

Application and effectiveness of ACT in the satellite office with support for the employment of persons with disabilities

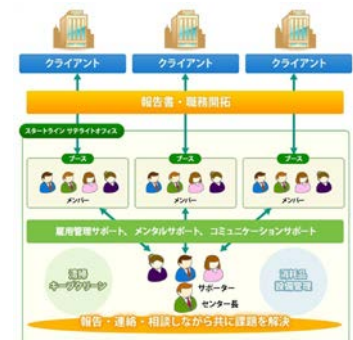
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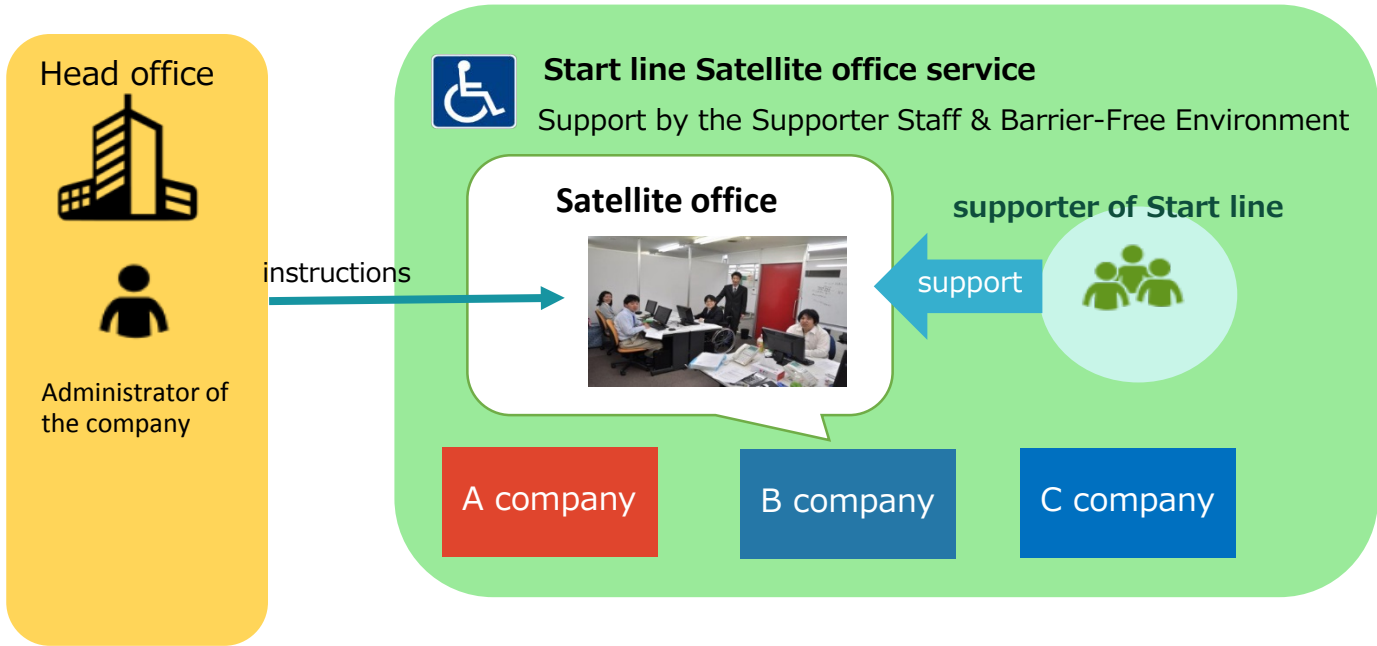
Fumiki Haneda

Startline.Co.Ltd., Research Center for Disability Employment,
Manager & Vocational Counselor for persons with Disabilities



What's the satellite office with support?

