

The background is a solid teal color with faint, wispy white clouds scattered across it. On the right side, there are several thin, white, curved lines that sweep upwards and outwards, creating a sense of motion and flow.

2021 Annual Report

EmployAbilityClare

Ennis - Head Office

7C Elevation Business Park,
Clonroad, Ennis
V95 VR7V

☎ 065 684 4007 / 📠 087 946 4341

Shannon

No 3 Shannon Business Centre,
Shannon Town Centre.
V14 ED61

📠 087 258 5324

Kilrush

Kilrush Family Resource Centre,
O'Gorman St, Kilrush.
V15 VK31

📠 086 835 0733

Ennistymon

North West Family Resource Centre,
Parliament Street, Ennistymon.
V95 NX86

📠 087 258 5338

Scarriff

College of Further Education & Training,
Scarriff Campus, Scarriff.
V94 D262

📠 087 254 6109

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Message from our Chairperson

2021 was a very difficult year for our service, the jobseekers we support, local businesses and employers, and our staff. COVID-19 restrictions limited our face-to-face interactions and communication, resulting in a reliance on digital communication and new ways of remote and hybrid working.

I would like to commend the staff of EmployAbility Clare for adapting to and embracing changes in the delivery of our service, while maintaining a focus on quality customer service and COVID guidance and protocols. COVID-19 had a major impact on employment opportunities in 2021. Our staff prioritised client care, communication and support during COVID, as many of the people we serve were particularly vulnerable and isolated. A customer survey we conducted with clients in early 2021 reported that people were satisfied with the service they received during COVID, despite the absence of face-to-face meetings, and difficulties finding employment.

EmployAbility Clare is a registered charity, with a volunteer board of directors. Directors continue to ensure that the service meets all regulatory requirements and provides a quality service to jobseekers and employers. I'd like to thank our directors for their time, expertise and continued support.

EmployAbility Clare is funded by the Department of Social Protection and the HSE. Thank you to our funders and local officers from both organisations for their ongoing support.

Deirdre Hughes

What We Do

EmployAbility Clare is a government-funded employment support service. Established in 2001, we are one of 24 EmployAbility services in Ireland:



Job Seekers

Supporting people with a disability or health condition to reach their potential in employment



Employers

Helping businesses to recruit and retain staff and become more disability confident

Our website www.employabilityclare.ie details the service we provide to jobseekers, employers and partner organisations.

Thank You

Thank you to everyone who supported EmployAbility Clare in 2021

- Our voluntary board of directors:
Deirdre Hughes, Dympna O'Callaghan, Peadar O'Loughlin,
Pamela Clancy, Marie Killeen, Gay Mangan (retired 2021).
- Our committed staff, who remained energised despite COVID-19 challenges and were innovative in customer service and support.
- Our funders: Department of Social Protection & HSE Mid-West Community Health Care.
- Our clients who keep us motivated, energised and inspired.
- The businesses in County Clare who provide employment opportunities and mentoring to our clients.

Our Team & Offices



One of our longest serving staff, Deirdre Larkin retired in 2021, after 19 years service. Thank you Deirdre.

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Finance

Funding sources 2021



Our annual audited accounts are published on CRO website and EmployAbility Clare website.

Governance

Clare Supported Employment Services CLG T/A EmployAbility Clare, is a registered charity. RCN 20060374

We are compliant with the Charities Regulator's Governance Code.

The Impact of COVID-19 on our service

COVID-19 had a major impact on employment opportunities in 2021

- We had fewer jobseekers referred to the service.
- Many of our clients were temporarily laid off work and transferred to PUP payments.
- Many local businesses struggled financially and were not hiring staff.
- Businesses working remotely were unable to offer Work to Work opportunities.



How we responded

- We adopted and reviewed our COVID-19 protocol in line with Government guidelines and health and safety guidance.
- We introduced remote and hybrid working arrangements for staff.
- We prioritised client communication and support, adopting online meetings and encouraging clients to develop their digital skills.
- Employer contact and engagement continued, mainly virtually, with workplace visits adhering to each business' COVID-19 protocol.

