

## TRAINING FOR COACHES, TRAINERS, INSTRUCTORS (E QUALITY CAREER TIME)

ZEBRA, the focal point of the SPIN DP, designed individual integration pathways and played a central role in case management by drawing on "CaseXP", a newly introduced IT-tool/database, and by establishing contacts with employers. It also organised events for management staff and shop stewards on how to cope with difficulties and conflicts related to the employment of people with disabilities or mental health problems and provided consultancy services to individual companies.

The DP also operated six "pilot projects" as follows:

- *Outpatient Rehabilitation* of people with psychosocial problems involved vocational preparation, training and work experience in close cooperation with local employers. All of these activities were near to home and based on individual rehabilitation plans. The success rate in terms of placement in permanent employment was about 50%;
- *Preventive Occupational Medical Services and Advice for Companies* was aimed at employees and HR managers. The objective was to counteract the stress and depression that can affect stability and also the cost effectiveness of the enterprise;
- *Youth Vocational Assistance* offered support and low threshold access to vocational preparation and work experience for young people with severe psychosocial problems who had dropped out of the education and training system;
- *Regional Training Consortia* combined and pooled the resources of different agencies and enterprises and offered new local training opportunities for disabled/disadvantaged young people;
- *Transition from Medical to Vocational Rehabilitation* provided on-going, individualised information, counselling and support on employment and training to the patients of the psychiatric departments of the district's hospitals. The project closed a gap in the provision of care that hitherto existed between the patients' stay in hospital and their (re-) entry into employment;
- *Reintegration of People recovering from Long Term Illness* was led by the craft-guild health insurance organisation and developed a step-by-step approach to the integration of the long-term sick, including those with severe disabilities. The main components were psychosocial guidance and individual coaching that helped to solve or prevent problems in the work place.

The outcome of all of this work was an improvement in the performance of support systems that was also evident to clients or potential clients. For example, in the first year of operation there were 64% more clients than had been expected and then, in 2003, the number of clients grew by 38% to a figure of almost 600. The improvement can also be seen in the fact that gaps in the provision of support and services were filled, more people found placements, the integration processes became now shorter and more effective and, perhaps most importantly, there were higher rates of job retention amongst these vulnerable groups. Thus, the DP was recognised as a practical model of the reform process envisaged by the new Social Security Code IX legislation for transfer and adoption throughout Germany.

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