



## **Research on the Company Needs for the Local Vocational Rehabilitation Network**

(Research Reports No. 120) Summary

### **[Keywords]**

Employment support   Company needs   Network

### **[Usage of this report]**

In order to clarify the role of employment support institutions and credentials required in supporters, we must understand what the company, which is one of the parties of the employment of persons with disabilities, expects from employment support institutions. In this research, company needs for support and the skills required in supporters will be summarized based on hearing and questionnaire surveys targeting companies and support institutions. This material is expected to be leveraged as useful material not only for companies which employ persons with disabilities and supporters in employment support institutions, but also for companies with intentions of newly employing such persons.

**April 2014**

**Japan Organization for Employment of the Elderly, persons with disabilities  
and Job Seekers. (JEED)**

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## **2 Research Period**

FY2012 to FY2013

## **3 Composition of the Research Report**

Preface: Background / purposes of research and methods

Chapter 1: Hearing survey

Chapter 2: Questionnaire survey

Chapter 3: Summary

Material at the end of report (Questionnaires, etc.)

## **4 Background and Purpose of Research**

The application range of support services for vocational rehabilitation gradually expanded after relevant regulations had been revised several times. The study group of the Ministry of Health, Labour and Welfare (MHLW) has also studied the roles of local employment support institutions and methods for cooperation.

From the above-mentioned background, the objective of this research was to clarify the desirable state of support provided by support institutions, including coordinating functions for effective support from the aspect of company needs regarding vocational rehabilitation networks.

## **5 Research Method**

### **(1) Collection of material on the status and issues of support in the employment of persons with disabilities**

Material on the employment of persons with disabilities by companies and their settling into workplaces and the precedent studies on support provided to the local community, persons with disabilities, and relevant institutions were collected and findings were summarized.

### **(2) Hearing surveys conducted on companies and support institutions**

Target institutions and companies

- 1) One vocational rehabilitation center for persons with disabilities from each region with population of less than 1 million, less than 3 million, and 5 million or more.
- 2) One Employment and Life Support center for persons with disabilities each for Tohoku, Kanto, and Kyushu.
- 3) One company each for experience of less than 5 years, less than 10 years, and special companies.

### **(3) Questionnaire surveys for companies**

Questionnaire surveys were conducted to acknowledge the management of employing persons with disabilities in companies that are active in employing persons with disabilities and to grasp the status of utilization of employment support institutions and centers for persons with disabilities as well as opinions and requests.

The breakdown of 1,017 target companies are as follows: 1) 476 companies which were commended by the Minister of Health, Labour and Welfare or President of the Japan Organization for Employment of Elderly, persons with disabilities and Job Seekers (JEED) in the past five years as superior companies; 2) 442 companies which are listed in the reference services in the website as favorable examples of employing persons with disabilities; 3) 99 companies which were recommended by local vocational rehabilitation centers for persons with disabilities for their active employment of persons with disabilities (Research period: September 11 - October 7, 2013. Collection rate: 40.6%).

## 6 Summarized Results of the Study

### (1) Utilization status of employment support institutions and centers

Regarding the question to companies on whether they have ever used external support institutions for the employment of persons with disabilities, employment management, their adjustment to workplaces, and career enhancements, 32.1% (largest group) answered "sometimes", followed by 26.3% of "often" and 21.7% of "never". Because no significant differences were seen between categories, frequencies of utilizing support institutions and centers vary even for companies that actively employ persons with disabilities (Figure 1).

