajo - EcA: The beneficiaries of the Supported Employment Programme are workers with disabilities who are registered as jobseekers with the Public Employment Service (Servicios Públicos de Empleo, SEPE) and CEE workers. The programme is accessible to

- People with cerebral palsy, people with mental illness or people with intellectual disabilities with a recognised degree of disability of 33% or more;
- People with a physical or sensory disability with a recognised degree of disability of 65% or more.

Workers must be employed by a company in the normal labour market on a permanent or fixed-term contract of at least six months. The companies are entitled to the support benefits [12].

Legal basis of the EcA programme: Real Decreto 870/2007 [8].

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	<p>Labour and employment services, systems and policies</p> <p><i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i></p>
	<ul style="list-style-type: none"> • The principle of action in the law is the right to equal opportunities and equal treatment of persons with disabilities on equal terms with other citizens, by promoting personal autonomy, universal accessibility, access to employment, inclusion in the community and independent living, and to ensure the elimination of all forms of discrimination [1]. • By legal definition, persons with disabilities are those who have physical, mental, intellectual or sensory impairments that are foreseeably permanent and which, in interaction with various barriers, may prevent their full capacity and hinder effective participation in society on an equal basis with others. In principle, persons with a recognised degree of disability of 33% or higher are considered [1]. • The law guarantees the freedom of choice of persons with disabilities, for whom appropriate accessible information and consent formats are to be provided [1]. • Integrated care is sought regarding processes and measures for the development of abilities, autonomy, inclusion and participation as well as employment. Depending on need, support programmes may include medical-functional rehabilitation, psychological care, treatment and counselling, education and vocational support. [1] • People with disabilities of working age are entitled to programmes for vocational and technical rehabilitation, job retention and reintegration into the labour market [1]. • Vocational orientation support has to take into account the training already completed and the training still to be completed, the respective employment opportunities, as well as motivation, aptitude and occupational preferences. [1] • The Supported Employment EcA offer includes a range of individual counselling and guidance measures provided in the workplace by specialised job coaches for disabled workers with particular difficulties in finding work, who carry out their activities in companies in the general labour market under similar conditions to other workers with similar activities. [8] • Duration of support is 6-12 months with possibility of extension for max. 1 additional year. In the case of people with cerebral palsy, people with mental illness or people with intellectual disabilities with a recognised degree of disability of 33% or more, the eligibility period can be extended up to two and a half years. [12] • The persons using EcA are accompanied by job coaches (preparadores laborales) who must prove their suitability and experience in working to integrate people with disabilities in the labour market. The extent of the accompaniment is determined individually according to Real Decreto 870/2007. [12] • The support includes wage costs and social security contributions of up to €6,600 per year for mentally disabled persons with a degree of severe disability above 65%, €4,000 per year for mentally disabled persons with a degree of severe disability between 33% and 65%, and €2,500 per year for persons with a physical or sensory disability with a degree of severe disability of at least 65% or persons with a hearing disability and a degree of severe disability of at least 33%. In the case of part-time arrangements, the subsidy is reduced accordingly. [12]. • The subsidy is subject to the availability of the budget of the Public Employment Service (Servicios Públicos de Empleo, SEPE). [12]

	<ul style="list-style-type: none"> The PES is obliged to regularly evaluate qualitative and quantitative aspects of the use of EcA with appropriate measures [8].
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e565	Economic services, systems and policies <i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i>
	<ul style="list-style-type: none"> Companies with 50 or more employees must allocate at least 2% of their workplaces to persons with disabilities, but can be exempted from this requirement through other measures (e.g. donations, delivery of materials to CEE) [1]. Public administrations must reserve 7% of jobs for persons with disabilities and adapt jobs and working conditions according to the needs of persons with disabilities (e.g. adapted working hours) [4]. Employment of persons with disabilities in the general labour market is promoted through wage subsidies, tax write-offs and subsidies for workplace adaptations [4]. Self-employment of persons with disabilities in associations and cooperatives is supported with subsidies [4]. Financial support is available for the employment of persons with disabilities: Up to €5,500 for the conclusion of a permanent employment contract (€6,000 for women), plus €2,000 for self-employed persons when first hired; up to €3,907 for the conversion of a fixed-term employment contract into a permanent one; up to €901 for workplace adaptation measures. For the permanent employment of persons with disabilities from enclaves laborales, the subsidy can be up to €10,000. [2] The professional independence of persons with disabilities is publicly supported [1]. The minimum working time under EcA is 50% of a comparable job [8].

e135	Products and technology for employment <i>Equipment, products and technology used for employment to facilitate work activities.</i>
	no information available

e150	Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked) <i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use work, including those adapted or specially designed.</i>
	no information available

e250	Sound <i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i>
	no information available

e585	Education and training services, systems and policies <i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i>
	<ul style="list-style-type: none"> Persons with disabilities have the right to inclusive, quality and free education. The education of these pupils in special education centres is only carried out when, exceptionally, their needs cannot be met in the normal centres, and taking into account the opinion of the parents or guardians. [1] People with disabilities who cannot be employed on social security due to their disability are entitled to grants for vocational rehabilitation and habilitation [1]. Inclusive education is part of the process of comprehensive care for people with disabilities and is provided through supports and adaptations [1]. Training can be provided in companies as well as in designated training centres, in the latter case requiring the formalisation of a training contract [1].

e130	Products and technology for education <i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i>
	no information available

e580	Health services, systems and policies <i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i>
	<ul style="list-style-type: none"> Persons with disabilities have the right to health protection, including the prevention of disease and the protection, promotion and restoration of health without discrimination on the basis of disability, with particular regard to mental health and sexual and reproductive health. [1] Persons with disabilities are entitled to medical-functional habilitation as well as psychological care aimed at achieving maximum functionality of physical, sensory, mental or intellectual abilities. This process begins with the recognition and identification of the individual's deficits and psychosocial needs and continues until the goal of maximum personal development and autonomy is achieved and maintained. [1]

e355	Health professionals <i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i>
	<ul style="list-style-type: none"> The multi-professional teams for the care of persons with disabilities in each sectoral area have the appropriate specialist training and are competent in their field to provide interdisciplinary care to any person with disabilities who needs it, in order to ensure their inclusion and full participation in society on an equal basis with others [1]. Recognised multi-professional teams are responsible for assessing and recognising the degree of disability, initial counselling and guidance, among other things [1].

e360	Other professionals <i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i>
	<ul style="list-style-type: none"> • Counselling and placement of persons with disabilities is the responsibility of the public employment services or accredited placement agencies. For this purpose, the employment services provide a register of job-seekers with disabilities and a means of coordination between the abilities of people with disabilities and the requirements of jobs. [1] • EcA: Supported employment measures are carried out by job coaches who must have at least an intermediate education or equivalent and at least one year of experience in the vocational integration of people with disabilities [8]. • EcA: Time budgets and supervision ratios for job coaches are prescribed. For example, a job coach may supervise a maximum of 3 people with intellectual disabilities and a degree of disability of 65% or more. For mentally disabled persons with a degree of disability of 33-64% the maximum number is 5, for physically disabled persons with a degree of disability of at least 65% the maximum number is 8. [8]

e340	Personal care providers and personal assistants <i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i>
	no information available

e555	Associations and organizational services, systems and policies <i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i>
	<ul style="list-style-type: none"> • EcA: Supported Employment is requested by CEE, non-profit organisations such as associations and foundations that contract with the host company, or by the host company directly. [12]

e330	People in positions of authority <i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i>
	no information available

e540	Transportation services, systems and policies <i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i>
	<ul style="list-style-type: none"> • Persons with disabilities who cannot be employed on social security due to their disability are entitled to mobility allowance and compensation for transport costs [1]. • Persons with disabilities are entitled to the basic conditions of accessibility and non-discrimination in access to and use of transport [1].

e120	Products and technology for personal indoor and outdoor mobility and transportation <i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e525	Housing services, systems and policies <i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i>
	<ul style="list-style-type: none"> In social housing projects and other publicly funded construction projects, at least four percent of the dwellings are planned with appropriate construction and design features to ensure convenient and safe access and mobility for people with disabilities

e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	<ul style="list-style-type: none"> Habilitation and rehabilitation programmes are complemented by the provision, adaptation, maintenance and renewal of assistive technologies, prostheses and orthoses, equipment, vehicles and other aids for people with disabilities [1].

e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	<ul style="list-style-type: none"> Persons with disabilities are entitled to the basic conditions of accessibility and non-discrimination for access to and use of technologies, products and services related to the information society and all means of social communication [1].

e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	no information available

e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	<ul style="list-style-type: none"> People with disabilities who cannot be employed under social security due to their disability are entitled to subsidies for health care and pharmaceutical services [1].

e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	<ul style="list-style-type: none"> Persons with disabilities are entitled to accessibility and non-discrimination with regard to the services of public offices, civic services and facilities, as well as facilities for participation in public affairs, including the administration of justice, and participation in political life and elections [1].

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Spain: Centros especiales de empleo – CEE with enclaves laborales (System level W)

Brief description of the participation offer:

Centros Especiales de Empleo (CEE) are companies whose main objective is to provide workers with disabilities with productive and remunerated work that corresponds to their personal characteristics and promotes their integration into the normal labour market.

CEE can have the following characteristics: They are set up by public administrations, directly or in collaboration with other bodies, by corporations, individuals, legal entities or communities of property that have the legal capacity of entrepreneurs; they are of a public or private nature, with or without the intention of making a profit. The same rules apply to the administration as to any enterprise.

The following are entitled to access

- people with cerebral palsy, people with mental illness or people with intellectual disabilities with a recognised degree of disability of 33% or more; and
- People with physical or sensory disabilities with a recognised degree of disability of 65% or more.

The legal basis of the CEE was originally Ley 13/1982, followed by a series of further laws and decrees until Ley 43/2006 and Real Decreto 469/2006. [3]

An *enclave laboral* is a subsidised temporary activity of at least 3 CEE workers on the general labour market in the form of an external group. A contract is concluded between the CEE and the host company (empresa colaboradora).

While working in the general labour market company, workers keep the contract with the CEE. CEE can take over partial activities in companies of the general labour market through *enclaves laborales*. The CEE continues to be responsible for supporting the employees.

The duration of *enclaves laborales* is between a minimum of 3 months and a maximum of 3 years and can be extended up to 6 years.

Legal basis of the enclaves laborales: Real Decreto 290/2004 [7].

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	Labour and employment services, systems and policies <i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i>
	<ul style="list-style-type: none">• CEE are funded with 1,200 € per employee and year, from which wages and social insurance are paid. The funding is always granted for a maximum of 1 year and is subject to budgetary constraints. [3]• Employees (full-time) receive 50% of the state minimum wage as well as full social security benefits. [3]• A worker is entitled to two special bonuses per year, each amounting to at least 30 days' salary [1].• In case of underperformance, the wage can be reduced by a maximum of 25 % [10].

	<ul style="list-style-type: none"> • Employment contracts in CEE are open-ended and without time limits. A probationary period limited to a maximum of 6 months can be agreed. [10] • Furthermore, CEE receive 12,020 € per job, provided that at least 90 % persons with disabilities are employed there. If the proportion of persons with disabilities is between 70 % and 90 %, the subsidy amounts to € 9,015. This support must be justified by certain measures (e.g. assistance, interest on loans, investment projects). [3] • The subsidies are only granted if minimum requirements for the composition and training of the vocational support units are met. For example, up to a size of 15 persons with disabilities, one technician with intermediate or higher education and one assistant must be provided. For larger CEE, correspondingly higher quotas apply. [9] • Subsidies of up to € 1,803 per workplace can be granted for the adaptation of workplaces. [3] • The law provides for a regulation for work at home, which is supervised by the vocational support unit of a CEE and for which, for example, measures for workplace design can be implemented [10]. • Termination of the employment contract is possible if the vocational support unit certifies the lack of suitability for the job, if the work cannot be performed despite the adaptation measures taken, in the case of repeated absence from work (e.g. 30 days in 4 months) or for compelling operational reasons [10]. • The objectives of the enclaves laborales are to promote the transition of people with disabilities from CEE to the general labour market, to enable the professional and personal development of people with disabilities through work in the general labour market, to raise awareness among companies in the general labour market about the skills and attitudes of people with disabilities, and to promote the integration of people with disabilities into the general labour market. skills and attitudes of people with disabilities, expanding the CEE offer for stable and diverse participation opportunities for people with disabilities, facilitating the implementation of the minimum admission requirement for people with disabilities in companies in the general labour market [7]. • When a person with disabilities is recruited from an enclave laboral to the host company, the possibility of a probationary period does not apply, unless the new activity differs significantly from the previous one [7]. • When a person with disabilities is hired from an enclave laboral to the host company, the person with disabilities in the CEE is placed on voluntary leave of absence status, so that there is a right of return [7]. • In the case of permanent employment of a person with disabilities from an enclave laboral, the host company receives a support payment of €7,814 for a full-time job, as well as 100% of social security contributions and subsidies for workplace adjustments. [7]
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e565	Economic services, systems and policies <i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i>
	<ul style="list-style-type: none"> • In principle, the same working time regulations apply in CEE as in companies of the open labour market. Deviating from this is stipulated: Overtime/overtime is only permitted in exceptional cases; workers must be released to participate in medical rehabilitation measures [10]. • An enclave laboral is a subsidised temporary activity of at least 3 CEE employees on the general labour market in the form of an external group. A contract is concluded between the CEE and the host company (empresa colaboradora) [7]. • There must be at least 5 people working in the enclave laboral if the host company has more than 50 employees. In smaller companies the minimum number is 3 [7]. • At least 60% of the employees of an enclave laboral must be people with difficult access

