



Project “My social responsibility“, No LLIV-322

**“THE POSSIBILITIES OF SOCIAL INTEGRATION OF THE
DISABLED AND THE ACCESSIBILITY OF SOCIAL
SERVICES IN SOME LATVIA-LITHUANIA CROSS BORDER
TERRITORIAL ENTITIES“**

Research

Siauliai, 2013

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SUMMARY

In order to analyse the current situation with regard to the accessibility of social services and social integration of the disabled living in certain Latvia-Lithuania cross border territorial entities in the course of the implementation of the international project „My social responsibility“, No LLIV-322, upon an initiative of PE (Public Enterprise) Siauliai region Development Agency, the research „ *The possibilities of social integration of the disabled and the accessibility of social services in some Latvia-Lithuania cross border territorial entities*“ has been conducted. The project is being implemented according to Latvia-Lithuania cross-border cooperation programme 2007-2013.

Research goal is to analyse the existing conditions and possibilities of social integration of the disabled and the accessibility of social services in some Latvia-Lithuania cross border territorial entities.

Research tasks:

- performing, according to the data of LR Statistics Department, LR Central statistics bureau, Kurzeme (Latvia) region social services development program and the questionnaire data analysis with regard to social integration and accessibility of social services, to ascertain current needs, possibilities and conditions of the disabled in Siauliai region (Lithuania), Siauliai city (Lithuania), Radviliskis city/region (Lithuania) and Liepaja city (Latvia);
- to provide recommendations for the improvement of the prevention of the problematic aspects of social services accessibility and social integration of the identified disabled.

Research place:

- Siauliai city (Lithuania);
- Liepaja city (Latvia);
- Radviliskis city/region (Lithuania);
- Siauliai region (Lithuania).

Research target groups:

- The disabled belonging and non-belonging to disabled peoples' non-governmental organizations.

- The heads of organizations rendering social services to the disabled.
- The employees of the organizations rendering social services to the disabled who work directly with the disabled.
- The heads of the organizations rendering different services to the public.

In order to gather comprehensive information about the current interests, needs, privileges and difficulties of the disabled emerging when they participate in the process of social integration and use social services the method of questionnaire survey was used.

1. PROJECT ENVIRONMENT ANALYSIS

1.1. General economic-cultural analysis of Liepaja city (Latvia)

Liepaja – is a city in western Latvia, located on the Baltic Sea. It is the third largest city in the country, its area – 60,4 km². At the beginning of 2012 its population was 82 413. 74 % of city dwellers are the Latvians, and about 15 % – the Russians. At the beginning of 2011 6 000 dwellers of Liepaja city were unemployed, 2 283 among them (i.e. 2, 74 % of adults) were disabled.



1.1. 1 pic. Geographical location of Liepaja city (Latvia)
<http://lt.wikipedia.org/wiki/Liepoja>



1.1. 2 pic. Coat of arms of Liepaja city (Latvia)
<http://www.liepaja.lv/varti/lv/>

Metal-processing, textile, food-processing, paper making and shipbuilding industries are expanded in Liepaja city. The port located in the city not only significantly promotes the development of commercial activities but also increases tourist flows, glorifies the city within the context of other foreign countries. The main Latvian naval base is also located in Liepaja. Liepaja port is only 100 km far from Klaipeda port.

1.2. General economic-cultural analysis of Siauliai city (Lithuania)

Siauliai city municipality is an administrative-territorial unit of Northern Lithuania the territory of which includes Siauliai city and Rekyva village. The representative authority of the municipality is Siauliai city common council, the executive authority – Siauliai city municipal administration.



