

Handipass

Information review: October 2015

FRANCE

Handipass is a specialised unit within the Paris Pôle Emploi (Public Employment Service) that deals with disabled jobseekers who are able to work (demandeurs d'emploi bénéficiaires de l'obligation d'emploi – DEBOE). Handipass is responsible for guiding and supporting disabled jobseekers who are able to work and for managing partner relationships with other bodies working in the disability field.

Counsellors are available to jobseekers and employers to short-list candidates, based on employers' needs and jobseekers' profiles and abilities. The quality of the support and the availability of Handipass counsellors is crucial for the success of the practice.

Name of the PES

Pôle Emploi
Employment Centre

When was the practice implemented?

1970 – on-going

Which organisation was involved in its implementation?

The MDPH (the Departmental House for People with Disabilities) has an essential role to play in creating opportunities for disabled jobseekers. Pôle Emploi and Cap Emploi work in close cooperation with Handipass to provide guidance and active labour market policy assistance to those jobseekers redirected by Handipass to their services.

Which social groups were targeted by the practice?

Jobseekers:
► Disabled (physical)/Disabled (mental/psychological)
All employers

What were the practice's main objectives?

The Handipass unit was created to assist workers with disabilities and place them in mainstream workplaces. Counsellors suggest adjustments that could be made to workstations and help to simplify the administrative procedures involved in hiring disabled people. The unit also informs jobseekers and employers about the rights and obligations that are involved with hiring disabled people, as well as informing them about new measures adopted by the government.

What activities were carried out?

The activities of Handipass are as follows:

- After registration and assessment at Handipass, all jobseekers take part in a workshop on disability before being redirected to the employment agency that best meets their needs.
- Handipass then signposts disabled jobseekers able to work towards the structure that best matches their needs:
 - Those whose disability presents no barrier to employability are directed to Pôle Emploi
 - Those whose disability limits their employability to a certain extent are directed to Cap Emploi
 - Those with significant barriers to employability or with specific needs are taken in charge by Handipass.
- Those staying with Handipass receive counselling and training from Handipass advisers. Each Handipass adviser takes charge of about 60–80 disabled jobseekers (significantly fewer than are looked after by non-specialised job advisers – around 160 jobseekers per adviser).
- An in-house health centre provides medical examinations prescribed by job counsellors.
- Handipass counsellors also take part in the group recruitment of disabled jobseekers and collate job vacancies.

What resources and other relevant organisational aspects were involved?

Handipass is responsible for the management and operation of the practice. Handipass is supported by a network of counsellors who specialise in helping disabled jobseekers at PES agencies. In principle, each agency has a counsellor.

Source(s) of funding

National budget (tax revenue)
European Social Fund

What were the outputs of the practice: people reached and products?	<p>People reached:</p> <p>In Paris, an average of 1 000 to 1 200 disabled jobseekers who are able to work are taken on by Handipass each year. According to the degree and type of disability, they are either treated at Handipass or are redirected to other services:</p> <ul style="list-style-type: none"> ▶ 13 % of disabled jobseekers – those whose disability is not a barrier to employability – are sent to Pôle Emploi. ▶ 30 % of disabled jobseekers – those whose disability does not present serious difficulties – are sent to Cap Emploi. ▶ 57 % receive direct support from Handipass. <p>Products:</p> <p>N/A</p>
What outcomes have been identified?	<p>The main outcomes of Handipass in the year 2011 (last available year) were:</p> <ul style="list-style-type: none"> ▶ Some 334 job vacancies were collected. ▶ In all, 219 jobseekers found a job through the practice. ▶ A total of 5 470 interviews were carried out with disabled unemployed. ▶ Some 310 jobseekers participated in a workshop on disability before being redirected to the employment agency that best meet their needs. <p>As a result of the practice, the volume of disabled jobseekers who return to sustainable employment is one of the highest observed: 55 % for Handipass users, compared to 40–50 % in other Parisian employment agencies.</p>
What are the lessons learnt and success factors?	<p>The evaluation of the practice, which included a survey conducted among disabled jobseekers and the companies that hired them showed that Handipass is effective in improving the employability of people with disabilities.</p> <p>The jobseekers interviewed in the evaluation emphasised the quality of support and the availability of Handipass counsellors. The health centre offered essential support for advisers in determining the possible career choices for people with disabilities.</p> <p>The Handipass services are welcomed by companies, which often seek out its advice. The survey showed that companies prefer to contact Handipass, rather than Pôle Emploi, whenever information or assistance on disability-related themes is needed. This is due to the difficulty of finding the right person at Pôle Emploi to speak to about disabilities.</p> <p>Finally, the evaluation highlighted the fact that the 'resource centre' feature of Handipass provides real added value: it is responsible for coordinating the network of all job counsellors who specialise in disability in Paris and it provides training and services to all Pôle Emploi in the Île de France region.</p>
More information on the practice	<p>http://ec.europa.eu/employment_social/empl_portal/weesp/FR-12.pdf</p>



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