	<p>to the labour market who meet the conditions for working in a CEE. At least 75% of the employees must have been working in the CEE for at least 3 months. [7]</p> <ul style="list-style-type: none"> • The management and organisation of the work in the enclave laboral is the responsibility of the CEE with which the disabled worker maintains his special employment relationship in full for the duration of the enclave [7]. • The support for the host companies of an enclave laboral includes a premium for each contract concluded, the payment of the full social security contributions and a reduction of the trade union tax. [2] • By establishing an enclave laboral, the company can exempt itself from the employment obligation of persons with disabilities. [2] • The duration of enclaves laborales ranges from a minimum of 3 months to a maximum of 3 years and can be extended up to 6 years [7]. • An extension of an enclave laboral to 6 years is only possible if at least 1 person from the external group in the case of external groups of up to 20 persons or at least 2 persons in the case of larger external groups have been taken on by the host company or another company in the open labour market for an unlimited period [7].
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e135	Products and technology for employment <i>Equipment, products and technology used for employment to facilitate work activities.</i>
	no information available

e150	Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked) <i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use work, including those adapted or specially designed.</i>
	no information available

e250	Sound <i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i>
	<ul style="list-style-type: none"> • The CEE is responsible and obliged to implement all occupational safety regulations as in the general labour market [10]. • The host company and the CEE must cooperate in the application of occupational risk prevention regulations in relation to the workers forming the enclave [7].

e585	Education and training services, systems and policies <i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i>
	<ul style="list-style-type: none"> • Within a CEE, the training phase can be extended to up to four years if the necessary level for the intended job could not be reached before [10].

e130	Products and technology for education <i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i>
	no information available

e580	Health services, systems and policies <i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i>
	no information available

e355	Health professionals <i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i>
	no information available

e360	Other professionals <i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i>
	<ul style="list-style-type: none"> CEE maintain vocational support units (Unidades de apoyo a la actividad profesional). Their tasks are assessment of abilities of persons with disabilities and requirements of jobs, family work for promotion of professional activity, educational measures and work design, individual assistance, promotion of independence of persons with disabilities, promotion of inclusion within the CEE, support for transition into enclaves laborales and the general labour market. [9]

e340	Personal care providers and personal assistants <i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i>
	no information available

e555	Associations and organizational services, systems and policies <i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i>
	no information available

e330	People in positions of authority <i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i>
	no information available

e540	Transportation services, systems and policies <i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i>
	no information available

e120	Products and technology for personal indoor and outdoor mobility and transportation <i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e525	Housing services, systems and policies <i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i>
	no information available

e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	no information available

e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	no information available

e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	no information available

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Sweden: Samhall AB – Lönebidrag för utveckling i anställning – WED (System level W-)

Samhall Aktiebolag (Samhall) is Sweden's largest company and is dedicated to providing a service of general economic interest. It receives government funding and subsidies for training and education of their employees with disabilities. [16] Samhall offers two forms of employment under the labour market policy mandate. One of them is temporary jobs with wage subsidies for **employees under development (WED)** (*Lönebidrag för utveckling i anställning*). The employment is for young persons who have been unemployed for a long time and have a disability that affects their ability to work. Preference is given to young adults under 30 years of age. [6] At least 25% of the working time must be spent on various development measures: e.g. introduction to working life, qualification measures at the Samhall School and/or internships with another employer. The duration of employment is usually one year and may not be longer than two years. [8] This offer is assigned to *system level W-*.



Figure 23: Samhall number of staff in the WED scheme (Samhall, 2023) [23]

Samhall offers a wide range of services in labour-intensive areas such as cleaning, health, laundry, warehousing, logistics and manufacturing, based on the needs of its customers. [8]

One of Samhall's tasks is to prepare at least 1,500 employees each year to leave Samhall and take up a new job in the regular labour market. When someone leaves Samhall for a new job, Samhall has the opportunity to recruit new people who are not in the labour market. PES cooperates with Samhall in the transition process and assesses the necessary support measures (technical work aids, personal support wage subsidies, etc.) in order to create the conditions for a sustainable transition to a job in the open labour market. The number of transitions to employment outside Samhall in 2020 was 1,137, including 537 people with wage subsidies for workers who were in development. [8] For 2022, the total number of transitions was 1,483, with 570 from WED / system level W- [PES].

Samhall's mission and business model is to produce goods and services in competition with other companies in an open market. Customers pay a market price for the work actually done, while government compensation for additional costs cannot be used for price

competition. [8] This is stipulated in § 7 Förordning (2018:1528).²⁰ Samhall's state compensation may not exceed the extra costs that Samhall would have incurred compared to carrying on its business without the obligation to hire employees with disabilities that result in a reduced ability to work. The extra operating costs shall be the sum of the total extra personnel costs of the undertaking, the extra personnel-related costs and the costs of technical adaptation.

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	<p>Labour and employment services, systems and policies</p> <p><i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i></p>
	<ul style="list-style-type: none"> • In the Swedish system there are four different authorities responsible for people with disabilities: the Public Employment Service (PES), the Social Insurance Agency, the Social Services and the Health Authorities. [2] In addition, the state, through the PES, is also responsible for helping people to keep their jobs.²¹ [3] • Labour market policy is the responsibility of the state, but municipalities play an important role through various vocational support measures and services. This is especially true for those groups who, for various reasons, need additional support to enter the labour market. The measures offered are often different types of vocational training and internships in municipal labour market units, sometimes in combination with targeted support for competitive jobs in the open labour market. However, there are differences between municipalities in the type of support provided. [14, p. 7] • People with disabilities can find work in the mainstream economy through the Public Employment Service (PES). There they can find individually adapted support in applying for a job, assistance in participating in activities (e.g. sign language interpreters) and general advice on transitioning into the world of work. The PES is also responsible for the delivery of vocational rehabilitation in the form of initiatives focused on counselling, screening, rehabilitation or preparation for work (CRPD Committee). [3] • The Employment Service cooperates with the Social Insurance Office as well as with the municipalities and district administrations. The Social Insurance Agency provides various types of financial support to people with disabilities, helping them to integrate into society. [3] • All labour market programmes are governed by the Government Ordinance 2000:630 and provide special assistance to persons with disabilities that result in a reduced capacity to work. While eligible jobseekers had generally to be classified as occupationally disabled (<i>arbetshandikapp</i>) by the Public Employment Service (PES) before 2017 [1], the newer legislation speaks now about persons with disabilities that result in reduced work ability, in accordance with the regulation [19]. • The activity compensation or disability pension is intended for people with disabilities under 30 years of age who are not expected to be able to work full-time due to a disability. The benefits are calculated as a percentage of the previous wage. For people who have never worked, there are fixed amounts that depend on age. [3] The Public

²⁰ §7, Förordning (2018:1528) om statlig ersättning till Samhall Aktiebolag för en tjänst av allmänt ekonomiskt intresse. Online verfügbar: https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningsamling/forordning-20181528-om-statlig-ersattning-till_sfs-2018-1528 (09.08.2022)

²¹ <https://sweden.se/society/swedens-disability-policy/>

	<p>Employment Service works with the Social Insurance Institution to improve employment opportunities for persons receiving compensation under the Social Insurance Code. [6]</p> <ul style="list-style-type: none"> • Sickness benefit is intended for persons who are permanently fully (all age groups) or partially (for persons over 30) unable to work. Benefits are calculated as a percentage of the previous wage. For persons who have never worked, there are fixed amounts that depend on age. • People who receive sickness benefits or compensation have the opportunity to work without losing their compensation. The government has increased funding to improve opportunities for transition to work for people with a disability. • Other allowances are intended to reimburse costs that people with disabilities may incur due to their disability and aim to improve integration.[3] • If employees leave Samhall to take up a new job, there is the possibility of recruiting new people who are not in the labour market. [8] • Development employee (WED) positions are temporary and have no right to return. [8]
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e565	<p>Economic services, systems and policies</p> <p><i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i></p>
	<ul style="list-style-type: none"> • There are no quota requirements for the employment of persons with disabilities. [12] • Employers can receive financial compensation to support people with disabilities through personal assistance at work (<i>bidrag för personligt biträde</i>). The personal assistant helps with certain repetitive tasks or work situations where the person needs support. The employer will receive a grant to allocate staff for this. The aim is to facilitate job retention and participation in working life. [3] • The government has increased the amount of support available for vocational aids as well as personal assistance for both employees and entrepreneurs (CRPD State Report).²² Employers, employees and self-employed persons can receive an allowance for vocational aids and workplace adaptations to enable them to continue working (<i>arbetsläpmedel</i>)²³. The maximum amount of such an allowance is SEK 100 000. [21] • Employers of workers with disabilities are entitled to a wage subsidy of up to 80% of wages, depending on the degree of disability. Employers can claim this allowance for up to four years. [9] Three different types are available: for development in employment, employment and security in employment. However, a more recent source states: "The amount of the allowance is based on the employee's wage costs and ability to work in relation to the requirements of the job. The aim is for the allowance to decrease as the worker's ability to work increases." • Companies can receive financial compensation if they employ a person who is looking for work and who has reduced working capacity due to a disability. The employment is ordinary employment, but it must be adapted to the conditions and needs of the jobseeker. This may involve the workplace and work tasks are adapted, but also about adapted working hours. While the employee is working, he or she should be able to develop their skills and work capacity to make it easier for them to get a job or start studying in the study in the future. The support is called wage subsidy for development in employment (<i>Lönebidrag för utveckling i anställning</i>). [22] • Disabled workers sign a contract with Samhall that is identical to that of a normal worker. [16]

²² <https://www.regeringen.se/49bbec/contentassets/2cb458dc109d4b85be427b0972a8f35e/swedens-initial-report-under-the-convention-on-the-rights-of-persons-with-disabilities>

²³ <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/for-dig-med-funktionsnedsattning>

e135	Products and technology for employment <i>Equipment, products and technology used for employment to facilitate work activities.</i>
	<ul style="list-style-type: none"> The disability allowance (handikappersättning) is intended for persons who have been disabled for at least one year, are between 19 and 65 years of age and need help with everyday life, work or studies, or have additional expenses due to their illness or disability. The amount is calculated as a percentage of the expenses incurred. [3] The government has increased the amount available to support occupational aids as well as personal assistance for both employees and entrepreneurs (CRPD State Report). Employers, employees and self-employed persons can receive an allowance for occupational aids and workplace adaptation to enable them to continue working (<i>hjälpmedel på arbetsplatsen</i>). The maximum amount of such an allowance was SEK 50,000 (€ 4,667.06) [3] and is meanwhile raised to SEK 100,000 during the first 12 months of employment. After 12 months with continuing need for this type of help, the Försäkringskassan will be in charge for the costs. [21] In addition, jobseekers with disabilities are entitled to work aids, additional support at the workplace and interpreting services for people with hearing impairments. [14, p. 6-7] There are also a number of programmes specifically targeting young jobseekers with disabilities, where they can receive counselling, special support or workplace adaptation during the transition from school to work (7,000 people in 2018). [14, p. 6-7]

e150	Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked) <i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use work, including those adapted or specially designed.</i>
	no information available

e250	Sound <i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i>
	no information available

e585	Education and training services, systems and policies <i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i>
	<ul style="list-style-type: none"> Samhall offers 24 occupational fields: Administrator; Confectioner; Caregiver; Care Assistant; Cleaner; Customer Service Clerk; Driver; Ranger; Waste Worker; Instructor; Intern Teacher; Janitor; Laundry Worker; Machine Operator; Janitor - Indoor; Janitor - Outdoor; Receptionist; Service Worker; Clerk; Warehouse Material Worker; Supervisor; Team Leader; Waiter; Window Cleaner [8]. For each of these occupational areas, there is a series of training steps to develop skills and demonstrate competencies, both as a provider and as a recruiter. [8] Staff may receive training in one or more occupations. [8]

	<ul style="list-style-type: none"> At least 25% of the working time of employees under development (WED) must be spent on various developmental activities: e.g. introduction to working life, skills training at Samhall School and/or work placements with another employer. [8]
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e130	Products and technology for education <i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i>
	<ul style="list-style-type: none"> For those who have a disability that means that extra support is needed to participate in training and education programmes of PES, pedagogical support, as well as related aids and facilities, are available (<i>Individuellt pedagogiskt stöd vid utbildning</i>) [20]

e580	Health services, systems and policies <i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i>
	<ul style="list-style-type: none"> There is a systematic workplace environment programme focusing on the health and safety of workers. Many people are involved: from individual workers to managers and Occupational Health and Safety Officers to trade unions and management. [8] Samhall has set a target to reduce the number of serious incidents that need to be reported to the Swedish Workplace Safety Authority by half by 2023 compared to 2018. [8]

e355	Health professionals <i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i>
	<ul style="list-style-type: none"> The Public Employment Service has staff with specific competences in the field of work-oriented rehabilitation, such as employment counsellors, psychologists, physiotherapists, social counsellors, occupational therapists, counsellors for the deaf and others.²⁴ Another model of supported employment is the IPS (Individual Placement and Support) model for people with mental health problems. The IPS job coach works in psychiatric settings (as opposed to public employment services) and the support provided by the IPS counsellor is not time-limited. [10]

e360	Other professionals <i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i>
	<ul style="list-style-type: none"> Jobseekers with disabilities can receive individual support before and during an employment relationship from a person called a SIUS counsellor (SIUS-konsulent). This job coach service ("Special Introduction and Aftercare for Disabled People") is part of the PES. The SIUS counsellor has special skills in induction methodology and can help the jobseeker to contact employers (job matching and acquisition), introduce the jobseeker to the workplace (job induction with support) and is responsible for ensuring that the worker with a disability receives the agreed support (follow-up). The SIUS counsellor makes

²⁴ <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/for-dig-med-funktionsnedsattning>