1.2.1 pic. Geographical location of Siauliai city (Lithuania)
<http://lt.wikipedia.org/wiki/%C5%A0iauliai>



1.2.2 pic. Coat of arms of Siauliai city (Lithuania)
<http://www.siauliai.lt/informacija/index.php>

Siauliai city is situated in Northern Lithuania, on the Eastern hillsides of Zemaitija uplands. It is the fourth largest city in Lithuania in terms of population, the administrative centre of Siauliai district, Siauliai city municipality and Siauliai region municipality. Municipality area – 81 km² (0,9 % of district area). The number of city dwellers at the beginning of 2013 was 106 847, 52 % among them were women, and about 40 % – men. In 2011 there were about 6 450 adult persons with disabilities and about 700 children aged up to 17 years old and able-bodied persons who were acknowledged disabled for the first time (*LR Statistics Department*).

1.2.1. General economic-cultural analysis of Radviliskis city/region (Lithuania)

Radviliskis region is one of the regions of Siauliai district. It borders on Panevezys, Kelme, Pakruojis, Kedainiai, Siauliai regions. Region area – 163, 5 thousand ha (19,1 % of district area). According to the data of LR Statistics department at the beginning of 2013 the population of Radviliskis region was 40 658 citizens, about 460 among them were adult persons with disabilities and 240 children with disability.



1.2.1.1 pic. Geographical location of Radviliskis region (Lithuania)

<http://lt.wikipedia.org/wiki/Radvili%C5%A1kis>



1.2.1.2 pic. Coat of arms of Radviliskis region (Lithuania)

<http://www.radviliskis.lt/>

29 educational institutions operate in Radviliskis region. The municipality includes 2 cities – Radviliskis and Seduva, 10 towns and 13 townships.

1.2.2. General economic-cultural analysis of Siauliai region (Lithuania)

Siauliai district is one of ten Lithuania districts situated in the northern part of the country. The territory of Siauliai district includes 7 municipalities: Akmene region, Joniskis region, Kelme region, Pakruojis region, Radviliskis region, region and Siauliai city.



1.2.2.1 pic. Geographical location of Siauliai district (Lithuania)



1.2.2.2 pic. The position of Siauliai district regions

http://lt.wikipedia.org/wiki/%C5%A0iauli%C5%B3_apskritis http://regionai.stat.gov.lt/lt/siauliu_apskritis.html

District area – 8 540 km² (13,1 % of Lithuania area), population at the beginning of 2013 – 291 357, 16 400 among them were adult persons with disabilities and 1 950 children with disabilities.

1.3. Legal framework regulating the possibilities of social services and social integration of the disabled

1.3.1. The review of basic documents: Latvia

Convention on the Rights of Persons with Disabilities

On the 1st of July, 2008 Latvia signed and on the 1st of March, 2010 ratified the Convention on the Rights of Persons with Disabilities of the United Nations (UN). In accordance with this convention each member-state must define the actions which would gradually implement the economic, social and cultural rights of the disabled using all available resources with this aim in mind.

In accordance with the law “Concerning the Convention on the Rights of Persons with Disabilities” that became effective on the 17th of February, 2010, the introduction of the Convention is coordinated by GM, whereas its implementation is controlled by the Right Protection Bureau. The Convention provides that both civic organizations and particularly disabled peoples’ and their representative organizations shall participate in the oversight processes of convention implementation.

On the 1st of January, 2011 „*The law of disability*” became effective in Latvia. Before then the questions related to disability had been regulated by the “Law on medical and social protection of the disabled” passed in 1992 which had not corresponded to the new EU principles of the disabled policy.

The work on the preparation of a new draft of the Law of disability started in 2005 when on the 10th of August the Cabinet of Ministers approved “*The formulations of policies for mitigating the impacts of disability for 2005-2015*” by the order No. 544. On the 19th of July, 2006 the order No. 541 formulated „*Plan of action The formulations of policies for mitigating the impacts of disability for 2005-2015*“. These documents of political planning provide the principles of disability policy development involved into the new „*Law of disability*“.

On the 21st of January, 2010 the Ministry of social welfare signed cooperation agreements with 25 non-governmental organizations. Such cooperation agreements are planned to be signed each year for the encouragement of active cooperation of non-governmental organizations.

