



QUALITY SERVICES FOR
PEOPLE WITH DISABILITIES



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2018

ANNUAL REPORT

FOREWORD

2018 was HAO's 27th year working in Romania and I am happy to report another successful year. It was a challenging year in which new colleagues have joined our team, we have assumed new tasks and roles, and we have developed our activity, including through collaborations with foreign partners.

Our beneficiaries who live in the studios in the Henry Coanda neighborhood in Constanta have made day-to-day progress with help from our specialists who have closely monitored: health, education, employment, household budget management and social aspects of their lives. And we, too, have faced challenges, generated by their naturally desires which have aimed: improving their knowledge, working in better conditions, getting jobs they dream of. So, we have looked for new jobs for them, we have

supported them to attend courses and we have cultivated their desire to overcome their limits and to follow their dreams.

In 2018 we started the implementation of the project "Labour Market for Young Adults with Disabilities - LEAD". We alongside our partners have proposed approaching in an innovative way the relationship between young adults with disabilities, parents and legal guardians of young adults with disabilities, companies, specialists and providers of supported employment services, so that young adults with disabilities could have a chance for sustainable integration into society. We believe that the implementation of the supported employment model is the best solution to integrate a significant number of young adults with disabilities into the labour market and to overcome the reluctance of companies to work with people of this socially vulnerable group. The beginning of this project is promising!

The future for HAO will be to develop partnerships with other organisations, Local Authorities and the business sector with a view to maximising efficiency and resources in an ever-shrinking funding area such as ours.

I would like to take this opportunity to thank all our supporters, some of whom have been with us from the beginning and to the staff of HAO for seeing us through our 27th successful year working with young people with disability in Romania.

Nicolae DOBRESCU,
Executive Director,
Fundația Health Action Overseas

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OUR VISION, MISSION & VALUES

VISION OF HAO

People with disabilities in Romania participate as full members of society in a way that respects their dignity and right to choose how they live their lives.

MISSION OF HAO

HAO's mission in Romania is twofold: to provide quality services that facilitate the integration and full participation of institutionalised young people into society, and to support parents and legal guardians of children with disability to enable them to keep their children in the community.

How will we achieve our mission?

By developing partnerships with National and Local Authorities, national & international organisations, donors and potential funders; Through people with the skills and knowledge to implement and manage our programs and through the development of strong leadership and good governance throughout the organisation.



VALUES AND GUIDING PRINCIPLES

All HAO programs must have a direct and measurable impact; every program we deliver transforms lives. All HAO programs are based on a human rights approach to service delivery; we believe that regardless of the nature and seriousness of the disability, all

people have the equal right to:

- ⑤ participate in the ordinary life of the community;
- ⑤ access ordinary services which are available to every other Romanian citizen;
- ⑤ a home that meets their need for security and comfort, where they can develop and improve their daily living skills, increasing their opportunity for empowerment and self-advocacy;
- ⑤ receive correct information to make informed choices and to take decisions of their own concerning their own lives;
- ⑤ be protected from ill treatment or abuse.

OUR PROJECTS

INDEPENDENT LIVING & EMPLOYMENT PROJECT - CONSTANȚA

HAO Romania beneficiaries have been institutionalized in Neuropsychiatric Recovery Centre Negru Voda, they were diagnosed with severe disabili-

ties and were declared as irrecoverable.

They were transferred to the James Dillon House in Constanta, the home permanently protected by HAO Romania, the former Fundatia pentru o Viata mai Buna (FVB). They lived here between 2002 and 2007. Since 2007 until 2013, the young people lived in a semi-protected apartment (Egreta House), and since 2013 they live in studios, in the Henry Coanda neighbourhood in Constanta.

Our clients have made day-to-day progress, with help from our specialists, by benefiting from the collaborative and partnership relationships developed by us, and accessing the lifelong learning and personal development programs available in our country.