	<p>follow-up visits to the workplace and the PES conducts an assessment to determine if there is a need for additional support or technical aids. This may also mean that the counsellor works with the client for a while in some cases. Support is gradually reduced until the client can perform the tasks of the job independently. Pre-employment support is called the introductory phase and can last a maximum of 6 months. The jobseeker continues to receive the same payment as before.²⁵ Follow-up support lasts from 1 to 3 years after taking up employment. [10]</p> <ul style="list-style-type: none"> • The PES has staff with specific competences in the field of work-oriented rehabilitation, such as job counsellors, psychologists, physiotherapists, social counsellors, occupational therapists, counsellors for the deaf and others.²⁶
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e340	<p>Personal care providers and personal assistants</p> <p><i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i></p>
	<ul style="list-style-type: none"> • Employers can receive financial compensation to support people with disabilities through personal assistance at work (bidrag för personligt biträde). The personal assistant helps with certain repetitive tasks or work situations where the person needs support. The aim is to facilitate job retention and participation in working life. [3] • People with disabilities who are not covered by the LSS can receive assistance with personal assistance from their municipality based on the Social Services Act. [3] • The government has increased the amount of support for vocational aids as well as for personal assistance for both employees and entrepreneurs (CRPD State Report).²⁷ • In addition, jobseekers with disabilities are entitled to, among other things, additional support in the workplace and interpreting services for people with hearing impairments. [14, p. 6-7]

e555	<p>Associations and organizational services, systems and policies</p> <p><i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i></p>
	no information available

e330	<p>People in positions of authority</p> <p><i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i></p>
	no information available

²⁵ <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/sarskild-stodperson-for-introduktions-och-uppfoljningsstod---sius>

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e540	Transportation services, systems and policies <i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i>
	no information available

e120	Products and technology for personal indoor and outdoor mobility and transportation <i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i>
	<ul style="list-style-type: none"> The vehicle allowance helps people with a permanent disability that makes it difficult for them to get around independently or to use public transport. The allowance is granted in the form of a fixed basic amount (max. SEK 30,000 (€ 2,800.51)) and either an acquisition allowance or the actual cost of adapting the vehicle. [3]

e525	Housing services, systems and policies <i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i>
	no information available

e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	no information available

e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	no information available

e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	no information available

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Sweden: Samhall AB – Skyddat arbete (System level W)

Brief description of the participation offer:

Samhall Aktiebolag (Samhall) is Sweden's largest company and is dedicated to providing a service of general economic interest. It receives government funding and subsidies for training and education of their employees with disabilities. [16] Samhall offers two forms of employment under the labour market policy mandate. The majority of employees have a job for **sheltered work** (*skyddat arbete*) at Samhall (formerly called *Core Assignment*); this offer is assigned to *system level W*. The target group of this form is people with disabilities. The target group for this form of employment is people whose ability to work is so limited that they cannot find other work and whose needs cannot be met by other labour market initiatives. [8]



Figure 24: Samhall number of staff in sheltered work (Samhall, 2023) [23]

Samhall offers a wide range of services in labour-intensive areas such as cleaning, health, laundry, warehousing, logistics and manufacturing, based on the needs of its customers.[8]

One of Samhall's tasks is to prepare at least 1,500 employees each year to leave Samhall and take up a new job in the regular labour market. When someone leaves Samhall for a new job, Samhall has the opportunity to recruit new people who are not in the labour market. As there are fewer opportunities/open positions for PES referrals in sheltered work, it is crucial that transitions to new jobs in the open labour market go smoothly. PES cooperates with Samhall in the transition process and assesses the necessary support measures (technical work aids, personal support wage subsidies, etc.) in order to create the conditions for a sustainable transition to a job in the open labour market. The number of transitions to employment outside Samhall in 2020 was 1,137, including 537 people with wage subsidies for workers who were in development.[8] For 2022, the total number of transitions was 1,483, with 913 from system level W [PES].

Permanent employees at system level W (sheltered employment) who transfer have the right to return to Samhall within one year; they are referred to as returnees. The number of returnees was 389, and most of the returnees were due to the termination of fixed-term employment. [8]

At least 40% of new entrants for sheltered work referred to Samhall by the Public Employment Service must be from a priority group [6], this level was raised in 2022 to at least

50% [PES]. People from these priority groups have the greatest need for a job at Samhall. The result for 2020 is 63%, for 2022 is 62% [PES].

In 2020, the priority groups were: 1) people with intellectual disabilities; 2) people with a general learning disability; 3) people with specific cognitive impairments in combination with hearing impairment, visual impairment or intellectual disability; 4) people with more than one disability that together cause a significant impairment in the ability to work, as follows: Sign language/child deafness in combination with another disability; Visual impairment in combination with another disability; Limited or restricted mobility in combination with another disability [6]. From 2022: The priority groups are persons with: 1) psychological impairment/mental disability, 2) general learning disability, or 3) more than one disability that together cause a significant impairment in the ability to work [PES].

The Labour Market Service assesses who belongs to these prioritised groups. [8]

Samhall's mission and business model is to produce goods and services in competition with other companies in an open market. Customers pay a market price for the work actually done, while government compensation for additional costs cannot be used for price competition.[8] This is stipulated in § 7 Förordning (2018:1528).²⁸ Samhall's state compensation may not exceed the extra costs that Samhall would have incurred compared to carrying on its business without the obligation to hire employees with disabilities that result in a reduced ability to work. The extra operating costs shall be the sum of the total extra personnel costs of the undertaking, the extra personnel-related costs and the costs of technical adaptation.

Description by means of the ICF environmental factors:

ICF Code	ICF Category
e590	Labour and employment services, systems and policies <i>Services, systems and policies related to finding suitable work for persons who are unemployed or looking for different work, or to support individuals already employed who are seeking promotion.</i>
	<ul style="list-style-type: none"> In the Swedish system there are four different authorities responsible for people with disabilities: the Public Employment Service (PES), the Social Insurance Agency, the Social Services and the Health Authorities. [2] In addition, the state, through the PES, is also responsible for helping people to keep their jobs.²⁹ [3] Labour market policy is the responsibility of the state, but municipalities play an important role through various vocational support measures and services. This is especially true for those groups who, for various reasons, need additional support to enter the labour market. The measures offered are often different types of vocational training and internships in municipal labour market units, sometimes in combination with targeted support for competitive jobs in the open labour market. However, there are differences between municipalities in the type of support provided. [14, p. 7]

²⁸ §7, Förordning (2018:1528) om statlig ersättning till Samhall Aktiebolag för en tjänst av allmänt ekonomiskt intresse. Online verfügbar: https://www.riksdagen.se/sv/dokument-lagar/dokument/svensk-forfattningsamling/forordning-20181528-om-statlig-ersattning-till_sfs-2018-1528 (09.08.2022)

²⁹ <https://sweden.se/society/swedens-disability-policy/>

	<ul style="list-style-type: none"> • The Employment Service cooperates with the Social Insurance Office as well as with the municipalities and district administrations. The Social Insurance Agency provides various types of financial support to people with disabilities, helping them to integrate into society. [3] • All labour market programmes are governed by the Government Ordinance 2000:630 and provide special assistance to persons with disabilities that result in a reduced capacity to work. While eligible jobseekers had generally to be classified as occupationally disabled (<i>arbetshandikapp</i>) by the Public Employment Service (PES) before 2017 [1], the newer legislation speaks now about persons with disabilities that result in reduced work ability, in accordance with the regulation [19]. • The activity compensation or disability pension is intended for people with disabilities under 30 years of age who are not expected to be able to work full-time due to a disability. The benefits are calculated as a percentage of the previous wage. For people who have never worked, there are fixed amounts that depend on age. [3] The Public Employment Service works with the Social Insurance Institution to improve employment opportunities for persons receiving compensation under the Social Insurance Code. [6] • Sickness benefit is intended for persons who are permanently fully (all age groups) or partially (for persons over 30) unable to work. Benefits are calculated as a percentage of the previous wage. For persons who have never worked, there are fixed amounts that depend on age. • People who receive sickness benefits or compensation have the opportunity to work without losing their compensation. The government has increased funding to improve opportunities for transition to work for people with a disability. • Other allowances are intended to reimburse costs that people with disabilities may incur due to their disability and aim to improve integration.[3] • The Public Employment Service (PES) refers new entrants to Samhall for sheltered work. • If employees leave Samhall to take up a new job, there is the possibility of recruiting new people who are not in the labour market. [8] • Permanent employees (at system level W) who transfer to another company have the right to return to Samhall within one year. [8]
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e565	Economic services, systems and policies <i>Services, systems and policies related to the overall system of production, distribution, consumption and use of goods and services.</i>
	<ul style="list-style-type: none"> • There are no quota requirements for the employment of persons with disabilities. [12] • The government has increased the amount of support available for vocational aids as well as personal assistance for both employees and entrepreneurs (CRPD State Report).³⁰ Employers, employees and self-employed persons can receive an allowance for vocational aids and workplace adaptations to enable them to continue working (<i>arbetsläpmedel</i>)³¹. The maximum amount of such an allowance is SEK 100 000. [21] • Employers of workers with disabilities are entitled to a wage subsidy of up to 80% of wages, depending on the degree of disability. Employers can claim this allowance for up to four years. [9] Three different types are available: for development in employment, employment and security in employment. However, a more recent source states: "The amount of the allowance is based on the employee's wage costs and ability to work in relation to the requirements of the job. The aim is for the allowance to decrease as the

³⁰ <https://www.regeringen.se/49bbec/contentassets/2cb458dc109d4b85be427b0972a8f35e/swedens-initial-report-under-the-convention-on-the-rights-of-persons-with-disabilities>

³¹ <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/for-dig-med-funktionsnedsattning>

	<p>worker's ability to work increases.”</p> <ul style="list-style-type: none"> • Disabled workers sign a contract with Samhall that is identical to that of a normal worker. [16] • Almost 100 per cent of workers with disabilities in sheltered employment are members of a trade union, which guarantees them collective bargaining. [16] • Sheltered employment can also help people with disabilities return to regular work, although this is rare depending on the disability. [16]
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e135	Products and technology for employment <i>Equipment, products and technology used for employment to facilitate work activities.</i>
	<ul style="list-style-type: none"> • The disability allowance (handikappersättning) is intended for persons who have been disabled for at least one year, are between 19 and 65 years of age and need help with everyday life, work or studies, or have additional expenses due to their illness or disability. The amount is calculated as a percentage of the expenses incurred. [3] • The government has increased the amount available to support occupational aids as well as personal assistance for both employees and entrepreneurs (CRPD State Report). Employers, employees and self-employed persons can receive an allowance for occupational aids and workplace adaptation to enable them to continue working (<i>hjälpmedel på arbetsplatsen</i>). The maximum amount of such an allowance was SEK 50,000 (€ 4,667.06) [3] and is meanwhile raised to SEK 100,000 during the first 12 months of employment. After 12 months with continuing need for this type of help, the Försäkringskassan will be in charge for the costs. [21] • In addition, jobseekers with disabilities are entitled to work aids, additional support at the workplace and interpreting services for people with hearing impairments. [14, p. 6-7] • There are also a number of programmes specifically targeting young jobseekers with disabilities, where they can receive counselling, special support or workplace adaptation during the transition from school to work (7,000 people in 2018). [14, p. 6-7]

e150	Design, construction and building products and technology of buildings for public use workplaces (ICF wording adapted, changes marked) <i>Products and technology that constitute an individual's indoor and outdoor human-made environment that is planned, designed and constructed for public use work, including those adapted or specially designed.</i>
	no information available

e250	Sound <i>A phenomenon that is or may be heard, such as banging, ringing, thumping, whistling, yelling or buzzing, in any volume, timbre or tone, and that may provide useful or distracting information about the world.</i>
	no information available

e585	Education and training services, systems and policies <i>Services, systems and policies for the acquisition, maintenance and improvement of knowledge, expertise and vocational or artistic skills. See UNESCO's International Standard Classification of Education [ISCED-1997].</i>
	<ul style="list-style-type: none"> • Samhall offers 24 occupational fields: Administrator; Confectioner; Caregiver; Care Assistant; Cleaner; Customer Service Clerk; Driver; Ranger; Waste Worker; Instructor;

	<p>Intern Teacher; Janitor; Laundry Worker; Machine Operator; Janitor - Indoor; Janitor - Outdoor; Receptionist; Service Worker; Clerk; Warehouse Material Worker; Supervisor; Team Leader; Waiter; Window Cleaner [8].</p> <ul style="list-style-type: none"> • For each of these occupational areas, there is a series of training steps to develop skills and demonstrate competencies, both as a provider and as a recruiter. [8] • Staff may receive training in one or more occupations. [8]
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e130	<p>Products and technology for education</p> <p><i>Equipment, products, methods and technology used for acquisition of knowledge, expertise or skill, including those adapted or specially designed.</i></p>
	<ul style="list-style-type: none"> • For those who have a disability that means that extra support is needed to participate in training and education programmes of PES, pedagogical support, as well as related aids and facilities, are available (<i>Individuellt pedagogiskt stöd vid utbildning</i>) [20]

e580	<p>Health services, systems and policies</p> <p><i>Services, systems and policies for preventing and treating health problems, providing medical rehabilitation and promoting a healthy lifestyle.</i></p>
	<ul style="list-style-type: none"> • There is a systematic workplace environment programme focusing on the health and safety of workers. Many people are involved: from individual workers to managers and Occupational Health and Safety Officers to trade unions and management. [8] • Samhall has set a target to reduce the number of serious incidents that need to be reported to the Swedish Workplace Safety Authority by half by 2023 compared to 2018. [8]

e355	<p>Health professionals</p> <p><i>All service providers working within the context of the health system, such as doctors, nurses, physiotherapists, occupational therapists, speech therapists, audiologists, orthotist-prosthetists, medical social workers.</i></p>
	<ul style="list-style-type: none"> • The Public Employment Service has staff with specific competences in the field of work-oriented rehabilitation, such as employment counsellors, psychologists, physiotherapists, social counsellors, occupational therapists, counsellors for the deaf and others.³² • Another model of supported employment is the IPS (Individual Placement and Support) model for people with mental health problems. The IPS job coach works in psychiatric settings (as opposed to public employment services) and the support provided by the IPS counsellor is not time-limited. [10]

e360	<p>Other professionals</p> <p><i>All service providers working outside of the health system, including social workers, lawyers, teachers, architects and designers.</i></p>
	<ul style="list-style-type: none"> • Jobseekers with disabilities can receive individual support before and during an employment relationship from a person called a SIUS counsellor (SIUS-konsulent). This job coach service ("Special Introduction and Aftercare for Disabled People") is part of the PES. The SIUS counsellor has special skills in induction methodology and can help the jobseeker to