1.3.2. The review of basic documents: Lithuania

The main legal act, which regulates the conditions of social services organization, rendering and obtainment, the principles of social services assignment and payment, is “The law on social services” of the Republic of Lithuania (hereinafter referred to as *LR*) (2006). This law provides the types of social services, terms and conditions for provision of services, the relationships of service providers and receivers as well as financing principles.

The provisions of “*Law on the Social Integration of the Disabled of the Republic of Lithuania*” that became effective on the 1st of July, 2005 provide that the decisions concerning the initial establishment of special needs of the disabled are made by Disability and Working Capacity Assessment Office under the Ministry of Social Security and Labour.

The establishment and criteria of special needs for constant care and constant nursing (aid) are regulated by the order of the LR Minister of Social Security and Labour and LR Minister of Health of May, 4, 2005, No A1-120/V-346, „Concerning the approval of the criteria list, procedures and certificate forms for the establishment of special needs for constant care and constant nursing (aid), compensations for car purchase and its technical adaptation, compensation for transportation expenses “.

Social services and their demand for a person (family) established by municipalities according to separate types of social services, when their satisfaction is financed from the municipality budget or special targeted subsidies for the organization of social services allocated by LR state budget, are regulated by the resolution of the Government of the Republic Of Lithuania „*Concerning the approval of social services financing and funds calculating method*” (2006). This resolution indicates the financing of common and social care services, the calculation of funds necessary for social services, the financing of social services in municipalities on the ground of legal acts that regulate public procurement and in the context of the implementation of special social services programs.

1.4. Social services in Lithuania and social integration with regard to the disabled: distinctive characteristic of essential aspects

1.4.1. The conception, classification and organization of social services

In conformity with *The Law on the Social Integration of the Disabled* of the Republic of Lithuania No I-2044 d/d the 28th of November, 1991, a disabled person is a person whose disability level established in accordance with this law is equal 55 % or lower working capacity level, or level of special needs.

On the ground of the *Law on Social Services of the Republic of Lithuania d/d the 19th of January, 2006* No X-493, social services are services that provide assistance to a person (family) who faces age, disability or social problems, who does not have, has not acquired or lost partly or fully his or her abilities and possibilities to take care of his or her personal (family) life on his or her own and to take part in public life. In order to evaluate the variety and particularity of social services three classification layers of these services are distinguished:

Social services according to client groups:

- elderly, old people (65–75 years old; 76–85 years old; 86 and over);
- adult persons with disability (suffering from physical or mental disability);
- disabled children (suffering from physical or mental disability);
- problem families and children from problem families (families that do not look after their children, lead asocial life; families in which parents have problems with their children because of their behaviour; women and their children who experience violence);
- risk groups (alcohol and drug abusers; persons returned from places of confinement; homeless; prostitutes; unemployed etc.).

Social services according to provider's subordination (founder):

- public;
- municipal;
- non-governmental organizations;
- religious communities;
- private.

The main organizers of social services provision are city and region municipalities. They are responsible for the provision of social services to different social groups living in their territories. The formation of social services provision strategy, the preparation and implementation of social services provision plans and programs as well as the provision of social services to their residents fall within the competence of municipalities.

1.4.1.1. Social integration of the disabled: conception

Social integration of the disabled of Lithuania includes the provision of medical, professional and social rehabilitation services, the satisfaction of special needs by means of special assistance, the maintenance of the disabled employment, the provision of social assistance, the granting and payment of pensions and allowances of the State Social Insurance Fund, the granting and payment of the allowances of the Compulsory Health Insurance Fund, the provision of educational services, the securing of equal opportunities to participate in cultural, sport and other spheres of public life.

In Lithuania social integration system for the disabled is financed from the central government budget, municipalities budget, State Social Insurance Fund, Compulsory Health Insurance Fund, employment fund, EU structural funds and other legally gained funds.