HAO Romania staff has closely monitored health, education, employment, household budget management and social aspects of life of our beneficiaries – young adults with a disability (Y/AwD) – by:

running annual or occasional medical tests, offering assistance in administering medical treatment and offering assistance to access balneary treat-

ment over summer on (partially) free state schemes;
 attending training courses or continuing the school with the "Second Chance in Education" Program; developing of independent life

ment over summer on (partially) free state schemes;
 hiring and career development: support in maintaining or changing jobs, managing conflict situations at work, compliance to work program and subordination;

(monitoring and assisting with payment of monthly utilities, developing social relationships (improving relationships with neighbours, getting free local and national transport) preparations for Christmas and the New Year Party and for Easter.

"M.Z. is a very special young, a conscientious, punctual and serious person. He integrated quickly and he understands very well what we expect from him. M.Z. was very well received by his colleagues, who have helped him understand how to properly carry out his tasks. Now, M.Z. is completely independent in accomplishing his tasks, he is happy with us, he is appreciated and accepted as a valuable member of our team. We also work with other Y/AwD, because we think that they really deserve a chance, and we are willing to offer them this chance."

Traian Dragan, social worker, The Parish "Sf M. Mc. Mina" Constanta

GOOD PRACTICE EXAMPLES

We are proud to share the experiences of those who are working with our team, we do not hesitate to talk about difficulties, but we want to emphasize the will and the perseverance of overcoming them and the constant steps made by these young adults for a better life.

S. I., packer at Dobre and Sons Company

S.I. is a sensitive, hardworking and talented boy (he makes handmade items). He worked many years for a car wash, under heavy conditions and with insufficient salary to provide him decent living conditions. We helped him to change his job. Since November 2018, S.I. is packer at Dobre and Sons (a bakery company). The working conditions quality increased comparing with the car wash, and he has colleagues who help him carry out the tasks. He feels like a part of the team, he is appreciated and accepted as a member of the team. In his spare time, he goes to our Centre and takes part

to community events in handmade sector.

I.Z., volunteer hairdresser at Social Protection Department and worker at Metro Cash & Carry

I.Z. works for Metro Cash & Carry. He has successfully finished a course and has got a diploma in hairdressing, which boosted his self-confidence tremendously. Because the Social Protection Department does not have a hairdresser on their organizational chart, they could not have given him a paid job, but he has been invited to sign a volunteering contract with the mentioned Department. He wants to find a full time job as a hairdresser and to quit his current job. He wants to improve his reading and writing skills and our staff has helped him with that by providing lessons. We are also involved in finding volunteers who can help him to improve these skills and we will try to find a school for adults over 40 years old, to enroll him.

A.S., worker at Dan Invest SRL

He does cleaning in a block of flats and

also works for a Car Service. In the spare time, he visits some of the youngsters with whom he has grown up in the institution which hosted them. He had to repaint the walls and



had made minor repairs into the studio where he lives in, so he has bought some materials and he has repaired

the door lock. He still has to do a lot of things. He is constantly supported by our staff.

M.Z., worker at a Church

He does cleaning in a Church, in Constanta. M.Z. is very happy to do that, he does a good job and he likes to be

commended. He is appreciated by his employer. He lives in Spartan conditions, but he does not want to change the situation. In his spare time, he goes to a club of disabled people. In November, HAO started the procedures for putting together and submitting a retirement file (invalidity pension) for him.

K.I., worker at JUMBO

He works for Jumbo and he is very appreciated by his employer. During the summer does extra jobs for extra money. He stated us that he wants to change his job, because of back pains. He wants to become a packer, like S.I. It is very difficult for our staff to get him to improve reading and writing skills and although he says he is willing, he doesn't have time to do that because of his work program. K.I. usually gets involved and helps his friends with minor repairs in their homes.