³² <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/for-dig-med-funktionsnedsattning>

	<p>contact employers (job matching and acquisition), introduce the jobseeker to the workplace (job induction with support) and is responsible for ensuring that the worker with a disability receives the agreed support (follow-up). The SIUS counsellor makes follow-up visits to the workplace and the PES conducts an assessment to determine if there is a need for additional support or technical aids. This may also mean that the counsellor works with the client for a while in some cases. Support is gradually reduced until the client can perform the tasks of the job independently. Pre-employment support is called the introductory phase and can last a maximum of 6 months. The jobseeker continues to receive the same payment as before.³³ Follow-up support lasts from 1 to 3 years after taking up employment. [10]</p> <ul style="list-style-type: none"> • The PES has staff with specific competences in the field of work-oriented rehabilitation, such as job counsellors, psychologists, physiotherapists, social counsellors, occupational therapists, counsellors for the deaf and others.³⁴
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e340	<p>Personal care providers and personal assistants</p> <p><i>Individuals who provide services to support individuals in their daily activities and maintenance of performance at work, education or other life situation, provided either through public or private funds, or else on a voluntary basis, such as providers of support for home-making and maintenance, personal assistants, transport assistant, paid help, nannies and others who function as primary caregivers.</i></p>
	<ul style="list-style-type: none"> • Employers can receive financial compensation to support people with disabilities through personal assistance at work (bidrag för personligt biträde). The personal assistant helps with certain repetitive tasks or work situations where the person needs support. The aim is to facilitate job retention and participation in working life. [3] • People with disabilities who are not covered by the LSS can receive assistance with personal assistance from their municipality based on the Social Services Act. [3] • The government has increased the amount of support for vocational aids as well as for personal assistance for both employees and entrepreneurs (CRPD State Report).³⁵ • In addition, jobseekers with disabilities are entitled to, among other things, additional support in the workplace and interpreting services for people with hearing impairments. [14, p. 6-7]

e555	<p>Associations and organizational services, systems and policies</p> <p><i>Services, systems and policies relating to groups of people who have joined together in the pursuit of common, non-commercial interests, often with an associated membership structure.</i></p>
	no information available

³³ <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/stod-a-o/sarskild-stodperson-for-introduktions-och-uppfoljningsstod---sius>

³⁴ <https://arbetsformedlingen.se/other-languages/english-engelska/stod-och-ersattning/for-dig-med-funktionsnedsattning>

³⁵ <https://www.regeringen.se/49bbec/contentassets/2cb458dc109d4b85be427b0972a8f35e/swedens-initial-report-under-the-convention-on-the-rights-of-persons-with-disabilities>

e330	People in positions of authority <i>Individuals who have decision-making responsibilities for others and who have socially defined influence or power based on their social, economic, cultural or religious roles in society, such as teachers, employers, supervisors, religious leaders, substitute decision-makers, guardians or trustees.</i>
	no information available

e540	Transportation services, systems and policies <i>Services, systems and policies for enabling people or goods to move or be moved from one location to another.</i>
	no information available

e120	Products and technology for personal indoor and outdoor mobility and transportation <i>Equipment, products and technologies used by people in activities of moving inside and outside buildings, including those adapted or specially designed, located in, on or near the person using them.</i>
	<ul style="list-style-type: none"> The vehicle allowance helps people with a permanent disability that makes it difficult for them to get around independently or to use public transport. The allowance is granted in the form of a fixed basic amount (max. SEK 30,000 (€ 2,800.51)) and either an acquisition allowance or the actual cost of adapting the vehicle. [3]

e525	Housing services, systems and policies <i>Services, systems and policies for the provision of shelters, dwellings or lodging for people.</i>
	no information available

e115	Products and technology for personal use in daily living <i>Equipment, products and technologies used by people in daily activities, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e125	Products and technology for communication <i>Equipment, products and technologies used by people in activities of sending and receiving information, including those adapted or specially designed, located in, on or near the person using them.</i>
	no information available

e460	Societal attitudes <i>General or specific opinions and beliefs generally held by people of a culture, society, sub-cultural or other social group about other individuals or about other social, political and economic issues, that influence group or individual behaviour and actions.</i>
	no information available

e570	Social security services, systems and policies <i>Services, systems and policies aimed at providing income support to people who, because of age, poverty, unemployment, health condition or disability, require public assistance that is funded either by general tax revenues or contributory schemes.</i>
	no information available

e550	Legal services, systems and policies <i>Services, systems and policies concerning the legislation and other law of a country.</i>
	no information available

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13.3 Annex 3: Persona profiles

In a series of workshops, personas have been developed at the very borders between system levels W and W+ (P1), and between system levels W- and W (P2). In France (FR), Germany (DE), Slovenia (SI), Spain (ES) and Sweden (SE), 10 personas have been created in total. An 11th persona has been developed to be used for validation purposes.

Table 20: List of the 11 personas developed in the study

Persona*	ICF categories body functions (most important category printed in bold)
P1(DE) Ben	b455 (exercise tolerance functions) , b130 (energy & drive functions), b134 (sleep functions), b140 (attention functions)
P2(FR) Frank	b126 (temperament & personality functions) , b130 (energy & drive functions), b144 (memory functions), b140 (attention functions)
P1(ES) Jordi	b126 (temperament & personality functions) , b130 (energy & drive functions), b140 (attention functions), b152 (emotional functions), b160 (thought functions)
P2(DE) Juliane	b126 (temperament & personality functions) , b152 (emotional functions), b144 (memory functions)
P1(SE) Kim	b126 (temperament & personality functions) , b140 (attention functions), b152 (emotional functions)
P(FR) Linda (for validation)	b164 higher-level cognitive functions) , b126 (temperament & personality functions), b152 (emotional functions)
P1(FR) Marc	b117 (intellectual functions) , b140 (attention functions), b144 (memory functions), b164 (higher-level cognitive functions), b126 (temperament & personality functions)
P2(SI) Milka	b280 (sensation of pain) , b130 (energy & drive functions), b140 (attention functions), b730 (muscle power functions), b740 (muscle endurance functions)
P2(ES) Montse	b117 (intellectual functions) , b140 (attention functions), b144 (memory functions), b152 (emotional functions), b164 higher-level cognitive functions)
P1(SI) Niko	b122 (global psychosocial functions) , b140 (attention functions), b152 (emotional functions)
P2(SE) Sam	b117 (intellectual functions)

* in alphabetical order

In the following profiles, the cover pages provide a graphical overview of the classification results for *body functions* (graphs in blue) and *activities and participation* (graphs in orange). The example for *body functions* below demonstrates the visualisation of a precise ICF classification (b140.3) and of a rough ICF classification (b134.3 or b134.4).

Body functions

ICF Code	ICF Qualifier				
	no	mild	moderate	severe	complete
	impairment				
	.0	.1	.2	.3	.4
b134 Sleep functions					
b140 Attention functions					

Persona

Ben

Description

Colloquial description:

Due to limitations in his cardiorespiratory capacity, Ben has sleep problems and as a result is constantly sleep-deprived. This has a strong impact on his concentration and stamina and thus also on his ability to work.

During his school years, he was repeatedly absent for long periods of time. The family environment was and is concerned about Ben. Ben should not be "overtaxed" is the theme that accompanies him through his school years as well as through the vocational training.

In an overall view, it is mainly the aspects of "low motivation" and "low resilience" that impact on Ben's work ability.

(Although Ben is also a wheelchair user, this has no significant relevance for his work ability and is therefore not considered further).

Assessment basis and results:

- Achieves results with small variations in simple work and can critically examine the result when asked to do so. Can adhere to simple and precise instructions so that the result corresponds to the requirement.
- Cannot always motivate him/herself for the assigned work tasks, needs frequent prompting.
- Relies on frequent prompting to focus attention/concentration on the work task, needs frequent breaks. Can work on simple short tasks alone. Makes many errors on longer tasks. Can complete simple tasks, needs frequent breaks and support for more complex tasks.
- Can only work persistently for a short period of time, needs more frequent breaks. Can work continuously on a simple task consisting of a few sub-steps.
- Can only partially meet the physical, mental and intellectual demands of a simple work task. Needs appropriate breaks and encouragement.
- Identifies with some of the group's values and norms and can partly integrate into the group.
- Always needs comprehensive assistance in the implementation of personal hygiene measures.

Result of the classification according to ICF:

Body functions

		ICF Qualifier				
		no	mild	moderate	severe	complete
		impairment				
ICF Code		.0	.1	.2	.3	.4
b455	Exercise tolerance functions					
b130	Energy and drive functions					
b134	Sleep functions					
b140	Attention functions					
<i>Body functions are the physiological functions of body systems (including psychological functions)</i>		<i>Impairments are problems in body function as a significant deviation or loss</i>				

Activities and participation

		ICF Qualifier				
		no	mild	moderate	severe	complete
		difficulty				
ICF Code		.0	.1	.2	.3	.4
d160	Focussing attention					
d220	Undertaking multiple tasks					
d230	Carrying out daily routine					
d410	Changing basic body position					
d740	Formal relationships					
d845	Acquiring, keeping and terminating a job					
<i>Activity is the execution of a task or action by an individual</i> <i>Participation is involvement in a life situation</i>		<i>Activity limitations are difficulties an individual may have in executing activities</i> <i>Participation restrictions are problems an individual may experience in involvement in life situations</i>				

b455 Exercise tolerance functions Functions related to respiratory and cardiovascular capacity as required for enduring physical exertion. <i>Exclusions: additional respiratory functions (b450); Functions of the cardiovascular system (b410-b429); Haematological system functions (b430); Respiration functions (b440); Respiratory muscle functions (b445)</i>					
Colloquial Description	Cause of sleep deprivation, and only through that influence on work (performance)				
Survey instrument	No survey instruments used				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b130 Energy and drive functions General mental functions of physiological and psychological mechanisms that cause the individual to move towards satisfy specific needs and general goals in a persistent manner. <i>Exclusions: Consciousness functions (b110); Emotional functions (b152); Psychomotor functions (b147); Sleep functions (b134); Temperament and personality functions (b126)</i>					
Colloquial Description	Drive limited, e.g., to move around in the building/workroom, or also to go to the toilet (more likely to use nappies than to go to the toilet himself, although this would be physiologically feasible).				
Survey instrument	All ratings are based on a 5-point scale, from ++ to - -. <ul style="list-style-type: none"> • Motivation - drive, defined as willingness to devote oneself intensively to one's task/work. Ben's assessment result: - Meaning: Cannot always motivate him/herself for assigned work tasks, needs frequent prompting. • Perseverance / Persistence, defined as follows: Work tasks are carried out continuously during working hours, even when the initial situation is unfavourable due to motivation, monotony, stress, disturbances, etc. Ben's assessment result: - Meaning: Can only work continuously for a short period of time, needs more frequent breaks. Can work continuously on a simple job consisting of a few sub-steps. • Ability to work under pressure, defined as the ability to cope with the work in principle even under various disturbing influences. Ben's assessment result: - Meaning: Can only partially meet the physical, mental and intellectual demands of a simple work task. Needs appropriate breaks and attention. • Independent handling of hygiene, defined as the ability to apply hygiene measures. Ben's assessment result: - - Meaning: Always requires extensive assistance in performing hygiene measures. 				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b134 Sleep functions General mental functions of periodic, reversible and selective physical and mental disengagement from one's immediate environment accompanied by characteristic physiological changes. <i>Exclusions: Attention functions (b140); Consciousness functions (b110); Energy and drive functions (b130); Psychomotor functions (b147)</i>					
Colloquial Description	Sleep apnoea, thus affecting performance. Frequent phases of being awake. Interrupted breathing, therefore respiratory mask with oxygen supply.				
Survey instrument	All scores are based on a 5-point scale, from ++ to --. <ul style="list-style-type: none"> • Attention / Concentration, defined as: Attention is the ability to perceive signals from the work environment and to react to them if necessary. Concentration is the ability to direct one's attention arbitrarily to the contents directly related to one's own work. Ben's assessment result: - Meaning: Depends on frequent prompts to focus attention/concentration on the work task, needs more frequent breaks. Can work on simple short tasks alone. Makes many mistakes in longer tasks. Can complete simple work tasks, needs frequent breaks and support for more complex tasks. • Integration into the work group, describes the ability to identify with values and norms of the group and to integrate as a person. Ben's assessment result: - Meaning: Identifies with some values and norms of the group and can partly integrate into the group. 				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b140 Attention functions Specific mental functions of focusing on an external stimulus or internal experience for the required period of time. <i>Exclusions: Consciousness functions (b110); Energy and drive functions (b130); Memory functions (b144); Perceptual functions (b156); Psychomotor functions (b147); Sleep functions (b134)</i>					
Colloquial Description	needs someone to focus attention				
Survey instrument	All ratings are based on a 5-point scale, from ++ to --. <ul style="list-style-type: none"> • Diligence / quality awareness, defined as the ability to perform work correctly, conscientiously and prudently and to check the result for correctness and take appropriate action if necessary. Ben's assessment result: - Meaning: Achieves results with small deviations in simple work and can critically examine the result when asked to do so. Can adhere to simple and exact specifications so that the result corresponds to the specification. • Attention / Concentration. Attention is the ability to perceive signals from the working environment and to react to them if necessary. Concentration is the ability to direct one's attention at will to contents directly related to one's own work. Ben's assessment result: - Meaning: Depends on frequent prompts to focus attention/concentration on the work task, needs more frequent breaks. Can work on simple short tasks alone. Has many errors in longer tasks. Can complete simple work tasks, needs frequent breaks and support for more complex tasks. • Endurance / perseverance, defined as: Work is carried out continuously during working hours, even when the initial situation is unfavourable due to motivation, monotony, stress, disruptive influences, etc. Ben's assessment result: - Meaning: Can only work continuously for a short period of time, needs more frequent breaks. Can work continuously on a simple task consisting of a few sub-steps. 				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of the body functions in combination with the respective context factors.