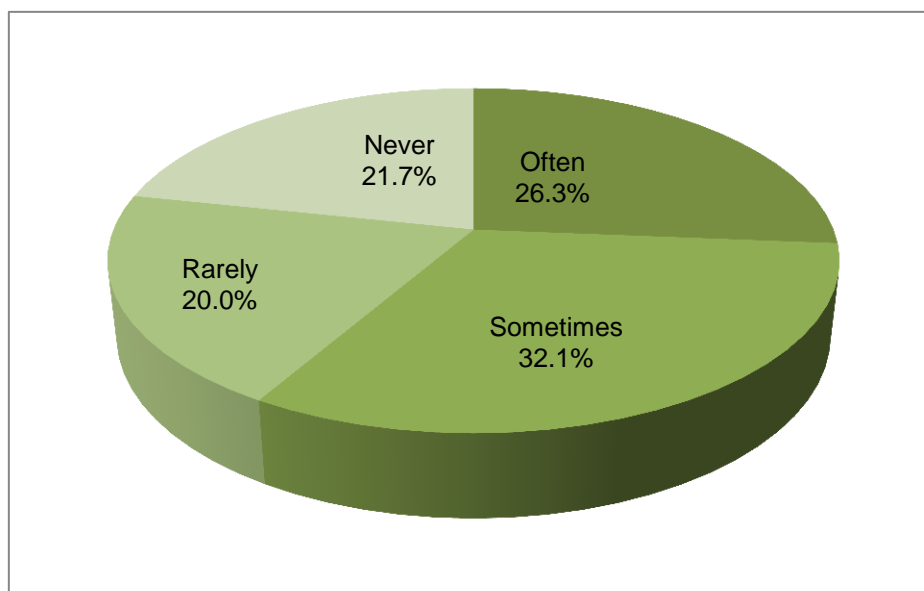


Figure 1. Status of utilizing support institutions (n=411)

### (2) Relations between the time-line of employing persons with disabilities and support institutions and centers

Institutions used the most in the initial stages of employment are in the following order: Public Employment Security Office (79.6%), Special support schools (56.6%), Employment and Life Support centers for Persons with disabilities (56.3%), and Local vocational rehabilitation centers for persons with disabilities (44.3%). For the improvement of issues after the settling into the workplace, the most used institutions are in the follow order: Employment and Life Support centers for Persons with disabilities (47.2%), Local vocational rehabilitation centers for persons with disabilities (34.3%), Special support schools (33.6%), and Public Employment Security Office (30.8%).