2021 Highlights

- ✔ Our marketing campaign resulted in 100 new client referrals.
- ✔ We supported our clients to upskill in online communication.
- ✔ We developed a series of online workshops for jobseekers in partnership with Clare Local Development Company, LCETB and local businesses.
- ✔ Six local employers produced videos detailing what it is like to work for their business and what skills are needed.
- ✔ Our successful Individual Placement and Support (IPS) programme, in partnership with Shannon Community Mental Health services, got sustained HSE funding.

Individual Placement & Support (IPS)



In partnership with



EmployAbility Clare has been running a HSE-funded IPS programme since September 2018. In 2021, we examined why IPS is so successful in Shannon, County Clare.



Shane Tuohy
Employment Specialist IPS
Shannon Mental Health Team



Our Clients

244 clients received an employment support service in 2021.

150 new clients were referred in 2021:

10 people were referred through DSP

93 self referred

47 people were referred through HSE IPS (Individual Placement and Support)

On average, we supported 115 clients each month.

EmployAbilityClare
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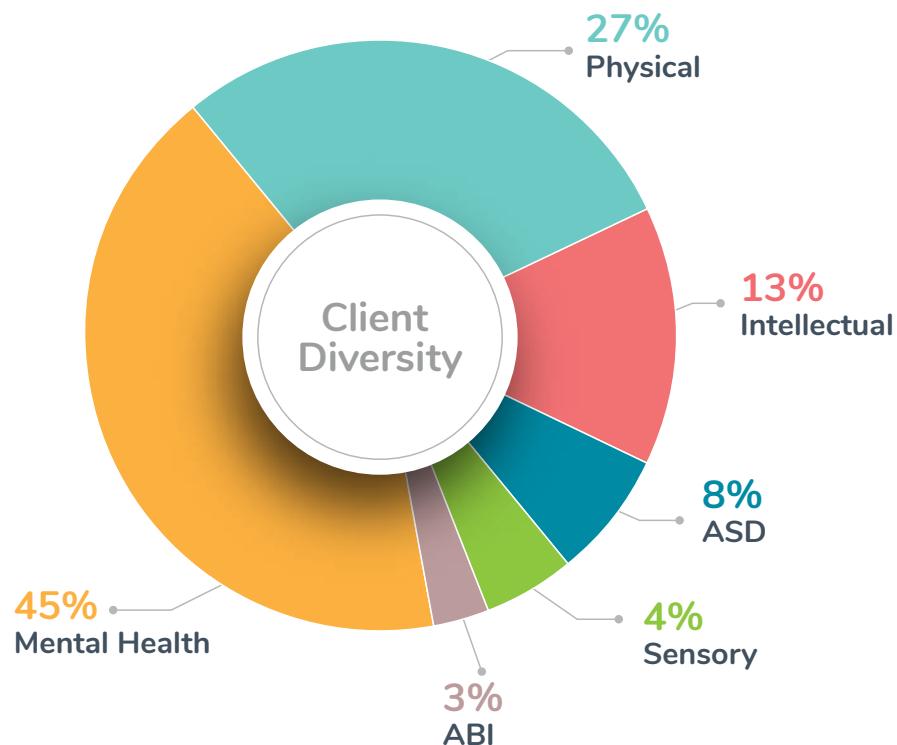
An Roinn Coimirce Sóisialaí
Department of Social Protection

HSE Mid West
Community Healthcare

Client Support



An Roinn Coimirce Sóisialaí
Department of Social Protection



New EmployAbility clients 2021 - 103

HSE Mid West Community Healthcare

Individual Placement and Support (IPS) is a dedicated employment support service for people linked with HSE Community Mental Health Service, Shannon.