<i>Extend or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d160.4	Focusing attention
d220.4	Undertaking multiple tasks
d230.4	Carrying out daily routine
d410.4	Changing basic body position
d740.3-4	Formal relationships
d845.4	Acquiring, keeping and terminating a job

Persona

Frank

Colloquial description:

Frank works in the field of editing, transcribing and publishing for several years. However, the management and his colleagues are still not sure if the environment is suitable for his situation and needs.

Frank has selective mutism, which means he does not speak in certain places or situations, especially at work. He answers all questions with a "yes", even when he doesn't mean it. It's difficult to understand how he feels because he does not show his emotions or communicate verbally or non-verbally.

Frank's job requires a high degree of concentration. One of his tasks is transcription. He transcribes texts from tapes. Transcribing outside the office - at the client's office during meetings - is also part of the inclusive company's services, but Frank only does this for one specific client.

Social interaction with colleagues is almost impossible. He is introverted and seems to struggle with his mutism (e.g. trying to answer when asked a private question at lunch), but all attempts are in vain. As these struggles take a lot of energy, he does not share his car with colleagues for work trips, as he would need to communicate, which would make driving difficult or even impossible.

Frank's support is difficult to manage, as feedback from him is either absent or delayed (e.g. emails written long after certain situations occurred). It's difficult to understand what kind of support would help him.

Result of the classification according to ICF:

Body functions		ICF Qualifier				
		no	mild	moderate	severe	complete
		impairment				
ICF Code		.0	.1	.2	.3	.4
b126	Temperament and personality functions					
b130	Energy and drive functions					
b144	Memory functions					
b140	Attention functions					
Body functions are the physiological functions of body systems (including psychological functions)		Impairments are problems in body function as a significant deviation or loss				
Activities and participation		ICF Qualifier				
		no	mild	moderate	severe	complete
		difficulty				
ICF Code		.0	.1	.2	.3	.4
d155	Acquiring skills					
d160	Focusing attention					
d163	Thinking					
d175	Solving problems					
d177	Making decisions					
d240	Handling stress and other psychological demands					
d310	Communicating with receiving spoken messages (
d310	Communicating with spoken messages					
d350	Conversation					
d475	Driving					
d710	Basic interpersonal interactions					
d720	Complex interpersonal interactions					
d740	Formal relationships					
d825	Vocational training					
d850	Remunerative employment					
Activity is the execution of a task or action by an individual Participation is involvement in a life situation		Activity limitations are difficulties an individual may have in executing activities Participation restrictions are problems an individual may experience in involvement in life situations				

b126	Temperament and personality functions General mental functions of constitutional disposition of the individual to react in a particular way to situations, including the set of mental characteristics that makes the individual distinct from others. <i>Inclusions: functions of emotional stability; novelty seeking</i> <i>Exclusions: Emotional functions (b152); energy (b147); Intellectual functions (b117); Psychomotor functions (b147)</i>				
Colloquial Description	<p>Frank is an introvert, which makes social interaction very difficult. This applies to interaction with management, colleagues and clients. When colleagues try to start private conversations with him, he tries hard to join in but only manages to share succinct information in one short sentence.</p> <p>It takes a lot of energy for him to communicate (and for the people working with him), so there is little energy left for work.</p> <p>Frank does not give feedback immediately, but after some time in a written form (email or message). The process of giving feedback is time-consuming and stressful for him. He thinks about it over and over again and the thoughts bother him.</p> <p>For others, it's difficult to read and understand Frank's emotions. They have to guess how he is feeling because he does not show emotions or communicate non-verbally. The delayed written response makes it very difficult to adjust communication or exchange arguments.</p> <p>Examples:</p> <ol style="list-style-type: none"> 1) A colleague gives him advice on how to improve his writing. He looks uncomfortable, perhaps bored, angry or struggling - the colleague tries to guess his feelings. After a while, Frank sends an email in which he thanked his colleague for his proofreading, but expressed his divergence with some remarks that he would not include in his text. 2) During a workplace training session with different exercises, Frank does not engage, give feedback or show his results like other colleagues. After the training, he sends an e-mail criticising the training concept and content. <p>Frank only accepts working in the office or at a specific client's premises. Travelling in a car with colleagues (which is sometimes necessary if the work is to be done on site) is not possible, as he doesn't accept sharing the car with anyone else.</p>				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
writing texts	.0	.1	.2	.3	.4
interactions with others	.0	.1	.2	.3	.4

b130	Energy and drive functions General mental functions of physiological and psychological mechanisms that cause the individual to move towards satisfy specific needs and general goals in a persistent manner. <i>Exclusions: Consciousness functions (b110); Emotional functions (b152); Psychomotor functions (b147); Sleep functions (b134); Temperament and personality functions (b126)</i>				
Colloquial Description	The energy is there, but it is invested in thinking in circles for long periods of time, rather than expressing feelings or giving feedback directly. The main task is to cope with selective mutism, which makes all other tasks, especially work-related tasks, secondary.				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b144	Memory functions Specific mental functions of registering and storing information and retrieving it as needed. <i>Inclusions: immediate memory; recent memory; remote memory; memory span; remembering. Related Impairments: dissociative amnesia; nominal amnesia; selective amnesia</i> <i>Exclusions: Attention functions (b140); Calculation functions (b172); Consciousness functions (b110); Higher-level cognitive functions (b164); intellectual functioning (b117); Mental functions of language (b167); Orientation functions (b114); Perceptual functions (b156); Thought functions (b160)</i>				
Colloquial Description	Frank forgets a lot. For example, instructions should be given to him repeatedly. Memory functions may be affected by the medication for emotional control.				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b140	Attention functions Specific mental functions of focusing on an external stimulus or internal experience for the required period of time. <i>Exclusions: Consciousness functions (b110); Energy and drive functions (b130); Memory functions (b144); Perceptual functions (b156); Psychomotor functions (b147); Sleep functions (b134)</i>				
Colloquial Description	Frank's attention functions are not easy to assess, even though he has been working for several years. On the one hand, the job requires a high level of concentration (e.g. transcription). On the other hand, he often seems absent, especially when receiving feedback on his work from colleagues.				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of the body functions in combination with the respective context factors.

<i>Extend or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d155.2	Acquiring skills
d160.1	Focusing attention
d163.1	Thinking
d175.2	Solving problems
d177.2	Making decisions
d240.4	Handling stress and other psychological demands
d310.2	Communicating with receiving spoken messages (
d310.4	Communicating with spoken messages
d350.4	Conversation
d475.2	Driving
d710.4	Basic interpersonal interactions
d720.4	Complex interpersonal interactions
d740.4	Formal relationships
d825.2	Vocational training
d850.2-3	Remunerative employment

Description

Colloquial description:

Jordi is a young person (between 20 and 40 years old) with an intellectual disability. He tends to show moderate disabilities of thought functions like thought blocks or delusions. The most important characteristic is, however, a frequent inappropriate behaviour, lack of respect and lack of motivation. While in private life motivation can be continuously high, e.g. in relation to diversion activities, motivation in the context of work mostly is low. At the beginning of a new work activity, in a new group of persons or with a new supporting assistance Jordi is content and motivated. With the time and increasing routine, he often loses attention, gets frustrated and has then a limited emotional control ability. He then neglects to carry out tasks, reacts disrespectfully and sometimes aggressively.

Assessment basis and results:

- Results are mainly based on observations.
- For the assessment of some of the functions an evaluation instrument ICAP³⁶ (in English: Inventory for Service Planning and Individual Programming: a tool for improving planning and intervention in services for people with disabilities) is used

Result of the classification according to ICF:

Body functions

		ICF Qualifier				
		no	mild	moderate	severe	complete
		impairment				
ICF Code		.0	.1	.2	.3	.4
b126	Temperament and personality functions					
b130	Energy and drive functions					
b140	Attention functions					
b152	Emotional functions					
b160	Thought functions					

Body functions are the physiological functions of body systems (including psychological functions)

Impairments are problems in body function as a significant deviation or loss

Activities and participation

		ICF Qualifier				
		no	mild	moderate	severe	complete
		difficulty				
ICF Code		.0	.1	.2	.3	.4
d160	Focusing attention					
d175	Solving problems					
d210	Undertaking a single task					
d240	Handling stress and other psychological demands					
d310	Communicating with - receiving - spoken messages					
d710	Basic interpersonal interactions					
d720	Complex interpersonal interactions					
d740	Formal relationships					
d850	Remunerative employment					

Activity is the execution of a task or action by an individual
Participation is involvement in a life situation

Activity limitations are difficulties an individual may have in executing activities
Participation restrictions are problems an individual may experience in involvement in life situations

³⁶ See <https://core.ac.uk/download/pdf/235856085.pdf>

b126 Temperament and personality functions General mental functions of constitutional disposition of the individual to react in a particular way to situations, including the set of mental characteristics that makes the individual distinct from others. <i>Inclusions: functions of emotional stability; novelty seeking</i> <i>Exclusions: Emotional functions (b152); energy (b147); Intellectual functions (b117); Psychomotor functions (b147)</i>					
Colloquial Description	Jordi lacks of emotional stability and shows a behaviour that mostly is perceived as disrespectful and unwilling. He tends to ignore or to negotiate work instructions. Advice or feedback from colleagues or support team members often are answered inappropriately. These characteristics show up in working as well as in private context at home and tend to deteriorate rather than to improve with time. Sometimes, a badly balanced medication can lead to a deterioration as well.				
Survey instrument	Results are mainly based on observations. For the assessment of some of the functions an evaluation instrument ICAP is used				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b130 Energy and drive functions General mental functions of physiological and psychological mechanisms that cause the individual to move towards satisfy specific needs and general goals in a persistent manner. <i>Exclusions: Consciousness functions (b110); Emotional functions (b152); Psychomotor functions (b147); Sleep functions (b134); Temperament and personality functions (b126)</i>					
Colloquial Description	Characteristic for Jordi is a lack of motivation, above all in the context of work. Motivation sometimes is higher with new things, but then decreases quickly. In private context, e.g. leisure activities, however, motivation can remain also high. Frequent new situations and social relationships, e.g. with other colleagues or support persons, help to maintain motivation and energy higher. After short time, though, it decreases quickly again.				
Survey instrument	Results are mainly based on observations. Typical incidents, e.g. arriving too late to work, can be used as indicators of magnitude and development of these functional limitations.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b140 Attention functions Specific mental functions of focusing on an external stimulus or internal experience for the required period of time. <i>Exclusions: Consciousness functions (b110); Energy and drive functions (b130); Memory functions (b144); Perceptual functions (b156); Psychomotor functions (b147); Sleep functions (b134)</i>					
Colloquial Description	Jordi has difficulty to keep focused on the work task. This loss of attention causes frustration, what effects negative emotional reactions (b152). Difficulties of attention and focusing seem to be directly linked to his intellectual disability.				
Survey instrument	Results are mainly based on observations.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b152 Emotional functions Specific mental functions related to the feeling and affective components of the processes of the mind. <i>Inclusions: affect; sadness; tension; lability of emotion; flattening of affect</i> <i>Exclusions: Energy and drive functions (b130); Temperament and personality functions (b126)</i>					
Colloquial Description	Jordi often seems to be tensed and unsatisfied. In new situations he feels well, but getting routine with an activity leads to dissatisfaction. Loss of attention and focus (b140) may be the cause, and decreasing satisfaction and motivation the effect. Dissatisfaction then can lead to inappropriate behaviour, which in some contexts of work can hardly be tolerated, e.g. in direct contact to clients (In the area of work with customers or customer contact, inappropriate behaviour is a criterion for exclusion).				
Survey instrument	Results are mainly based on observations.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b160	Thought functions Specific mental functions related to the ideational component of the mind. <i>Inclusions: compulsions; flight of ideas; goal-directed thought functions; incoherence of thought; logical thought functions; non-goal directed thought functions; pressure of thought; thought block. Related Impairments: compulsions; delusions</i> <i>Exclusions: Calculation functions (b172); Higher-level cognitive functions (b164); Intellectual functions (b117); Memory functions (b144); Mental functions of language (b167); Perceptual functions (b156); Psychomotor functions (b147)</i>				
Colloquial Description	Jordi shows several moderate to severe specific mental thought function impairments, e.g. thought block, delusions and compulsions. These limitations, sometimes accompanied with a flight of ideas (e.g. "It is always me who has to carry out these boring tasks"), reduced problem solving capacity, lead to attention loss and negative emotional reactions. In spring and autumn, these limitations were perceived significantly more often.				
Survey instrument	Results are mainly based on observations.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of all three body functions in combination with the respective context factors.

<i>Extent or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d160.3	Focusing attention
d175.2	Solving problems
d210.2	Undertaking a single task
d240.1	Handling stress and other psychological demands
d310.2	Communicating with - receiving - spoken messages
d710.3	Basic interpersonal interactions
d720.3	Complex interpersonal interactions
d740.3	Formal relationships
d850.3	Remunerative employment

Persona

Juliane

Description

Colloquial description:

Juliane is in her mid-twenties. She has been diagnosed with a mental disability as well as a mild learning disability (especially a low memory capacity). Juliane has only a low level of mental stability and emotional resilience.

In the past, she was in youth welfare measures (with other people looking after her) and has already passed through various vocational preparation measures and trainings without success (history of failure), which may be the cause of her low self-esteem. In a current measure with internships, she shows above-average technical understanding (especially in programming).

Basically, she needs more time and guidance than others when learning new tasks. If something doesn't work out because she can't remember things, for example, frustration quickly sets in, which causes her great stress. If a support person is not immediately available to intervene in such a case, this feeling increases and Juliane then needs many breaks to become able to resume and continue with her work.

Assessment basis and results:

- The main bases for evaluation are the observations in the trial phases and the feedback from the internship provider.
- Test procedures may be used on a case-by-case basis but are less relevant here.