Development adoption consulting of the work which suited the person



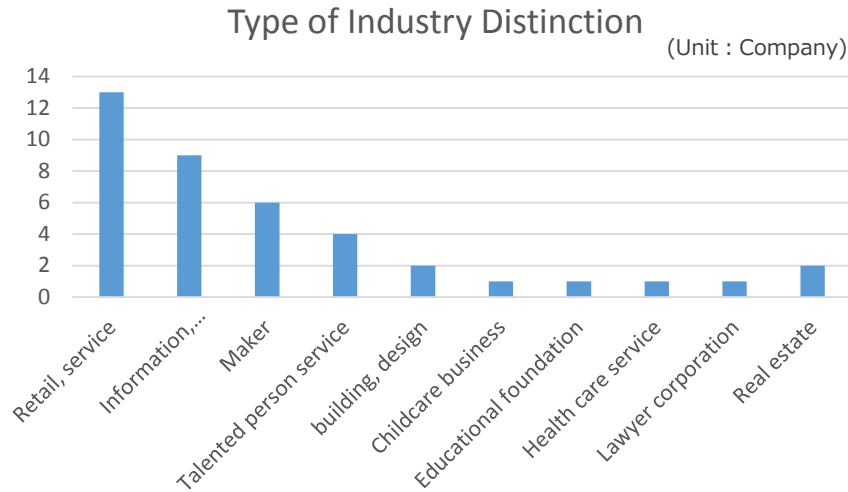
The report of a support plan



<supporter>
Two or more support staff resides and it supports an occupation life.
The place of work which a disabled person tends to commit is maintained.

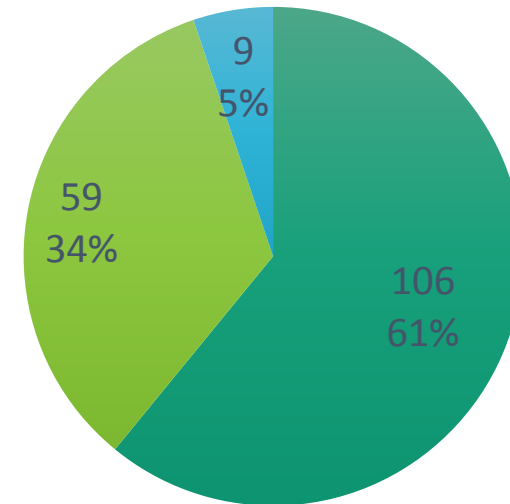
How many Companies & Peoples are Supported?

■ The number of the satellite office use companies : 40companies

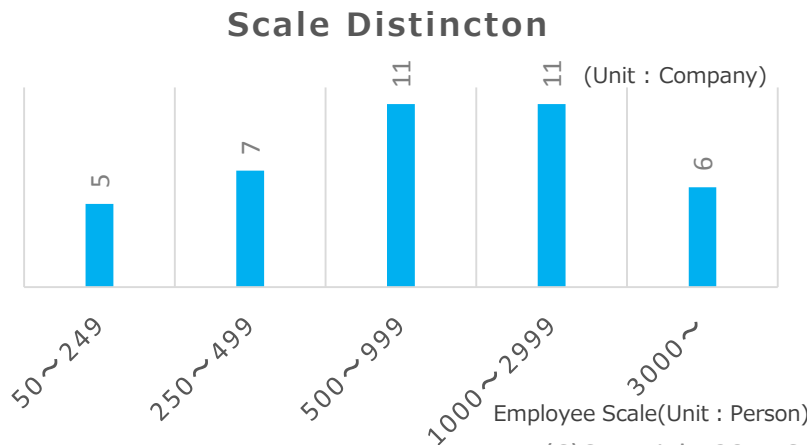


■ The number of the handicapped people employment : 174persons

The Number/% of the Handicapped Peoples Working in the Sattelite Office



■ Physical Disability ■ Mental Disorder ■ Intellectual Disability



The use results in the end of May, 2015

Comparison of the quitting a job rate

Job Placement by PESO

- The quitting a job rate as of six months after the job placement of the mental disorder : **40%**
- The workplace fixation situation as of the 6months progress of the mental disorder persons who found a job by the end of October from July, 2008

Job coach

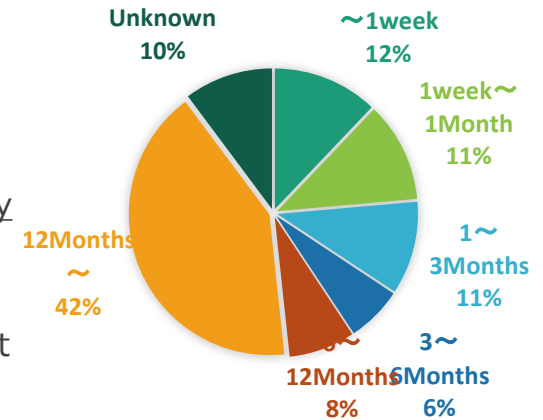
- Workplace adaptation and human relations, support about the communication
- Advice and suggestion to appropriate disorder understanding and support method and rational consideration

- The quitting a job rate as of six months after the job coach of the mental disorder : **18.9%**
- The workplace fixation situation as of 6months after the support of the mental disorder persons who finished job coach support by September, 2010 from October, 2009 (NIVR.No.95(2010/3))