G.A., worker at a Car Wash

He works for a Car Wash and he is content with his salary. However, he has come to us and he has stated that he

wants to change his job, because he works under heavy conditions, especially in the winter time, and one of his colleagues with whom he has been getting on very well, has decided to quit his job at the Car Wash. So, we are trying to find a new job for G.A.

THE PROJECT "LABOUR MARKET EMPLOYMENT FOR YOUNG ADULTS WITH A DISABILITY - LEAD"

LEAD project is co-funded by the EEA and Norway Grants Fund for Youth Employment and it is implemented from the 1st of July 2018 to the 31st of December 2021, by a transnational consortium led by HAO Romania, alongside partners from three countries: the Valakupiai Rehabilitation Centre (Lithuania), Consultis – Consultoria Empresarial, Unipessoal Lda. (Portugal), and Status Employment (the United Kingdom), as Expert Partner.

The overall objective of this project is to increase the accessibility of Y/AwD to the labour market, by applying optimal measures in their employment process. In order to achieve this goal, we are going to introduce in our countries a good practice model regarding the supported employment of people with disabilities which has proven its viability in the United Kingdom.

THE NATIONAL REPORT REGARDING THE EMPLOYMENT SITUATION OF Y/AWD IN ROMANIA

In order to apply the most appropriate measures and to correctly adapt the British model to the particularities of

our country, we have started from the employment situation of Y/AwD in Ro-

"Although I have been working here only for several months, I have found ambitious young adults, who need to find a good job, who want to acquire new skills and knowledge, and to develop a career. Creating a liaison between these Y/AwD and employers who can and want to offer them jobs according to their vocational profiles, as well as supporting these young at workplace, and helping them adapt to the job's requirements are a real boost to my career"

Olivia Grigore, Labour Market Expert, HAO Romania

mania, so we elaborate a comprehensive National Report, including information obtained from a survey based on a questionnaires applied to Y/AwD and specialists in employment, between August, 2018 and October, 2018.

The report points out that one of the main obstacles blocking the access to

the labour market is the lack of information about the potential of people with disabilities and, thus, the lack of proper professional orientation. The same document reveals that there are few organisations which provide support services for Y/AwD and the quality of these services is not always high. On the other hand, companies hesitate to integrate people with disabilities and are still reluctant to engage in the supported employment process.

LEAD LAUNCH CONFERENCE

Almost 50 potential beneficiaries of the project and representatives of: The Constanta County Recruitment and Employment Agency, General Directorate for Social Assistance and Child Protection – Constanta, Constanta City Hall, The Constanta County School Inspectorate, Constanta Chamber of Commerce, Industry, Navigation and Agriculture, the Centre for Inclusion "Albatros", and other non-governmental organizations participated at the event organized by HAO Romania, in Constanta, on the 7th of November, 2018.

The key note speakers were Mr. Nico-

lae Dobrescu, Executive Director of the HAO Romania and the Manager of the LEAD project, Ms. Adelina Vlad, spokesperson, the Constanta County Recruitment and Employment Agency, and Ms. Alina Dobrescu, coordinator of the supported employment program.

The main topics approached by them were: the integrated services in the field of supported employment offered through the LEAD project, how the Y/AwD can access to these services, the value brought by the LEAD project on the Romanian labour market, the



amendments to the Unemployment Law which are favourable to the people with disabilities who are looking for a job, but also to companies which want to employ such persons; the challenges and the satisfactions in working alongside people with disabilities.

EXPERIENCE EXCHANGES EMPLOYERS – YOUNG ADULTS WITH A DISABILITY

In the second part of November, 2018, we opened, at the headquarters of the "Albatros" Education Centre from Constanta, the series of meetings for Y/AwD who are looking for a job with potential employers. Thus, at the first meeting, 13 Y/AwD, aged 15 to 29, who learn at the mentioned Centre, had the opportunity to enter into an open and unprejudiced dialogue

with a potential employer.