Result of the classification according to ICF:

Body functions		ICF Qualifier				
		no	mild	moderate	severe	complete
		impairment				
ICF Code		.0	.1	.2	.3	.4
b126	Temperament and personality functions					
b152	Emotional functions					
b144	Memory functions					
<i>Body functions are the physiological functions of body systems (including psychological functions)</i>		<i>Impairments are problems in body function as a significant deviation or loss</i>				
Activities and participation		ICF Qualifier				
		no	mild	moderate	severe	complete
		difficulty				
ICF Code		.0	.1	.2	.3	.4
d155	Acquiring skills					
d160	Focussing attention					
d175	Solving problems					
d177	Making decisions					
d220	Undertaking multiple tasks					
d230	Carrying out daily routine					
d240	Handling stress and other psychological demands					
d350	Conversation					
d710	Basic interpersonal interactions					
d720	Complex interpersonal interactions					
d845	Acquiring, keeping and terminating a job					
<i>Activity is the execution of a task or action by an individual</i> <i>Participation is involvement in a life situation</i>		<i>Activity limitations are difficulties an individual may have in executing activities</i> <i>Participation restrictions are problems an individual may experience in involvement in life situations</i>				

b126	Temperament and personality functions General mental functions of constitutional disposition of the individual to react in a particular way to situations, including the set of mental characteristics that makes the individual distinct from others. <i>Inclusions: functions of emotional stability; novelty seeking</i> <i>Exclusions: Emotional functions (b152); energy (b147); Intellectual functions (b117); Psychomotor functions (b147)</i>				
Colloquial Description	Unclear definitions of work assignments, new activities or new people in the work environment lead to overload and stress.				
Survey instrument					
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b152	Emotional functions Specific mental functions related to the feeling and affective components of the processes of the mind. <i>Inclusions: affect; sadness; tension; lability of emotion; flattening of affect</i> <i>Exclusions: Energy and drive functions (b130); Temperament and personality functions (b126)</i>				
Colloquial Description	Problematic especially in the area of affective control and emotional lability				
Survey instrument					
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b144	Memory functions Specific mental functions of registering and storing information and retrieving it as needed. <i>Inclusions: immediate memory; recent memory; remote memory; memory span; remembering. Related Impairments: dissociative amnesia; nominal amnesia; selective amnesia</i> <i>Exclusions: Attention functions (b140); Calculation functions (b172); Consciousness functions (b110); Higher-level cognitive functions (b164); intellectual functioning (b117); Mental functions of language (b167); Orientation functions (b114); Perceptual functions (b156); Thought functions (b160)</i>				
Colloquial Description	Problems especially in the area of memorising and remembering information				
Survey instrument					
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of the body functions in combination with the respective context factors.

<i>Extend or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d155.3	Acquiring skills
d160.3	Focusing attention (specifically: in a crisis situation)
d175.4	Solving problems
d177.3	Making decisions
d220.2	Undertaking multiple tasks
d230.3	Carrying out daily routine
d240.4	Handling stress and other psychological demands
d350.3	Conversation
d710.3	Basic interpersonal interactions
d720.4	Complex interpersonal interactions (specifically: regulation of behaviour in interactions; interacting according to social rules and maintaining social distance)
d845.4	Acquiring, keeping and terminating a job

Persona

Kim

Description

Colloquial description:

Kim is a man of about 45. He does not have a profound intellectual disability and is actually quite able to work. Kim has had a long "career" with various jobs, which almost always ended after a short time due to his difficult temperament. Kim is perceived as a person who seeks and causes conflict. He shows little insight into his own weaknesses, but looks for the cause of difficulties in others and sees himself as being treated unfairly. Kim has a special school leaving certificate and has received a great deal of educational support. Sometimes he is diagnosed with ADHD, sometimes with addiction problems. Kim lives alone, has a driving licence and is not from a migrant background.

After several attempts in different areas of work, the employment service continues to try out different instruments. During this time, Kim stays unemployed.

Assessment basis and results:

- Employer observation and feedback
- Own assessments
- Sometimes reports from other specialist agencies (e.g. medical reports, reports on completed work trials and training)

Result of the classification according to ICF:

Body functions		ICF Qualifier				
		no	mild	moderate	severe	complete
ICF Code		.0	.1	.2	.3	.4
b126	Temperament and personality functions					
b140	Attention functions					
b152	Emotional functions					
<i>Body functions are the physiological functions of body systems (including psychological functions)</i>		<i>Impairments are problems in body function as a significant deviation or loss</i>				
Activities and participation		ICF Qualifier				
		no	mild	moderate	severe	complete
ICF Code		.0	.1	.2	.3	.4
d160	Focusing attention					
d175	Solving problems					
d240	Handling stress and other psychological demands					
d315	Communicating with - receiving - nonverbal messages					
d720	Complex interpersonal interactions					
d740	Formal relationships					
d845	Acquiring, keeping and terminating a job					
d850	Remunerative employment					
<i>Activity is the execution of a task or action by an individual</i> <i>Participation is involvement in a life situation</i>		<i>Activity limitations are difficulties an individual may have in executing activities</i> <i>Participation restrictions are problems an individual may experience in involvement in life situations</i>				

b126	Temperament and personality functions General mental functions of constitutional disposition of the individual to react in a particular way to situations, including the set of mental characteristics that makes the individual distinct from others. <i>Inclusions: functions of emotional stability; novelty seeking</i> <i>Exclusions: Emotional functions (b152); energy (b147); Intellectual functions (b117); Psychomotor functions (b147)</i>				
Colloquial Description	Kim is described as having a conflict-seeking and conflict-creating temperament. Employers and colleagues are unhappy with his behaviour. He is notable for his lack of self-care, inappropriate behaviour and lack of insight into his own weaknesses. He is unable to cope with criticism and conflict and is sometimes surprised that others see problems with him. He often overreacts, feels unfairly treated and blames others for problems.				
Survey instrument					
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b140	Attention functions Specific mental functions of focusing on an external stimulus or internal experience for the required period of time. <i>Exclusions: Consciousness functions (b110); Energy and drive functions (b130); Memory functions (b144); Perceptual functions (b156); Psychomotor functions (b147); Sleep functions (b134)</i>				
Colloquial Description	Kim loses attention quickly at work and is easily distracted. He is also quickly bored with his work. In new activities, his interest and attention are higher at first, but then quickly decline. In private, however, there are some activities which require a great deal of attention and perseverance (e.g. computer games). The difficult temperament (b126) is seen as the cause of the lack of attention span.				
Survey instrument					
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b152	Emotional functions Specific mental functions related to the feeling and affective components of the processes of the mind. <i>Inclusions: affect; sadness; tension; lability of emotion; flattening of affect</i> <i>Exclusions: Energy and drive functions (b130); Temperament and personality functions (b126)</i>				
Colloquial Description	Kim has poor emotional control and often tends to overreact. He then displays inappropriate reactions to the point of aggressiveness. He finds it very difficult to deal with authority.				
Survey instrument					
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of all three body functions in combination with the respective context factors.

<i>Extend or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d160.2-3	Focusing attention
d175.2	Solving problems
d240.3	Handling stress and other psychological demands
d315.2	Communicating with - receiving - nonverbal messages
d720.3	Complex interpersonal interactions
d740.3	Formal relationships
d845.4	Acquiring, keeping and terminating a job
d850.3	Remunerative employment

Persona

Linda

Description

Colloquial description:

Linda can actually work well in principle, but her problems resulting from her limitations are so severe that she does not get an employment in practice.

- She does not understand that she has a disability, or at least she negates aspects of her own disability.
- Her ability to judge the facial expressions or emotions of people she talks to is limited. This distorted perception leads to misinterpretations, insecurity, stress, fear, anger. Communication hence takes a wrong turn.
- She does not accept critical comments on her work performance. She is convinced that she is doing everything right.
- She is behaviourally challenging. She talks at others very often. When she has an anxiety attack, the group becomes affected.
- She does not always do what is expected of her. Sometimes her actions are not reasonable. (e.g.: working in the bakery; leftover crushed meringues need to be disposed of, but she continuously hides them.)

Assessment basis and results:

- Results are mainly based on observations as well as interviews with and feedback from the employer.
- An assessment form is used, which is filled out jointly, detailing which skills/competences or job-relevant prerequisites are mastered and which may need further development.
- In a few cases, neuropsychological tests are used to supplement the observations

Result of the classification according to ICF:

Body functions

		ICF Qualifier				
		no	mild	moderate	severe	complete
		impairment				
ICF Code		.0	.1	.2	.3	.4
b164	Higher-level cognitive functions					
b126	Temperament and personality functions					
b152	Emotional functions					

Body functions are the physiological functions of body systems (including psychological functions)

Impairments are problems in body function as a significant deviation or loss

Activities and participation

		ICF Qualifier				
		no	mild	moderate	severe	complete
		difficulty				
ICF Code		.0	.1	.2	.3	.4
d175	Solving problems					
d177	Making decisions					
d220	Undertaking multiple tasks					
d240	Handling stress and other psychological demands					
d310	Communicating with - receiving - spoken messages					
d315	Communicating with - receiving - nonverbal messages					
d350	Conversation					
d360	Using communication devices and techniques					
d710	Basic interpersonal interactions					
d720	Complex interpersonal interactions					
d740	Formal relationships					
d845	Acquiring, keeping and terminating a job					

Activity is the execution of a task or action by an individual
Participation is involvement in a life situation

Activity limitations are difficulties an individual may have in executing activities
Participation restrictions are problems an individual may experience in involvement in life situations

b164	Higher-level cognitive functions Specific mental functions especially dependent on the frontal lobes of the brain, including complex goal-directed behaviours such as decision-making, abstract thinking, planning and carrying out plans, mental flexibility, and deciding which behaviours are appropriate under what circumstances; often called executive functions. <i>Inclusions: categorization; concept formation; cognitive flexibility</i> <i>Exclusions: Calculation functions (b172); Memory functions (b144); Mental functions of language (b167); Thought functions (b160)</i>				
Colloquial Description	Several aspects from this category apply to Linda but should be assessed separately. One is her limited mental flexibility (rating: .3) and limited insight and judgement (rating: .3). On the other hand, she has problems deciding which behaviours are appropriate in which circumstances (rating: .2). Experts also brought up the term 'multi-dys' for this limitation pattern (dyslexia, dyscalculia, dyspraxia etc.). Her solutions to problems (d175) and decisions she makes (d177) often do not fit the context. Accordingly, limitations on the ability to solve multiple tasks (d220) can also be observed.				
Survey instrument	Qualitative observations as well as interviews with and feedback from the employer serve as the main source of information. In addition, an assessment form is used, which is filled out jointly with Linda. This assesses which skills/competences or job-relevant prerequisites are mastered and which may need further development. However, it is difficult to come to a joint assessment result with Linda (as she lacks insight into her own limitations).				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b126	Temperament and personality functions General mental functions of constitutional disposition of the individual to react in a particular way to situations, including the set of mental characteristics that makes the individual distinct from others. <i>Inclusions: functions of emotional stability; novelty seeking</i> <i>Exclusions: Emotional functions (b152); energy (b147); Intellectual functions (b117); Psychomotor functions (b147)</i>				
Colloquial Description	Linda has problems in all social situations due to mental and emotional instability. In addition, she shows erratic behaviour / behavioural disorders. Normally, contact with Linda is maintained via a mobile phone. However, she does not accept calls and reads text messages only occasionally. (For instance, her mobile phone often shows signs of exposure to violence, e.g., cracked or destroyed display). Keeping in touch with her via mobile phone is therefore difficult, although this has improved somewhat recently. Implications for activities or participation resulting from this restricted body function primarily relate to social interactions with others.				
Survey instrument	Main information sources are (qualitative) multi-perspective observations - conversations with the person herself, her family, the employer. In addition, assessments by social workers, occupational therapists, psychologists at certain points in the occupational career (e.g., in the context of an application). For certain questions, (quantitative) neuropsychological tests can also be used.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b152		Emotional functions			
Specific mental functions related to the feeling and affective components of the processes of the mind. <i>Inclusions: affect; sadness; tension; lability of emotion; flattening of affect</i> <i>Exclusions: Energy and drive functions (b130); Temperament and personality functions (b126)</i>					
Colloquial Description		Linda has particular problems with affective control and her emotional instability. Anger and anxiety often result from communication situations where misunderstandings occur.			
Survey instrument		Qualitative observations as well as interviews with and feedback from the employer serve as the main source of information. In addition, an assessment form is used, which is filled out jointly by Linda, her employer and LADAPT. This assesses which skills/competences or job-relevant prerequisites are mastered and which may need further development. However, it is difficult to come to a joint assessment with Linda (as she lacks insight into her own limitations).			
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of the body functions in combination with the respective context factors.

<i>Extent or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d175.2-3	Solving problems
d177.2-3	Making decisions
d220.3	Undertaking multiple tasks
d240.3	Handling stress and other psychological demands
d310.3	Communicating with - receiving - spoken messages
d315.3	Communicating with - receiving - nonverbal messages
d350.3	Conversation
d360.2-3	Using communication devices and techniques
d710.3	Basic interpersonal interactions
d720.3	Complex interpersonal interactions
d740.2	Formal relationships
d845.3	Acquiring, keeping and terminating a job

Persona

Marc

Description

Colloquial description:

Marc is a young man of 22 who lives with his parents. Marc did not go to a regular school, but to an institution for young people with disabilities, which prepares them for future work and offers them vocational activities. He has autism and mental retardation. He cannot read or write and he can count up to 5. He is introverted. He does not communicate much. When he does speak, it is difficult to understand because he talks like a child. He has difficulties with precision, e.g. he cannot put on his gloves by himself. The potential of his technical skills is limited. His spatial and temporal orientation is weak. He has no sense of time and can get lost.

His parents think it is important that he works. He likes being at work, but he does not look motivated. The management does not sense his desire to work, or to contribute. They are not sure if he is happy to work or just to be there.

He shows no initiative. He cannot organise the tasks given to him and needs a lot of support. It would be helpful to have someone with him all the time. When he understands the task, he does his work, but his work is not efficient.