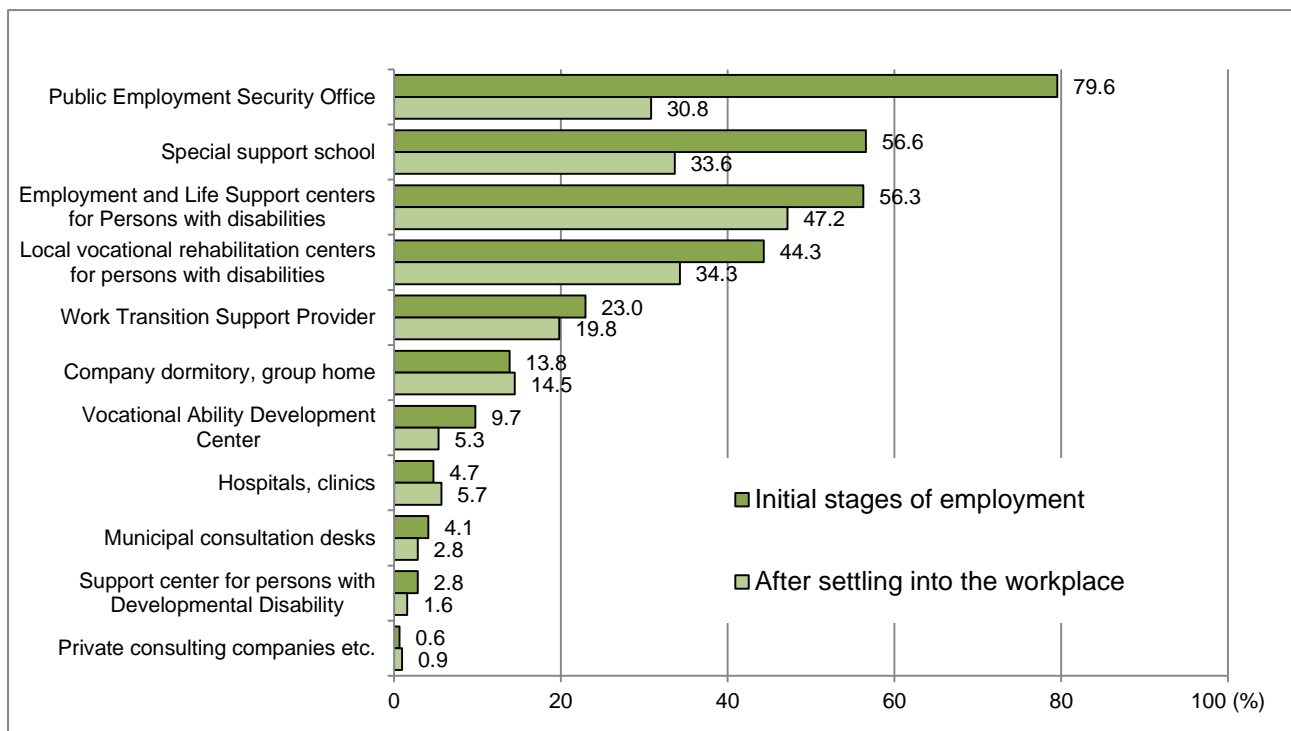


Figure 2. Status of utilizing support institutions (n=318)

### (3) How can company needs in support be understood?

Currently, issues in the initial stages of employment of Persons with Intellectual Disability and issues arising after settling into workplaces are of importance. The survey showed that most companies recognize that the settling into the workplaces by Persons with Intellectual Disability and issue in the initial stages of employment of Persons with Mental Disability will be important five years later. Companies have started to focus on the employment of Persons with Mental Disability as a future task. Their focus is shifting from issues of the initial stages of employment to issues of continued employment after settling into the work place (Figure 3).