In the second part of the meeting facilitated by Ms. Alina Dobrescu, trainer within the LEAD project, they discussed successful strategies for hiring Y/AwD, as well as measures that would facilitate the integration of Y/AwD into the labour market, both from the perspective of employers and young people.

TRAINING SESSIONS FOR EMPLOYERS AND HUMAN RESOURCES SPECIALISTS

In mid-December 2018, we organized the first training session dedicated to employers and human resources specialists at the headquarters of our Service Centre for Supported Employment from Constanta. The participants benefited from the expertise and the experience of Ms. Alina Dobrescu, trainer within the LEAD project.

The main topics were: the supported employment process, the particularities of the integration of people with disabilities on the labour market, the legal framework and the facilities

offered by the state to the employers; theoretical and practical aspects regarding reasonable adaptation.

The event was interactive and applicative, the participants having the opportunity to start a dialogue with the trainer, to work in teams, but also to present their opinions and make experience exchange.

THE CENTRE FOR SUPPORTED EMPLOYMENT SERVICES - CONSTANTA

In order to contribute to finding solutions to the problems revealed by the National Report, in November we established in Constanta the Service Centre for Supported Employment.

How do we work here?

- ☉ A specialist is assigned to every young adult with disabilities; the specialist and the young adult are going to work together during the program. This specialist identifies the abilities, interests and goals of the assigned young adults (the vocational profiling).
- ☉ Starting with the information we gather, we look for the jobs which are most suited to their professional goals.

"While working with HAO Romania, I have discovered people with extraordinary life stories, people with complex personalities, people who want to do good things for themselves and for others. The supported employment model implemented by HAO in Romania gives me the chance to offer quality services, in the relationship with the beneficiaries of the Foundation, as well as with our collaborators. Sales experience helps me provide confidence to employers, who are for the first time in front of such a way of working, create win - win partnerships with employers and collaborators, discover their needs, the problems they face in terms of employees and overcome their objections to the specifics of employment. There are a lot of people who believe in us, fact which gives me wings and I think nothing is impossible. This is the ideal job for me!"

Alina Sachelaru, Supported Employment Specialist, HAO

IMPACT OF OUR WORK. BUILDING PEOPLE AND SKILLS IN ROMANIA

One of the tenets of HAOs work is that our programmes have a positive impact on the lives of people with disability in Romania. Supporting young people with disability to find and keep employment is one of the many positive impacts of our work. For these young people being employed with a regular source of income brings them the independence to make choices, choose where they will live, what clothes to buy, what to eat; all those things we take for granted.

We also have built and have developed strong relationships with the representatives of companies which have hired Y/AwD. In addition, we have promoted our work model in front of businessmen which intend to give a chance to Y/AwD. The employers and their teams have learnt how to communicate and how to work with Y/AwD, how to make the most out of the opportunities provided by the state to

the companies which hire people with disabilities.

Our activity has also aimed at strengthening the partnership with local authorities. In 2018, we signed three co-operation agreements with: the Constanta County School Inspectorate, the General Directorate for Social Assistance and Child Protection - Constanta, the Public Social Assistance Service - Constanta, in order to facilitate cooperation, contacts and exchange of information and expertise in the field of employment of Y/AwD; promote good practice and provide mutual support in delivering transition services from school to the labour market of Y/AwD. Also, these institutions promotes HAO activity among the families of disabled young adults and the economic operators they work with, so that they can benefit from specialized services provided by our team, including within the LEAD project.

In order to do that, we use our database, work with our partners, join the young people to job fairs, etc. If necessary, our specialists help young adults to develop and improve their working skills, attitudes, behaviours and functional capabilities to successfully achieve their employment goals.

☺ After employing Y/AwD, our team from Constanta: provide support within their workplace (supervise the

young adults' progress, help them learn new work tasks, and understand the organizational culture of the company); keep a permanent relationship with the employer, in order to identify the problems which appear during the integration process and to solve them; work with the team members of whom the beneficiaries are part, in order to help them communicate constructively with them.