Marc is now in his second probationary period and he is beginning to recognise the environment and the people he works with, as well as the person who is particularly supportive of him. After a long period of non-communication, he began to respond. He never initiates the conversation. Sometimes he asks for help.

He uses public transport to get to work (he takes the bus with one change). At the beginning, his parents accompanied him to work, but over time he learnt the route by heart. If he had to take a different route, he would not be able to do it alone.

Result of the classification according to ICF:

Body functions		ICF Qualifier				
		no	mild	moderate	severe	complete
ICF Code		impairment				
		.0	.1	.2	.3	.4
b117	Intellectual functions					
b140	Attention functions					
b144	Memory functions					
b164	Higher-level cognitive functions					
b126	Temperament and personality functions					
b152	Emotional functions					
b455	Exercise tolerance functions					
<i>Body functions are the physiological functions of body systems (including psychological functions)</i>		<i>Impairments are problems in body function as a significant deviation or loss</i>				
Activities and participation		ICF Qualifier				
		no	mild	moderate	severe	complete
ICF Code		difficulty				
		.0	.1	.2	.3	.4
d155	Acquiring skills					
d210	Undertaking a single task					
d840	Apprenticeship (work preparation)					
d850	Remunerative employment					
d160	Focusing attention					
d177	Making decisions					
d230	Carrying out daily routine					
d310	Communicating with - receiving - spoken messages					
d440	Fine hand use					
d540	Dressing					
<i>Activity is the execution of a task or action by an individual</i>		<i>Activity limitations are difficulties an individual may have in executing activities</i>				
<i>Participation is involvement in a life situation</i>		<i>Participation restrictions are problems an individual may experience in involvement in life situations</i>				

b117	Intellectual functions General mental functions, required to understand and constructively integrate the various mental functions including all cognitive functions and their development over the life span. <i>Inclusions: functions of intellectual growth; Related Impairments: dementia, intellectual retardation, mental retardation</i> <i>Exclusions: higher level cognitive functions (b164); Memory functions (b144); Thought functions (b160)</i>				
Colloquial Description	Marc's intellectual capacity is comparable to that of a 7-10 year old child. He cannot read or write and can count up to 5. On a scale used for assessment, the severity would be medium (the scale consists of three levels - severe, moderate, mild).				
Survey instrument	Subjective evaluation by the team without a special methodology. IQ tests are conducted by an external psychologist.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b140	Attention functions Specific mental functions of focusing on an external stimulus or internal experience for the required period of time. <i>Exclusions: Consciousness functions (b110); Energy and drive functions (b130); Memory functions (b144); Perceptual functions (b156); Psychomotor functions (b147); Sleep functions (b134)</i>				
Colloquial Description	Marc needs a lot of external stimulation, someone to help him focus and tell him what to do. If no one is looking after him, he is easily distracted.				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b144	Memory functions Specific mental functions of registering and storing information and retrieving it as needed. <i>Inclusions: immediate memory; recent memory; remote memory; memory span; remembering. Related Impairments: dissociative amnesia; nominal amnesia; selective amnesia</i> <i>Exclusions: Attention functions (b140); Calculation functions (b172); Consciousness functions (b110); Higher-level cognitive functions (b164); intellectual functioning (b117); Mental functions of language (b167); Orientation functions (b114); Perceptual functions (b156); Thought functions (b160)</i>				
Colloquial Description	He can only remember information given to him (such as tasks, work instructions) for a short time/one day. He compensates by looking at his colleagues and copying their actions. When he is alone, he is lost.				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b164	Higher-level cognitive functions Specific mental functions especially dependent on the frontal lobes of the brain, including complex goal-directed behaviours such as decision-making, abstract thinking, planning and carrying out plans, mental flexibility, and deciding which behaviours are appropriate under what circumstances; often called executive functions. <i>Inclusions: categorization; concept formation; cognitive flexibility</i> <i>Exclusions: Calculation functions (b172); Memory functions (b144); Mental functions of language (b167); Thought functions (b160)</i>				
Colloquial Description	Time management is a problem because Marc has no sense of time. He cannot adapt to what is going on around him (no appropriate reaction). If someone asked him to do something dangerous, he might do it without thinking.				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b126	Temperament and personality functions General mental functions of constitutional disposition of the individual to react in a particular way to situations, including the set of mental characteristics that makes the individual distinct from others. <i>Inclusions: functions of emotional stability; novelty seeking</i> <i>Exclusions: Emotional functions (b152); energy (b147); Intellectual functions (b117); Psychomotor functions (b147)</i>				
Colloquial Description	Marc's reactions are not an appropriate consequence of a cause. For example, when there is a fire alarm, he would follow others out of the building. However, he does not do this because he understands the signal, but because he generally follows others.				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b152	Emotional functions Specific mental functions related to the feeling and affective components of the processes of the mind. <i>Inclusions: affect; sadness; tension; lability of emotion; flattening of affect</i> <i>Exclusions: Energy and drive functions (b130); Temperament and personality functions (b126)</i>				
Colloquial Description	The main problems are motivation and introversion. It is not clear if he really wants to work, he does not look motivated. There are no clear signs of positive emotions, so it is difficult to understand how he feels, what makes him happy and what does not. He hardly communicates, although after a long trial period he can recognise his colleagues and his supervisor, call for help or respond when someone else starts the conversation.				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b455 Exercise tolerance functions Functions related to respiratory and cardiovascular capacity as required for enduring physical exertion. <i>Exclusions: additional respiratory functions (b450); Functions of the cardiovascular system (b410-b429); Haematological system functions (b430); Respiration functions (b440); Respiratory muscle functions (b445)</i>					
Colloquial Description	Marc is easily tired. It is not clear whether the cause is psychological or physiological. He is tired from being on his feet all day. If he sits for a long time, he may fall asleep. He often looks tired, but he also says so.				
Survey instrument	Subjective evaluation by the team without a special methodology.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of the body functions in combination with the respective context factors.

<i>Extent or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

Most relevant activities and participation categories

- d155.3 Acquiring skills
- d210.3 Undertaking a single task
- d840.3 Apprenticeship (work preparation)
- d850.3 Remunerative employment

Other activities and participation categories

- d160.2 Focusing attention
- d177.3 Making decisions
- d230.3 Carrying out daily routine
- d310.3 Communicating with - receiving - spoken messages
- d440.3 Fine hand use
- d540.2 Dressing

Description

Colloquial description:

Milka works as a cleaner. A constant pain, which is intensified by work / activities, decreases her ability to work during the course of a full working day. The intensity of the pain also depends on the temperatures; cold outside temperatures increase the sensation of pain. As a result of experiencing pain, Milka requires more breaks than others. There are few opportunities for recreation, as cleaning activities usually take place after regular working hours, i.e., more in the afternoon or evening. In addition, there are often 6-day working weeks in this occupation. She is not working in a team; all the tasks are carried out by herself. She often worries about her work capacity. She also experiences depressive phases more often. In consequence, she is lacking the drive to do something in her leisure time at all. This also results in a poor level of overall physical fitness. None of these issues on its own, but the combination of the number of sick leaves, reduced performance and quality results in Milka not being able to be permanently employed.

Assessment basis and results:

- Using the pain scale for self-assessment of pain intensity (NCBI/VAS visual analogue scale) delivers a classification of the sensation of pain (b280)
- Energy and drive functions (b130) classification has been based on a self-assessment and assessment by others (qualitative descriptions) on the following aspects: Extent of need for breaks, leisure time activities, psychological problems
- Psychological tests provide valuable clues for assessing attention functions (b140)
- Muscle power functions (b730) are based on ergometer measurements for all muscle groups (especially for the hands), and a comparison with the values for other able-bodied persons of the same sex and age.
- The extent or magnitude of the impairment regarding muscle endurance functions (b740) is based on a qualitative self-assessment (by Milka) and external assessment (by a mentor), as well as on the documentation of, for example, the number of breaks required.

Result of the classification according to ICF:

Body functions		ICF Qualifier				
		no	mild	moderate	severe	complete
		impairment				
ICF Code		.0	.1	.2	.3	.4
b280	Sensation of pain					
b130	Energy and drive functions					
b140	Attention functions					
b730	Muscle power functions					
b740	Muscle endurance functions					
<i>Body functions are the physiological functions of body systems (including psychological functions)</i>		<i>Impairments are problems in body function as a significant deviation or loss</i>				
Activities and participation		ICF Qualifier				
		no	mild	moderate	severe	complete
		difficulty				
ICF Code		.0	.1	.2	.3	.4
d220	Undertaking multiple tasks					
d230	Carrying out daily routine					
d310	Communicating with - receiving - spoken messages					
d415	Maintaining a body position					
d430	Lifting and carrying objects					
d455	Moving around					
d570	Looking after one's health					
d850	Remunerative employment					
<i>Activity is the execution of a task or action by an individual</i> <i>Participation is involvement in a life situation</i>		<i>Activity limitations are difficulties an individual may have in executing activities</i> <i>Participation restrictions are problems an individual may experience in involvement in life situations</i>				

b280 Sensation of pain Sensation of unpleasant feeling indicating potential or actual damage to some body structure. <i>Inclusions: aching pain; burning pain; dull pain; sensations of generalized or localized pain; stabbing pain. Related Impairments: analgesia; hyperalgesia; myalgia</i>					
Colloquial Description	Sensation of pain especially in the large joints: shoulders, elbows, hips, knees The workload is so high that the energy for leisure activities also suffers and participation in this life domain hence is severely limited; in similar cases, a collapse has been observed after a few years. As the pain no longer allows all movements without problems, there are restrictions in her productivity and in the quality of her work results.				
Survey instrument	Pain scale for self-assessment of pain intensity (NCBI/VAS visual analogue scale) from 0-10: documentation at the beginning, during and at the end of working time				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b130 Energy and drive functions General mental functions of physiological and psychological mechanisms that cause the individual to move towards satisfy specific needs and general goals in a persistent manner. <i>Exclusions: Consciousness functions (b110); Emotional functions (b152); Psychomotor functions (b147); Sleep functions (b134); Temperament and personality functions (b126)</i>					
Colloquial Description	As a result of experiencing pain, Milka requires more breaks than others. She often worries about her work capacity. She also experiences depressive phases more often. In consequence, she is lacking the drive to do something in her leisure time at all. This also impacts on a poor level of her overall physical fitness. Energy and drive are almost completely consumed by the daily work, hence no more significant energy reserves are available to her to take care on her health in the leisure time.				
Survey instrument	Self-assessment and assessment by others (qualitative descriptions) on the following aspects: Extent of need for breaks, leisure time activities, psychological problems				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b140 Attention functions Specific mental functions of focusing on an external stimulus or internal experience for the required period of time. <i>Exclusions: Consciousness functions (b110); Energy and drive functions (b130); Memory functions (b144); Perceptual functions (b156); Psychomotor functions (b147); Sleep functions (b134)</i>					
Colloquial Description	Due to the attention often focused on her pain, limitations in the areas of communication can be observed. E.g., she cannot concentrate well on spoken work instructions or on more complex work sequences. Milka takes longer to do the work that needs to be performed and therefore has a lower productivity. Especially limitations with more complex sequences of (spoken) instructions.				
Survey instrument	Here, a necessarily time-limited laboratory/test setting proves to be problematic, as it cannot adequately reflect the conditions in the reality of work. Furthermore, there is a correlation with "b130 Energy and drive functions". Psychological tests nevertheless provide valuable clues.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b730	Muscle power functions Functions related to the force generated by the contraction of a muscle or muscle groups. <i>Exclusions: Functions of structures adjoining the eye (b215); Muscle endurance functions (b740); Muscle tone functions (b735)</i>				
Colloquial Description	Muscle power (b730) and muscle endurance (b740) are closely coupled for Milka. The more / longer she works, the greater the pain, with corresponding negative effects on her muscle strength and endurance. Limitations in muscle strength also mean that Milka is less able to move from one place to another.				
Survey instrument	Ergometer measurements for all muscle groups (especially for the hands), and comparison with the values for other able-bodied persons of the same sex and age.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2 (morning)	.3 afternoon)	.4

b740	Muscle endurance functions Functions related to sustaining muscle contraction for the required period of time. <i>Exclusions: Exercise tolerance functions (b455); Muscle power functions (b730); Muscle tone functions (b735)</i>				
Colloquial Description	Muscle power (b730) and muscle endurance (b740) are closely coupled for Milka. The more / longer she works, the greater the pain, with corresponding negative effects on her muscle strength and endurance. The consequence of restrictions in muscle endurance functions with the need to work full time is that Milka permanently works more than it is healthy for her. This permanent overload could lead to a prolonged or permanent inability to work in the medium or long term.				
Survey instrument	Qualitative assessment via self-assessment (by Milka) and external assessment (by a mentor), as well as documentation of, for example, the number of breaks required.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of the body functions in combination with the respective context factors.

<i>Extent or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d220.2	Undertaking multiple tasks
d230.2	Carrying out daily routine
d310.1	Communicating with - receiving - spoken messages
d415.3	Maintaining a body position
d430.3	Lifting and carrying objects
d455.2	Moving around
d570.2	Looking after one's health
d850.3	Remunerative employment (as it already has severe implications on the leisure time of Milka), and might develop towards .4 in the future

Description

Colloquial description:

Montse is a woman with an intellectual disability. She has difficulty to understand and carry out work instructions that contain more than few and easy steps. Montse tends to lose concentration and needs continuous assistance to understand instructions and keep focused. Her motivation to work on the ordinary labour market is rather low due to her bad experiences and the same salary, but with more working hours required and less support.