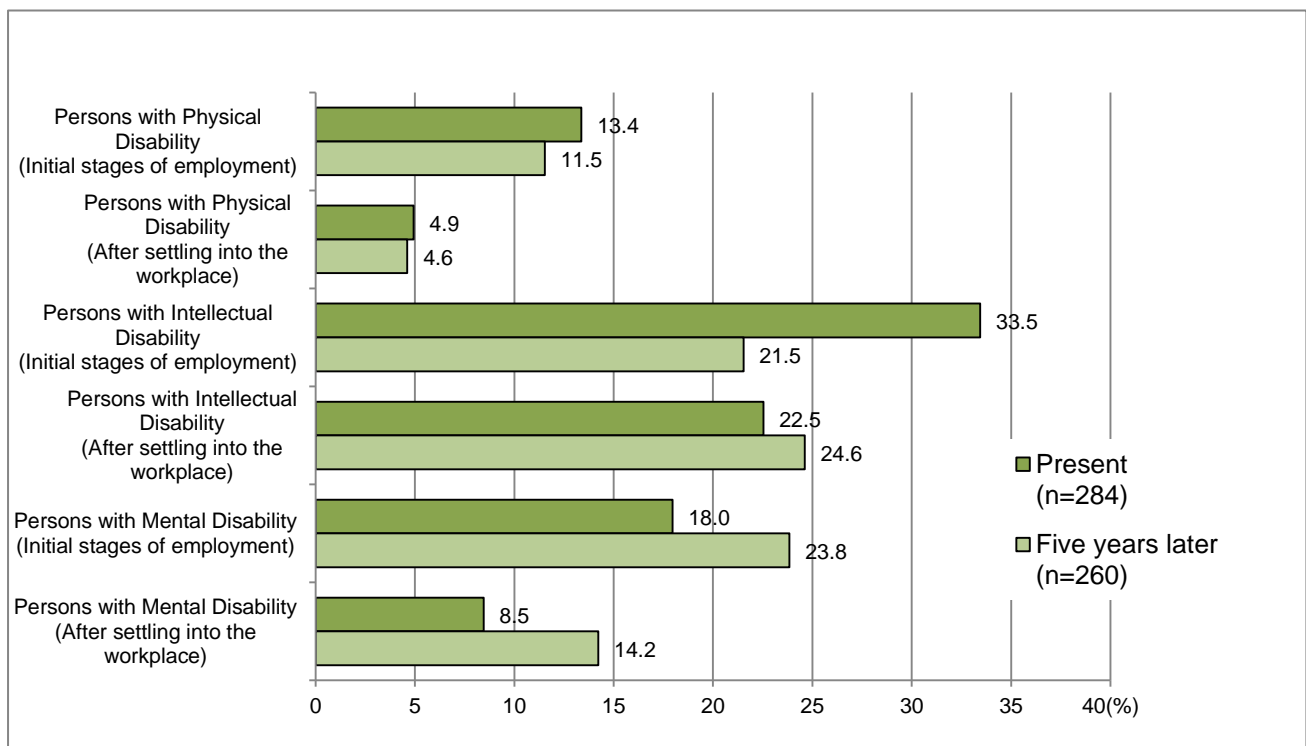


Figure 3. Where are most important issues in employment management?

As for the specific purposes of utilizing support institutions, the status of five years from now cannot be predicted. Therefore, the current statuses of utilization in both initial stages of employment and after settling into the workplace were acknowledged. The most utilized support in the initial stages of employment was advice and training on the characteristics of Intellectual Disability and Mental Disability and issues on work (Figure 4).

The most support utilized after settling into the workplace was on health, medical treatment, life management of Persons with Intellectual Disability and Mental Disability. These include medication counseling, correction of life rhythm, cash management counseling, support in leisure activities, liaison and coordination with medical institutions and family members.

As a whole, the frequency of utilizing support institutions after settling into the workplace is lower than those in the initial stages of employment. The frequency of utilization by companies supports the issue on the necessity of improving continuous support in settling into the workplace indicated by the "study group on the role of local employment support" of the Ministry of Health, Labour and Welfare (Figure 5).