Individual Placement Support
"Supporting You On Your Journey To Employment"

New IPS clients 2021 - 47

Client Outcomes

📈 Employment outcomes:

89 jobs were secured by EmployAbility Clare and IPS clients.

11 people participated in bespoke work experience.

13 people got mentoring support from businesses through our Window to Work programme.

📈 Education, training, upskilling:

Our clients participated in 103 education, training or upskilling courses.

33 Jobseekers participated in our 'Ready for work' workshops.

📈 Volunteering:

12 volunteer placements were completed.

📈 Links with other services

We linked with and referred clients to community and statutory support organisations on 148 occasions.

Client Feedback

We received very positive feedback from our client survey in early 2021 *

* A postal survey was sent to 130 clients at the end of 2020. 46 people completed the survey – a response rate of 35%.

98% of respondents were happy with the service they received.

100% of respondents felt they were treated with respect and were:

- ✓ Given enough time
- ✓ Fully listened to
- ✓ Made to feel welcome
- ✓ Made to feel comfortable

91% of respondents maintained regular contact with their employment facilitator throughout the year.

98% were happy overall with the support they received though COVID-19, although 18% of these felt they needed more support with job searching during this time.

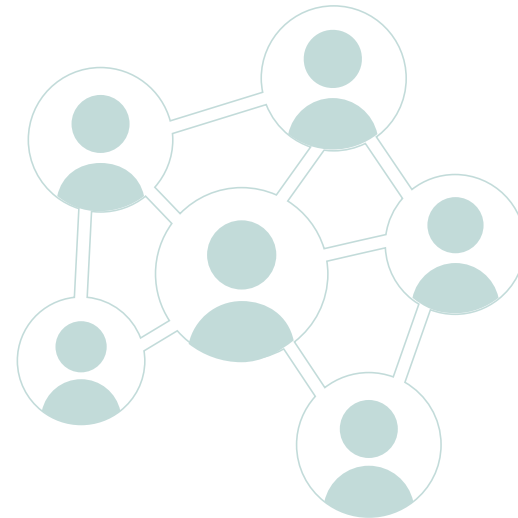
96% of respondents would recommend EmployAbility Clare service to other people.

Employer Engagement & Support

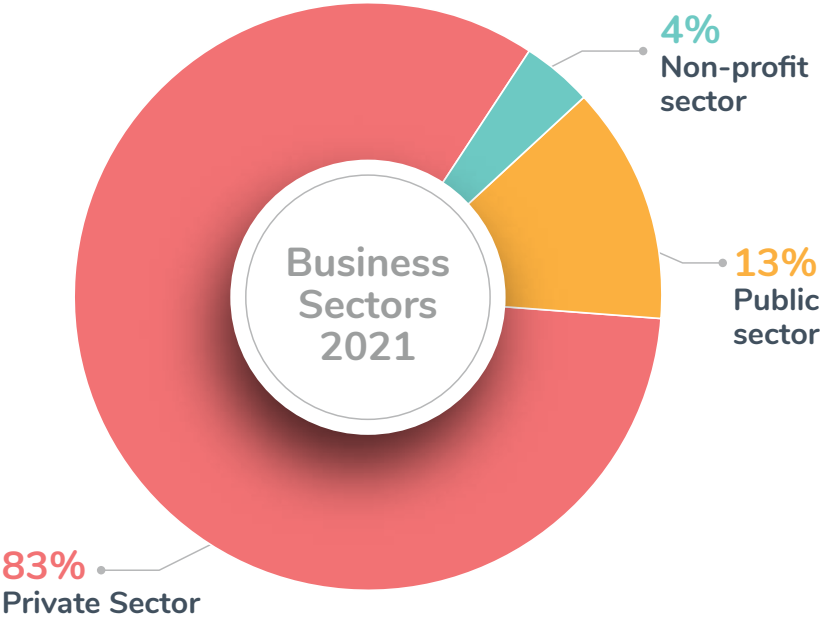
In 2021, we supported 337 businesses/employers.