Assessment basis and results:

- Results are mainly based on observations and interviews with and feedback from the employer.
- For the assessment of some of the functions an evaluation instrument ICAP³⁷ (in English: Inventory for Service Planning and Individual Programming: a tool for improving planning and intervention in services for people with disabilities) is used

Result of the classification according to ICF:

Body functions

		ICF Qualifier				
		no	mild	moderate	severe	complete
		impairment				
ICF Code		.0	.1	.2	.3	.4
b117	Intellectual functions					
b140	Attention functions					
b144	Memory functions					
b152	Emotional functions					
b164	Higher-level cognitive functions					

Body functions are the physiological functions of body systems (including psychological functions)

Impairments are problems in body function as a significant deviation or loss

Activities and participation

		ICF Qualifier				
		no	mild	moderate	severe	complete
		difficulty				
ICF Code		.0	.1	.2	.3	.4
d155	Acquiring skills					
d160	Focusing attention					
d166	Reading					
d175	Solving problems					
d177	Making decisions					
d210	Undertaking a single task					
d220	Undertaking multiple tasks					
d230	Carrying out daily routine					
d240	Handling stress and other psychological demands					
d310	Communicating with - receiving - spoken messages					
d315	Communicating with - receiving - nonverbal messages					
d350	Conversation					
d470	Using transportation					
d710	Basic interpersonal interactions					
d720	Complex interpersonal interactions					
d740	Formal relationships					
d840	Apprenticeship (work preparation)					
d845	Acquiring, keeping and terminating a job					
d850	Remunerative employment					

Activity is the execution of a task or action by an individual
Participation is involvement in a life situation

Activity limitations are difficulties an individual may have in executing activities
Participation restrictions are problems an individual may experience in involvement in life situations

³⁷ See <https://core.ac.uk/download/pdf/235856085.pdf>

b117	Intellectual functions General mental functions, required to understand and constructively integrate the various mental functions including all cognitive functions and their development over the life span. <i>Inclusions: functions of intellectual growth; Related Impairments: dementia, intellectual retardation, mental retardation</i> <i>Exclusions: higher level cognitive functions (b164); Memory functions (b144); Thought functions (b160)</i>				
Colloquial Description	Due to an intellectual retardation, Montse has a limited capacity and velocity of understanding and adaption of information, i.e. working instructions. She needs explaining and/or barrier-free information in easy language.				
Survey instrument	Results are mainly based on observations as well as interviews with and feedback from the employer.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b140	Attention functions Specific mental functions of focusing on an external stimulus or internal experience for the required period of time. <i>Exclusions: Consciousness functions (b110); Energy and drive functions (b130); Memory functions (b144); Perceptual functions (b156); Psychomotor functions (b147); Sleep functions (b134)</i>				
Colloquial Description	Montse has moderate difficulty to focus on tasks. She tends to lose concentration and to distract herself. Assistance is needed to maintain concentration on the task.				
Survey instrument	Results are mainly based on observations. Sometimes reports of specific evaluation instruments that are used by therapists or other supporting institutions can be used for a detailed analysis. Due to privacy legislation, these reports can only be used when the person makes them available voluntarily.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b144	Memory functions Specific mental functions of registering and storing information and retrieving it as needed. <i>Inclusions: immediate memory; recent memory; remote memory; memory span; remembering. Related Impairments: dissociative amnesia; nominal amnesia; selective amnesia</i> <i>Exclusions: Attention functions (b140); Calculation functions (b172); Consciousness functions (b110); Higher-level cognitive functions (b164); intellectual functioning (b117); Mental functions of language (b167); Orientation functions (b114); Perceptual functions (b156); Thought functions (b160)</i>				
Colloquial Description	Montse often has difficulty to memorise and recall information, e.g. working instructions. If a task consists of several steps, often only the first is remembered and carried out. Assistance and/or appropriate aids, e.g. detailed task lists with pictures and text in easy language are effective support measures.				
Survey instrument	Results are mainly based on observations.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b152		Emotional functions			
		Specific mental functions related to the feeling and affective components of the processes of the mind. <i>Inclusions: affect; sadness; tension; lability of emotion; flattening of affect</i> <i>Exclusions: Energy and drive functions (b130); Temperament and personality functions (b126)</i>			
Colloquial Description	Montse has a severe limitation of emotional control. She tends to get angry quickly. Minor incidents, e.g. getting a new work task or receiving a comment from a colleague, can trigger such an emotional reaction.				
Survey instrument	Results are mainly based on observations.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b164		Higher-level cognitive functions			
		Specific mental functions especially dependent on the frontal lobes of the brain, including complex goal-directed behaviours such as decision-making, abstract thinking, planning and carrying out plans, mental flexibility, and deciding which behaviours are appropriate under what circumstances; often called executive functions. <i>Inclusions: categorization; concept formation; cognitive flexibility</i> <i>Exclusions: Calculation functions (b172); Memory functions (b144); Mental functions of language (b167); Thought functions (b160)</i>			
Colloquial Description	Montse has a very limited higher-level cognitive capacity. Abstract thinking, decision-making, mental flexibility and complex problem-solving is strongly limited. The understanding of complex information, i.e. working instructions with several steps/tasks, is very low. However, Montse does not ask if she has not understood something, which leads the other person to believe that she has understood everything. She then tends to carry out tasks in a wrong way. Flexibility and adaptive capacity to new situations and tasks is low. Montse, therefore, needs more time to adapt to new situations.				
Survey instrument	Results are mainly based on observations.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of all three body functions in combination with the respective context factors.

<i>Extend or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d155.3	Acquiring skills
d160.2	Focusing attention
d166.1	Reading
d175.2	Solving problems
d177.1	Making decisions
d210.3	Undertaking a single task
d220.3	Undertaking multiple tasks
d230.2-3	Carrying out daily routine
d240.2	Handling stress and other psychological demands
d310.2	Communicating with - receiving - spoken messages
d315.2	Communicating with - receiving - nonverbal messages
d350.2	Conversation
d470.1	Using transportation
d710.2-3	Basic interpersonal interactions
d720.3	Complex interpersonal interactions
d740.3	Formal relationships
d840.3	Apprenticeship (work preparation)
d845.3	Acquiring, keeping and terminating a job
d850.3	Remunerative employment

Description

Colloquial description:

Directly after high school, Niko registered in the register of unemployed persons at the employment office. Because Niko has an autistic spectrum disorder – but no intellectual or physical limitations – he was later referred to an assessment process that would show which jobs are suited for him. An assessment has shown that Niko has great difficulties in group settings, with strangers, with higher noise levels / ambient noise or also with changing tasks. It also showed that Niko has very good manual skills and shows good performance in an optimal environment. During this process it was agreed that he would start on-the-job training. This training was focused on manual assembly work for the industry. Part of his training required daily traveling to a factory and working off the commissions.

The work assignments required working in the group, taking breaks with colleagues, socialising, and the journey to and from work together with the team, all of which was an additional burden for Niko. He was trying to lower the perceived sensory overload with headphones, but it was not always possible to use them due to safety reasons. Also, due to changing shifts, he found it difficult or impossible to adapt to these framework conditions as they offered him too little stability in his daily life.

Assessment basis and results:

- General psychological tests, interviews / questionnaires and screening with an international standard set of criteria to identify Autism Spectrum Disorders - ASD (b122)
- Psychological assessment by the employing organisation before and during job training, attention tests and observation in social settings / social situations to assess attention functions (b140)
- Results of various personality, emotional regulation and frustration tolerance tests, and feedback from mentors and Niko himself to assess emotional functions (b152)

Result of the classification according to ICF:

Body functions		ICF Qualifier				
		no	mild	moderate	severe	complete
ICF Code		.0	.1	.2	.3	.4
b122	Global psychosocial functions					
b140	Attention functions					
b152	Emotional functions					
<i>Body functions are the physiological functions of body systems (including psychological functions)</i>		<i>Impairments are problems in body function as a significant deviation or loss</i>				
Activities and participation		ICF Qualifier				
		no	mild	moderate	severe	complete
ICF Code		.0	.1	.2	.3	.4
d240	Handling stress and other psychological demands					
d315	Communicating with - receiving - nonverbal messages					
d350	Conversation					
d720	Complex interpersonal interactions					
<i>Activity is the execution of a task or action by an individual</i> <i>Participation is involvement in a life situation</i>		<i>Activity limitations are difficulties an individual may have in executing activities</i> <i>Participation restrictions are problems an individual may experience in involvement in life situations</i>				

b122*	Global psychosocial functions General mental functions, as they develop over the life span, required to understand and constructively integrate the mental functions that lead to the formation of the personal skills needed to establish reciprocal social interactions, in terms of both meaning and purpose. <i>Inclusions: such as in autism</i>				
Colloquial Description	Niko is diagnosed with an autism spectrum disorder (ASD), which is a range of neurodevelopmental conditions characterized by difficulties in social interaction, verbal and nonverbal communication, the presence of repetitive behaviour and restricted interests, or struggling to form friendships and unusual responses to sensory stimuli. Niko shows some of those difficulties, which directly or indirectly impact on his performance in activities and participation at work. Niko's underlying diagnosis in combination with the various adverse environmental factors related to his employment leads to limitations in coping with stress (d240), communicating via non-verbal messages (d315) or in conversation (d350), and thus problems in complex interpersonal interactions (d720).				
Survey instrument	General psychological tests, interviews / questionnaires and screening with an international standard set of criteria to identify ASD				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

* Remark: b122 is neither part of the brief nor of the comprehensive ICF Core Set for Vocational Rehabilitation

b140	Attention functions Specific mental functions of focusing on an external stimulus or internal experience for the required period of time. <i>Exclusions: Consciousness functions (b110); Energy and drive functions (b130); Memory functions (b144); Perceptual functions (b156); Psychomotor functions (b147); Sleep functions (b134)</i>				
Colloquial Description	Niko finds it difficult to focus his attention on work tasks if external stimuli (noises, sounds, colleagues) and lack of routine are present; however, these aspects are characteristics of typical work environments, i.e., there are no protected areas with less or no corresponding stimuli. The severe impairment of the attention functions in combination with unfavourable environmental conditions may lead to severe problems with handling stress (d240).				
Survey instrument	Psychological assessment by the employing organisation before and during job training, attention tests and observation in social settings / social situations				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

b152	Emotional functions Specific mental functions related to the feeling and affective components of the processes of the mind. <i>Inclusions: functions of appropriateness of emotion, regulation and range of emotion; affect, sadness, happiness, love, fear, anger, hate, tension, anxiety, joy, sorrow; lability of emotion; flattening of affect</i> <i>Exclusions: temperament and personality functions (b126); energy and drive functions (b130)</i>				
Colloquial Description	The severe limitations in the area of emotional functions associated with the diagnosis of ASD are also reflected in Niko's limited ability to manage and participate in social situations. The stress caused by social interaction has negative implications on his ability to participate in conversations (d350) and in complex interpersonal interactions (d720). Presumably due to the underlying diagnosis of ASD is his limited ability to understand or send non-verbal messages (d720).				
Survey instrument	The diagnosis considers the results of various personality, emotional regulation and frustration tolerance tests, and feedback from mentors and Niko himself, as he is able to assess and describe his situation.				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of the body functions in combination with the respective context factors.

<i>Extent or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d240.3 Handling stress and other psychological demands

d315.2-3 Communicating with - receiving - nonverbal messages

d350.3 Conversation

d720.4 Complex interpersonal interactions

Persona

Sam

Description

Colloquial description:

Sam is a young person under the age of 30. Sam has moderate to profound intellectual disability and relies on the support of his family to get on in life. Sam graduated from a special school where he experienced bullying. As a result, he is very slow to build trust and has difficulty forming stable personal relationships. For example, he does not make eye contact with strangers. Sam is perceived as a highly motivated, good worker who needs a lot of support. While he tends to remain an outsider and alone in the general labour market (e.g. during trials), he integrates well with colleagues in a sheltered environment.

Sam tried to complete a one-year training and preparation programme. There was a positive development, but due to slow learning, the programme had to be extended for a second year.

Assessment basis and results:

- Observation and feedback from employers
- Own assessments

Result of the classification according to ICF:

Body functions

		ICF Qualifier				
		no	mild	moderate	severe	complete
		impairment				
ICF Code		.0	.1	.2	.3	.4
b117	Intellectual functions					

Body functions are the physiological functions of body systems (including psychological functions)

Impairments are problems in body function as a significant deviation or loss

Activities and participation

		ICF Qualifier				
		no	mild	moderate	severe	complete
		difficulty				
ICF Code		.0	.1	.2	.3	.4
d155	Acquiring skills					
d177	Making decisions					
d220	Undertaking multiple tasks					
d240	Handling stress and other psychological demands					
d720	Complex interpersonal interactions					

Activity is the execution of a task or action by an individual
Participation is involvement in a life situation

Activity limitations are difficulties an individual may have in executing activities
Participation restrictions are problems an individual may experience in involvement in life situations

b117	Intellectual functions General mental functions, required to understand and constructively integrate the various mental functions including all cognitive functions and their development over the life span. <i>Inclusions: functions of intellectual growth; Related Impairments: dementia, intellectual retardation, mental retardation</i> <i>Exclusions: higher level cognitive functions (b164); Memory functions (b144); Thought functions (b160)</i>				
Colloquial Description	Sam has moderate to profound intellectual disability and low comprehension skills. He learns and understands at a much slower pace. As a result, his work performance is slower than others. He also needs frequent support and tools such as simple language checklists and the like. Nevertheless, slow development in small steps is possible.				
Survey instrument	Observation and feedback from employers Own assessments				
Extent or magnitude of the impairment	NO impairment (0-4%)	MILD impairment (5-24%)	MODERATE impairment (25-49%)	SEVERE impairment (50-95%)	COMPLETE impairment (96-100%)
Code	.0	.1	.2	.3	.4

Activities and Participation

Difficulties in activities or participation have not been associated with individual body functions, but are listed here as a summary of the implications of the body functions in combination with the respective context factors.

<i>Extent or magnitude of the difficulty</i>	NO difficulty (0-4%)	MILD difficulty (5-24%)	MODERATE difficulty (25-49%)	SEVERE difficulty (50-95%)	COMPLETE difficulty (96-100%)
<i>Performance without assistance</i>	.0	.1	.2	.3	.4

d155.3 Acquiring skills

d177.3 Making decisions

d220.3 Undertaking multiple tasks

d240.2 Handling stress and other psychological demands

d720.2 Complex interpersonal interaction