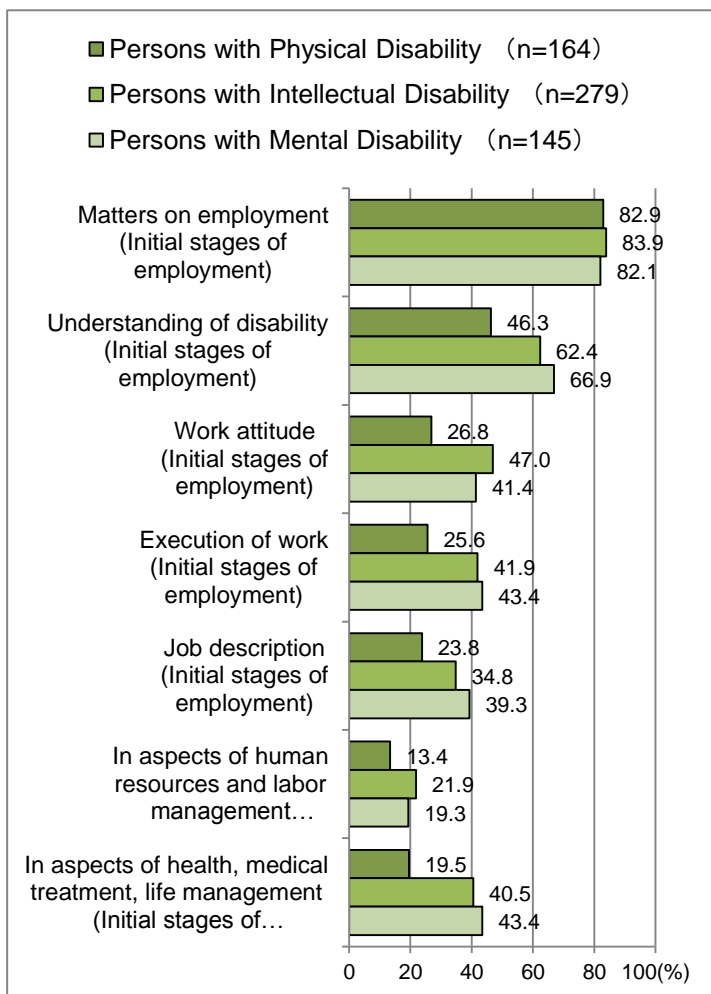


Figure 4. Consultation and support according to disability

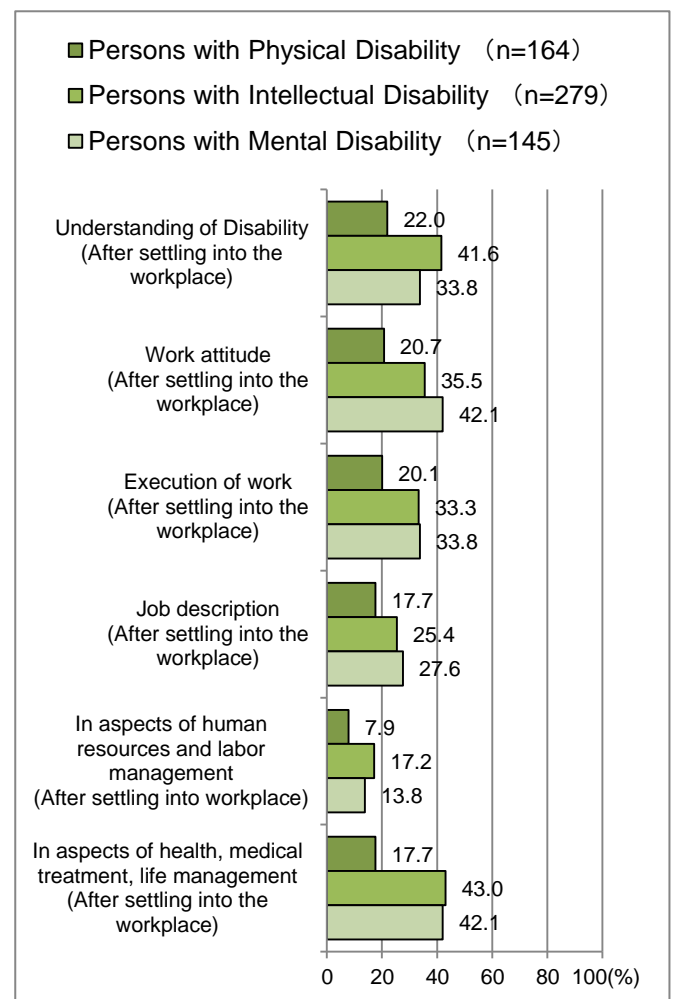


Figure 5. Consultation and support according to disability

#### (4) What is expected from support institutions?

Concerning the reasons for companies to utilize support institutions, the most frequent answers in the questionnaire survey were items related to the adequacy of support and usability of professional knowledge such as the provision of adequate support in employment and adjustment to workplaces, professional knowledge and advice on disability characteristics etc.

There were also many answers on items on the basic stance of support and systems such as immediate provision of support, system for the liaison with family members, neutral standpoints, etc. It can be interpreted that adequacy of support, usability of professional knowledge are the elements

in which support institutions are currently valued for.

As an overall trend, it became clear that companies strongly desire intensive support in the initial stages when problems of adaptation occur such as complying with rules in workplaces, safety guidance, and the recovery of declined motivation for work. Companies also desire the provision of professional knowledge and techniques on the employment of persons with disabilities such as recommendation of disabled persons suitable for the job requirements, clarification of types and levels of disabled persons that can be supported, support in the process of planning and implementation of employment, prompt and adequate advice and information provision. Companies have high expectations from the support institutions and centers concerning the employment of Persons with Intellectual Disability, Mental Disability, or Developmental Disability with a wide range of disability characteristics and personalities. On the other hand, there were some requests by companies on the stance and systems of support institutions and centers such as the improvement of such institutions, support based on the cooperation of institutions from various fields, expanded utilization of human support like Job Coaches, etc. (Figure 7).