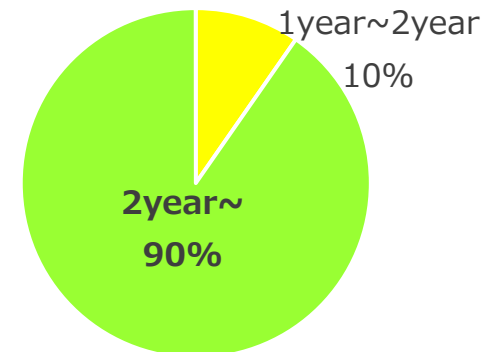
Satellite Office by StartLine Co., Ltd

- We assist for the employment as the force
- We utilize a specialized tool and visualize disorder properties
- A new proposal to business conditions, industry type is possible
- The quitting a job rate as of 6months by the Satellite Office utilization of the mental disorder persons : **0%**
- The workplace fixation rate as of 2years by the Satellite Office utilization of the mental disorder persons : **90%**

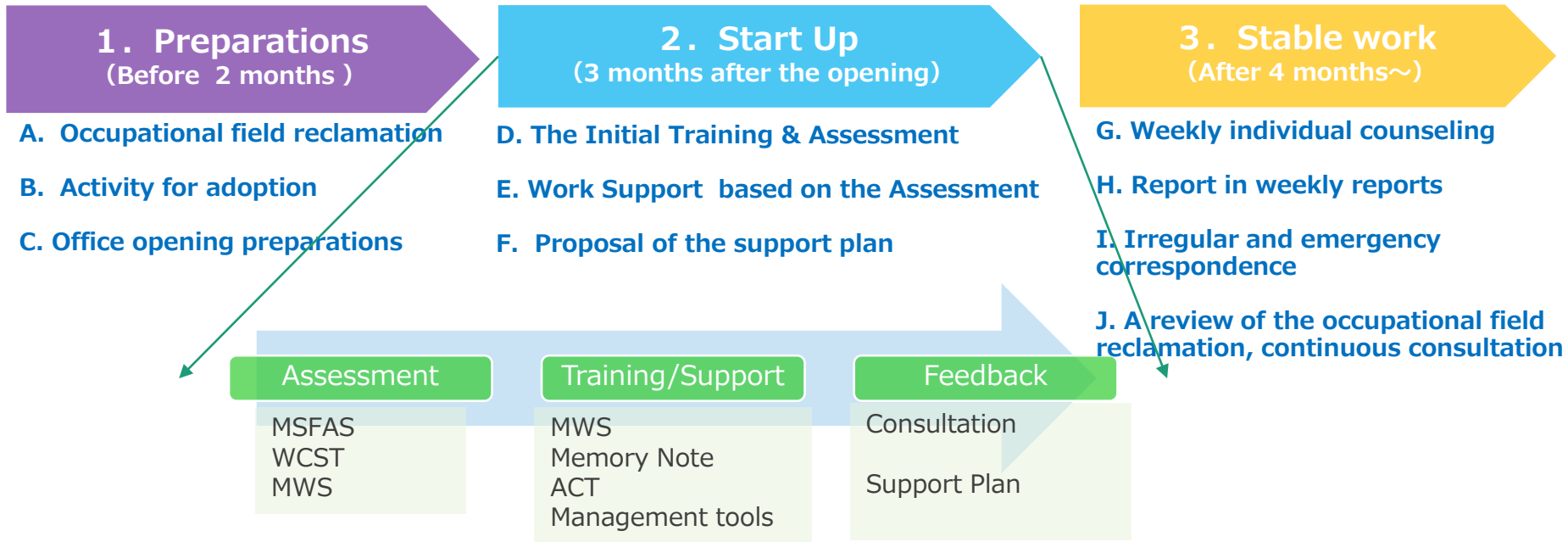
Quitting a job rate of mental disorder



The term in office of the mental disorder persons in Satellite Offices



Start Up & The Initial Training



MSFAS : Makuhari Stress & Fatigue Assessment Sheet

ACT : Acceptance & Commitment Therapy

MWS : Makuhari Work Sample

M-Memory Note :Makuhari Memory Note

WCST : Wisconsin Card Sorting Test

Vearius Management tools

NIVR. Research Report.No.57. Comprehensive Study on the Vocational Rehabilitation Techniques Centered on Persons with Mental Disabilities (Final Report) (March 2004) ; The report summarizes the concept, constitution and contents of the "Integrated Support Tools for Assessment and Training (Total Package) to promote work adjustment".