This included:

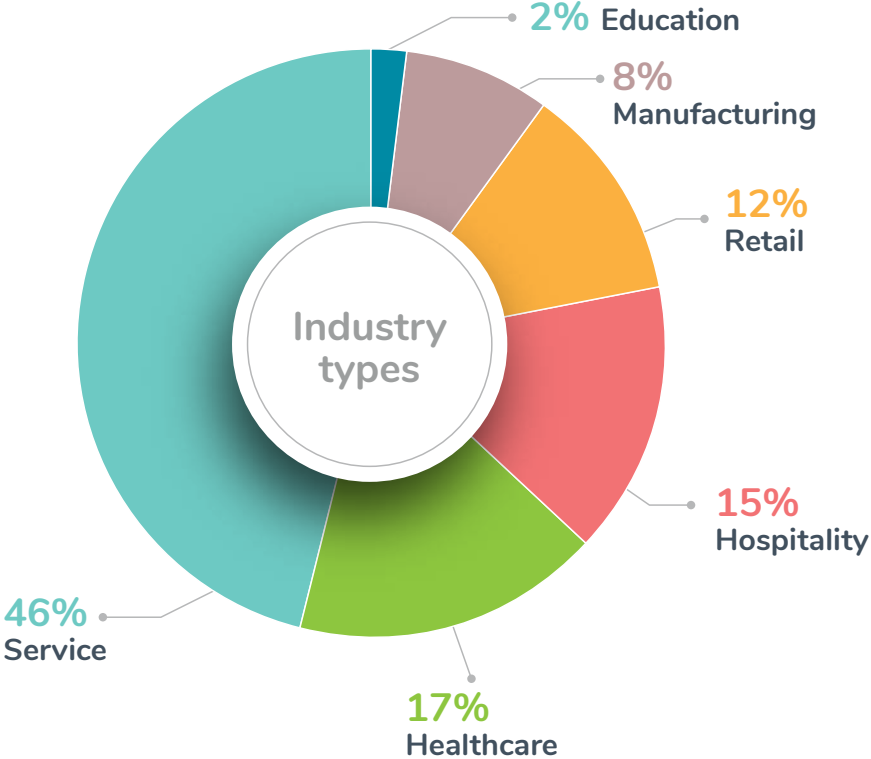
- + Recruitment of staff
- + Facilitating online interviews
- + Staff retention/support to return to work
- + On-the-job support for staff
- + Guidance on Government grants and wage subsidies
- + Job analysis and customisation



Business Sectors



Industry Types



Jobs Business Sectors 2021



Working in Partnership

We work with a wide range of partner organisations throughout County Clare, who help us provide the best possible supports and service to our clients:

- + Department of Social Protection
- + HSE Mid-West Mental Health services
- + Limerick Clare Education and Training Board (LCETB)
- + Clare Local Development Company
- + Clare County Council
- + Clare Learning Network
- + Community Employment Schemes
- + Society of St Vincent DePaul/Vincent's
- + Family Resource Centres
- + Clare Volunteer Centre
- + Shannon and Ennis Chambers of Commerce
- + Citizens Information Centre
- + INOU
- + National Learning Network
- + Disability Support Organisations
- + Support and Care Organisations
- + Clare Local Enterprise Office (LEO)
- + Enterprise Support Networks

Training & Professional Development

Due to COVID-19 restrictions, the majority of staff training in 2021 was delivered online.

Training included:

- ➔ Motivational Interviewing
- ➔ Employer Engagement and Sales
- ➔ INOU Welfare Rights and Advocacy Practice
- ➔ Dignity and Respect at Work
- ➔ Drug and Alcohol Addiction studies
- ➔ COVID Protocol, Risk Assessment
- ➔ Disability Awareness: Dyslexia; Neurodiversity; Autism; Bipolar Disorder

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Department of Social Protection

HSE Mid West
Community Healthcare