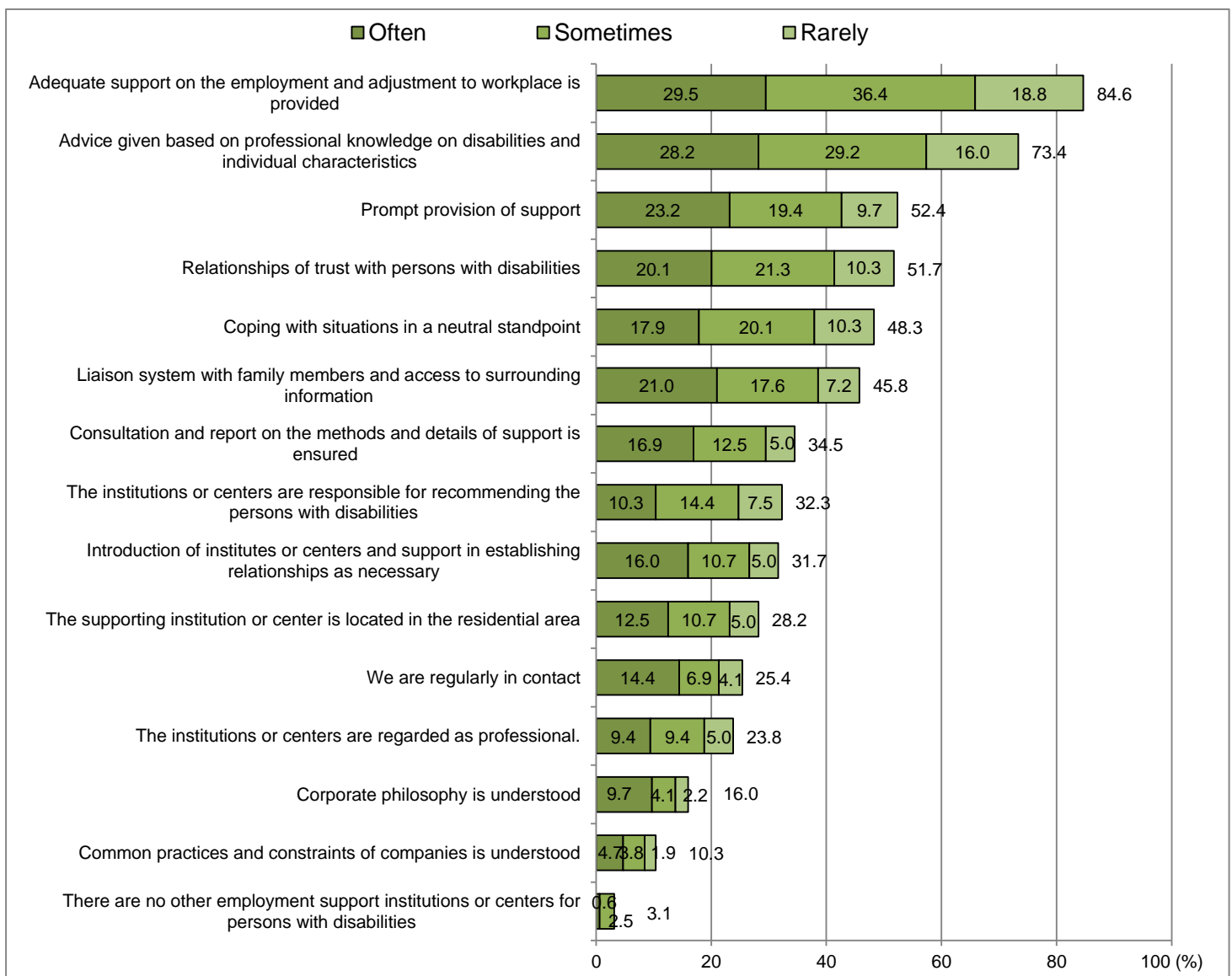


Figure 6. Reasons of utilizing support institutions according to the frequency of utilization by companies (N=319)