Support Plan & Continuous Support

Planning & Reporting

- We make "a support plan" once for a quarter.
- We practice support in PDCA.
- We perform around one time a week of individual counseling.
- We report it in a weekly report.



<Support Plan>

2014年度7月~9月 サポートプラン



1) メンバー情報

名前	性別	入社日	所属会社	出勤率	就業状況	コメント
田中さん	男		ABC社		パート	
山田さん	女		DEF社		フルタイム	
佐藤さん	男		GHI社		パート	
鈴木さん	女		JKL社		フルタイム	

2) サポート計画

① 現状の課題

・業務の中心として、急務に追いついていない
・業務の中心が急務に追いついていない
・業務の中心が急務に追いついていない
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② 改善すべき課題

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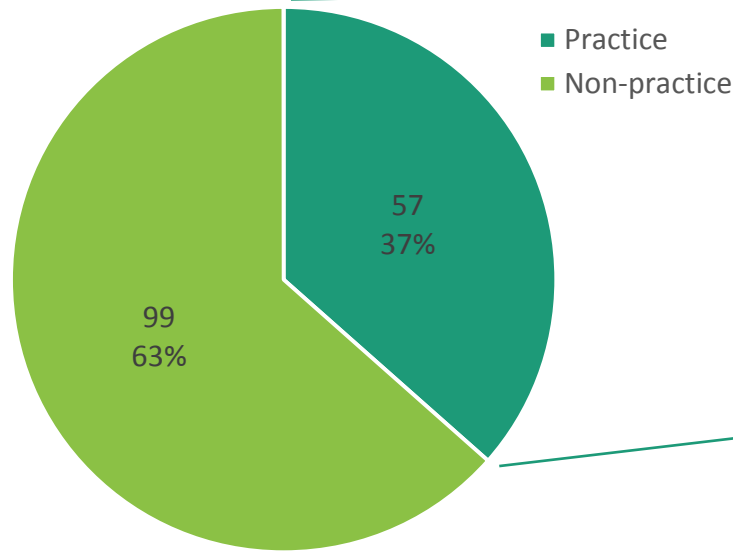
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<Weekly Report>

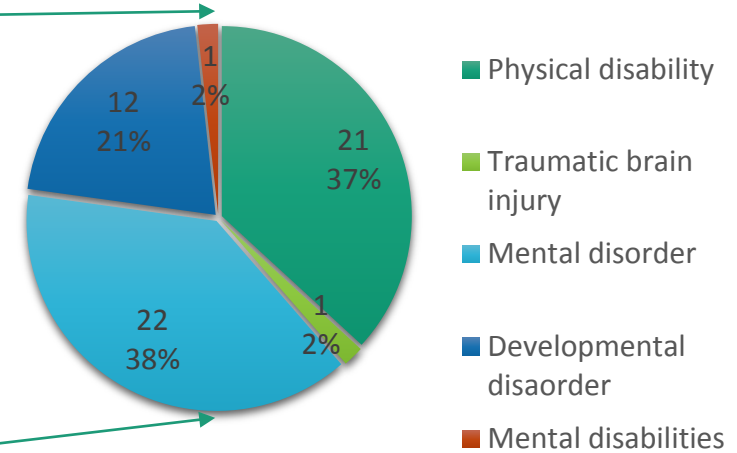
2015年6月度		報告期間 6月22日(月) ~ 6月26日(金)		報告日 2015年6月25日(木)																																																	
<p>■ 週別業務状況</p> <table border="1"> <thead> <tr> <th>日付</th> <th>予定</th> <th>実績</th> <th>備考</th> <th>日付</th> <th>予定</th> <th>実績</th> <th>備考</th> </tr> </thead> <tbody> <tr> <td>6/22(月)</td> <td>〇</td> <td>〇</td> <td></td> <td>6/25(木)</td> <td>〇</td> <td>〇</td> <td></td> </tr> <tr> <td>6/23(火)</td> <td>〇</td> <td>〇</td> <td></td> <td>6/26(金)</td> <td>〇</td> <td>〇</td> <td></td> </tr> <tr> <td>6/24(水)</td> <td>〇</td> <td>〇</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>6/25(木)</td> <td>〇</td> <td>〇</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>6/26(金)</td> <td>〇</td> <td>〇</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>						日付	予定	実績	備考	日付	予定	実績	備考	6/22(月)	〇	〇		6/25(木)	〇	〇		6/23(火)	〇	〇		6/26(金)	〇	〇		6/24(水)	〇	〇						6/25(木)	〇	〇						6/26(金)	〇	〇					
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The practice situation of the ACT

Subject of ACT in satellite office(StartLine Co,Ltd.)