HAO TEAM

Nicolae Dobrescu – Executive Director

Nico first worked with us as a Project Coordinator in Negru Voda one of Romania's orphanages, back in 2000. He rose to the position of Executive Director in 2003 working with us until 2007, when unfortunately for us, Nico moved with his family back to Bucharest. In 2013, he decided to come back to us, full time. With a background in Law, financial and project management, Nico helps us to improve our financial reporting systems and fundraising capacity. He is also the Manager of the LEAD project.



Alina Dobrescu – Employment Coordinator/Trainer

Alina has background in Psychology and Education Sciences and she's over the last 21 years worked in the Social Inclusion Sector for the benefit of people belonging to disadvantaged groups with an emphasis on people with a disability. She worked for FVB as a Group Home Coordinator at James Dillon House – Constanta between 2004 and 2005, and between 2005 and 2007 she coordinated the Training Programme and the Shadow Training Programme at Techirghiol Pilot Centre. In 2018, Alina came back to us, as Employment Coordinator/Trainer on the LEAD project. She has also taken over the responsibilities on coordinating local staff working with our young adults.



Alina Sachelaru – Supported Employment Specialist

Alina graduated the Faculty of Psychology and Education Sciences and is specialized in special psycho pedagogy and speech therapy. She became part of our team in October. Alina monitors the current activities with the young adults and keeps a permanent relationship with the employers who want to give a chance to people with disabilities who are willing to work. She also promotes the supported employment model, so her experience in sales is an advantage.



Olivia Grigore – Labour Market Expert

Olivia graduated the Faculty of Psychology and is specialized in socio psycho pedagogy. She joined us in August. She monitors the current activities of the Y/AwD and helps them to improve their working skills and behaviours. She also works closely with the employers which have hired young people with disabilities.



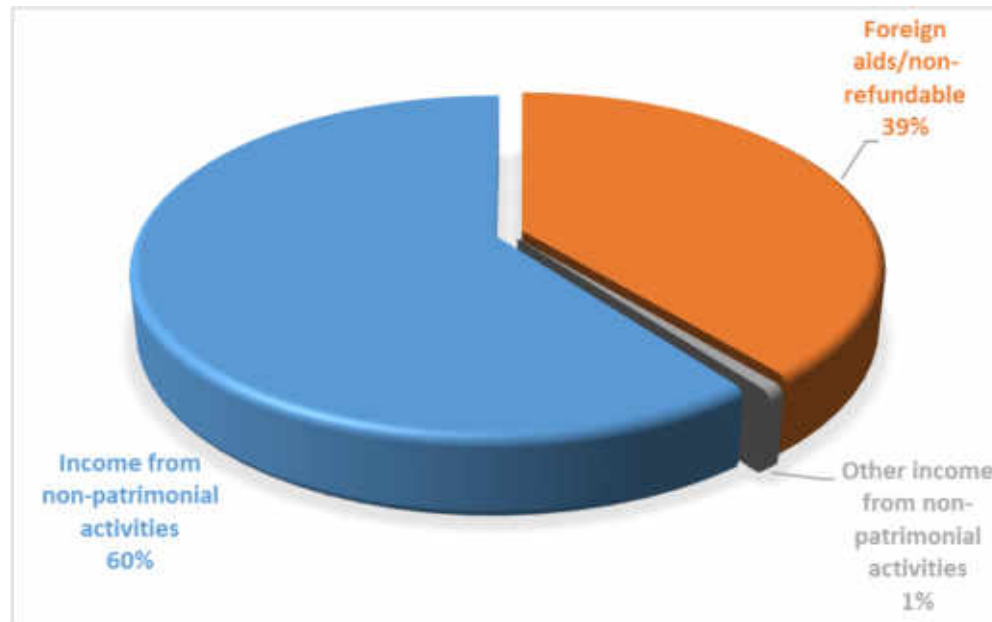
Cristina Serbanescu - Communication Manager

Cristina graduated the Faculty of Commerce of Bucharest University of Economic Studies, and she is specialized in marketing. She has over 23 years of experience in marketing, communication and public relations, gained by working with important non-governmental organizations. Cristina joined our team in September. She is responsible for promoting our key initiatives, activities and services. She thinks that it is very important to let the facts speak, so she always talks about our beneficiaries and their progress. In her opinion, this is the best way to transmit to our public a consistent and a correct message.