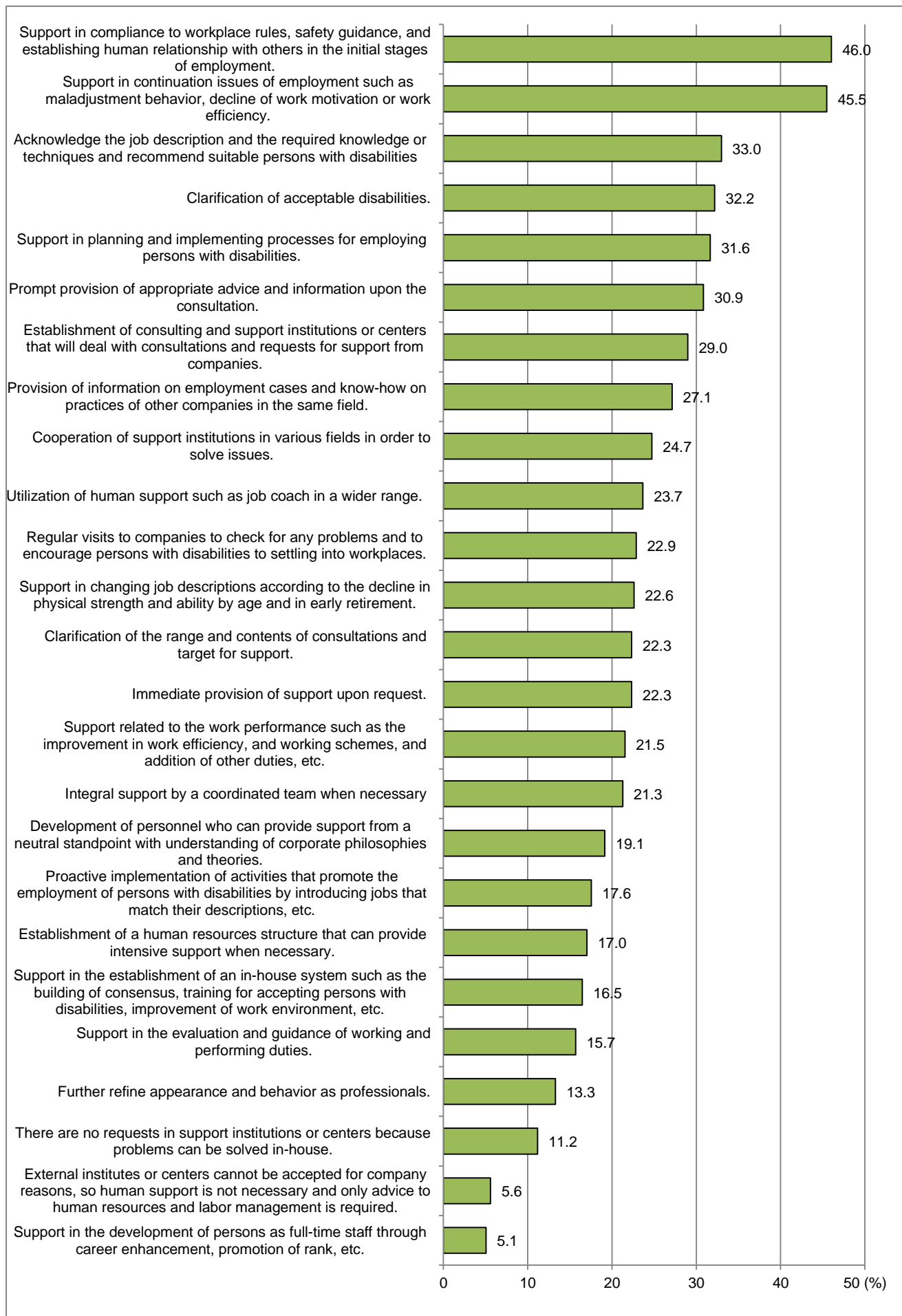


Figure 7. Requests in support institutions and centers (n=376)

## **(5) Skills to function vocational rehabilitation networks**

Requests by companies to support institutions can be roughly organized into the following three categories of quality and quantity improvement in individual support, transfer of expertise from support institutions to companies, and organic cooperation among support institutions as well as the visualization of their relationships. Although some of these requests can be handled by a single support institution, most will require coordination and liaison with other institutions and mutual supplementation.

In free descriptive answers in hearing surveys and questionnaire surveys, there were many complaints by companies toward support institutions which include: "levels of knowledge and skills vary and does not lead to solving the problems"; "not many supporters understand the circumstances of companies"; "there are discrepancies in the degree of support"; and "roles are not clear and it is difficult to judge who to consult".

Supporters are required to have the following three skills: 1) skills to coordinate support service; 2) skills to realize professional consultation in fields of companies, welfare, medical treatment, education, etc.; and 3) skill to establish relationships with relevant offices.