Disabled classification subject



Among members working in satellite office, the person who carried out ACT by some kind of methods is 37% of whole. In addition, as for the disabled targeted for practice, it is with 38% of mental disorder, physical disability (including the hearing disability) 37%, development disorder 21%.

Group practice of ACT

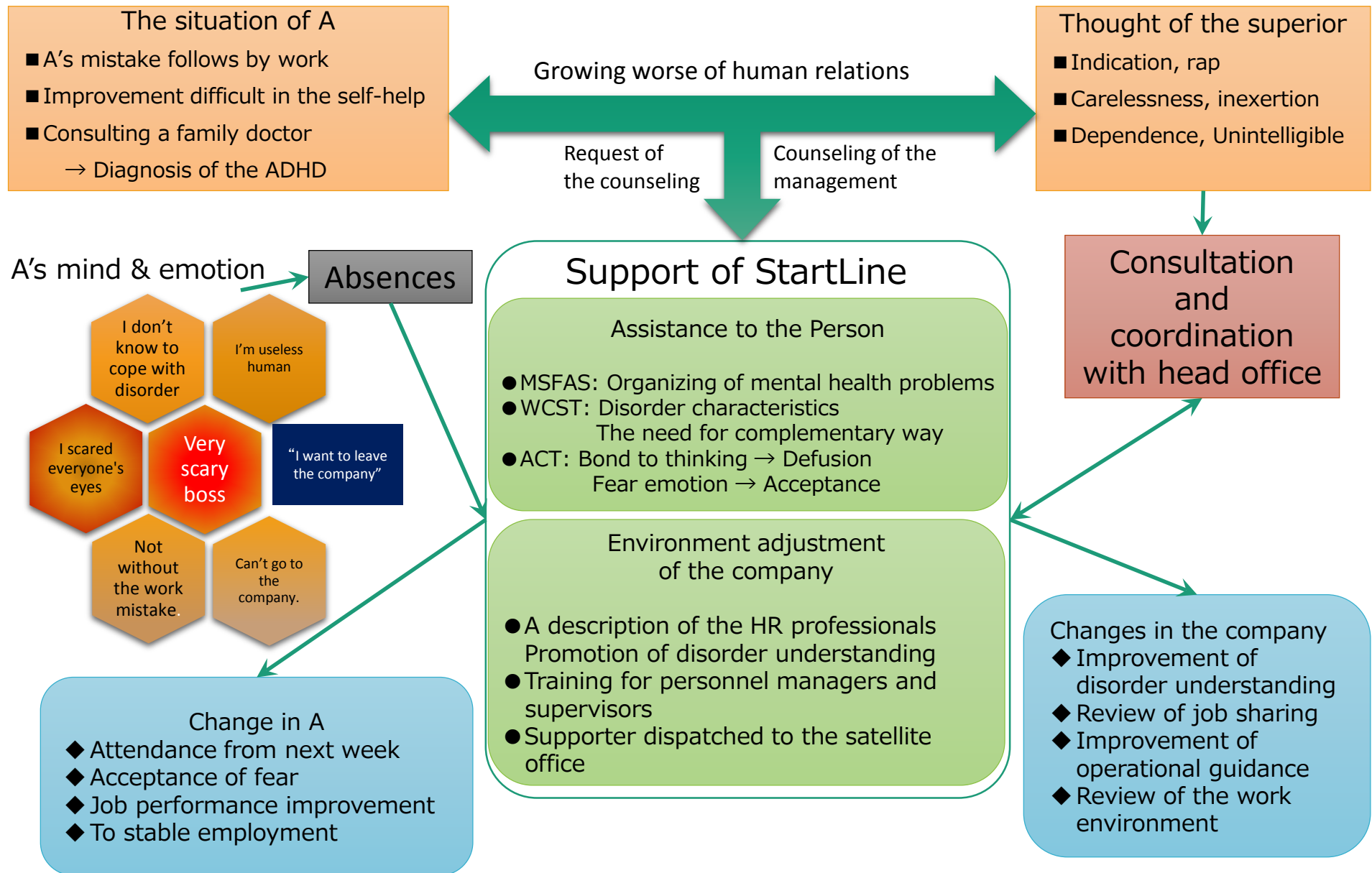
- Practice during a start up period
 - After counseling by MSFAS
 - Group of around 2-10 people
 - There are no relations in having problem or not in the workplace adaptation
 - Measures to mental health prevention
- Practice method
 - (psychological education + exercise of experience) *2 time
 - Gain the favor of an everyday curriculum and continue
 - An individual chooses several exercise
 - Recording the situation of the exercise → Feedback