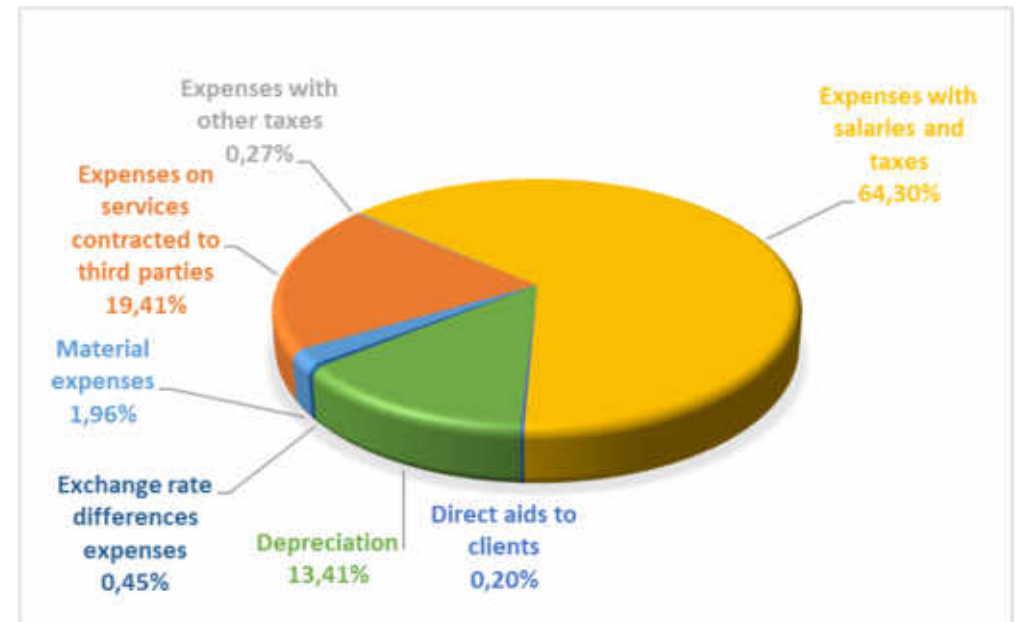


FINANCIAL REPORT

INCOME BY SOURCE



EXPENSES



THANK YOU!

Whilst we are unable to name all the members of the Irish public who sponsor our work we would like to thank them from the bottom of our hearts for their continued support; without which we would not be able to continue the valuable work we do in Romania. HAO would also like to thank the following organisations, companies and individuals who supported our work in 2018:

- Health Action Overseas - Ireland
- Health Action Overseas - UK

PARTNERS

- Consultis – Consultoria Empresarial, Unipessoal Lda. (Portugalia)
- Valakupiai Rehabilitation Centre (Lituania)
- Status Employment - UK
- Directia Generala de Asistenta Sociala si Protectia Copilului - Constanta
- Inspectoratul Scolar Judetean - Constanta
- Serviciul Public de Asistenta Sociala - Primaria Constanta
- Agentia Judeteana pentru Ocuparea Fortei de Munca - Constanta
- Centrul Scolar Albatros - Constanta

SPECIAL THANKS

to the following employers in Constanta:

- Dobre si Fiii
- The Parish "Sf M. Mc. Mina"
- Dan Invest SRL
- Pinos Trade 2001 SRL
- Pizzeria San Marco



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