Individual practice of ACT

- We carry it out based on hope of the person himself at the time of the counseling by MSFAS
 - "I want to deal with a problem of my mind"
- When a problem in the workplace adaptation occurred, We carry it out
 - "Nap is frequent in a workplace"
 - "The human relation of the workplace turns worse and I cannot go to my office"
 - "Absenteeism increased from the stress in the workplace"
- We carry out ACT in individual counseling
 - We support continuation of ACT-exercise in the opportunity of a periodical interview
 - The daily exercise like the practice in the group.

ACT practice example in the satellite office
with the employment management support

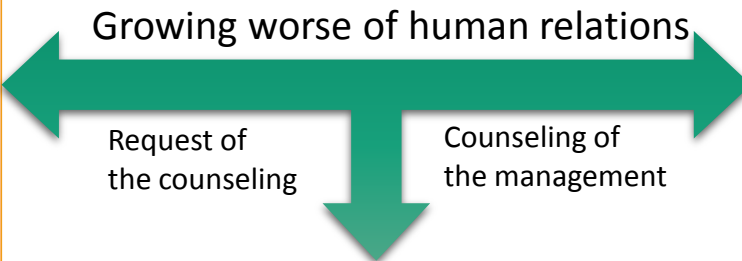
Support for the A's with Depression and ADHD



Support for the B's with a developmental disorder

The situation of B

- B is followed by dozing & miss at work
- Efforts to get along with the surrounding
↕
idles
- Consider that B quit repeat absenteeism



Thought of the superior· Surroundings

- Pointed out the snooze
- Worry relationship with the surroundings
- Overreliance?
Difficulty understanding

B's mind & emotion → **Absences**



Support of StartLine

Assistance to the Person

- MSFAS: Organizing of mental health problems
- WCST: Disorder characteristics
The need for lifestyle improvement
- ACT: Bond to thinking → Defusion
Fear emotion → Acceptance

Environment adjustment for the company

- Description for ACT to the office personnel
Promotion for disorder understanding
- Training for office personnel and leader
- Routine counseling to the satellite office members

Consultation and coordination with head office

Changes in B

- ◆ Acceptance of anxiety
- ◆ Acceptance of frustration
- ◆ Improvement of sleep
- ↕
- job performance improvement

Changes in the company

- ◆ Improvement of disorder understanding
- ◆ Review of job sharing
- ◆ Improvement of human relations
- ◆ Review of the work environment

Supporters are resident, and they can continue to support the practice of ACT, for the purpose of prevention of recurrent disease, and how relationship of the stress that occurs in the actual workplace. Then they can see the effect.

□ Point of effective support

- ① As the primary mental health support, in the ongoing day-to-day professional life that incorporates the chance of exercise-interview feedback of ACT.
- ② Not only to implement the ACT, also be tackled in such as we improve the description and workplace environment to the person in charge.
- ③ By digitizing the day-to-day working conditions and physical condition changed as a reasonable employment management support, that we have to promote the improvement of their self-management skills.

□ The advantage of the practice of ACT in the workplace

- If you capture the mental health support as one of the opportunities use type guidance, it is possible to overcome the difficulties caused by the double structure (place of life and treatment of place).

To practice ACT approach in the workplace

- ❑ This approach requires the presence of the supporters with both know-how to practice employment management support and ACT for disabled persons.
- ❑ Development of such supporter is a future big challenge.

Implementation of the ACT by supporters with professional know-how

- ❑ Approach to individual cases of mental health problems have become obvious
- ❑ Proactive approach to the individuals and groups with issues of mental health in potential
- ❑ The creation of a mechanism to provide and establish these approaches is also a major issue in the future.

All stakeholders (people with disabilities, support, administrator) must be considered as the subject of mental health support in the field of employment of people with disabilities.

As the most effective way of mental health support to people involved in the employment of people with disabilities, we aim to expand the use of ACT.

Satellite office service — An example of a center —

- A part of Satellite office (Tokyo Mitaka Center)

【appearance】



【entrance】



【entrance of each company】



【passage】



【appearance of each company】 【 appearance of each company 】