1.4.2. The accessibility of social integration of the disabled and social services in Lithuania: current situation

1.4.2.1. 1.4.2.1. The morbidity of disabled persons: main indicators

According to the data of the Ministry of Social Security and Labour of the Republic of Lithuania, in Lithuania in 2011 the number of disabled persons, who received disablement pensions and benefits, was 264 632. The majority of the disabled are people whose disability level is equal to 30-40 %; the number of these persons is 152 320. The number of persons with high disability level is 33 354. The number of people whose disability level is equal to 45-55 % is 63 436. In 2010 15 the number of children who were acknowledged disabled was 15 522. According to the data of the Statistics Department of the Republic of Lithuania in 2011 in Lithuania the number of children who were acknowledged disabled for the first time owing to tumours, malignant tumours, mental and behaviour disorders, was the highest.

1.4.2.1. 2 table. Working-age population who were acknowledged disabled for the first time in the Republic of Lithuania in 2010 and 2011 (persons)¹

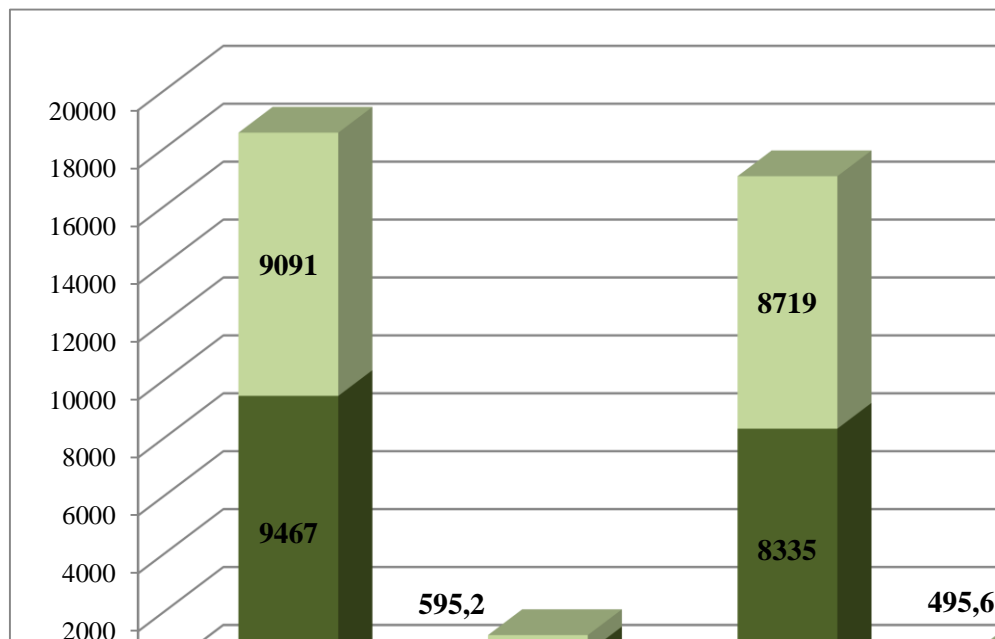
¹ The Department of Statistics of the Republic of Lithuania has not provided data for 2012 yet.

Disease	18-24 years old		25-44 years old		45-54 years old		55 – till retirement age		Total in 2010:	Total in 2011:
	2010	2011	2010	2011	2010	2011	2010	2011		
Tumours	83	55	633	571	1 170	1 114	960	893	1676	1519
Malignant tumours	70	45	592	533	1 127	1 062	917	867	1579	1445
Mental and behaviour disorders	526	538	411	418	264	291	102	138	1303	1385
Nervous system diseases	198	186	405	561	570	743	328	395	1501	1885
Ophthalmic and its accessory organs diseases	16	20	64	43	71	70	52	60	203	193
Blood circulatory system diseases	29	38	401	375	1 573	1 336	1 522	1 249	430	413
Connective tissue and musculoskeletal system diseases	69	56	776	737	1 093	1 001	628	576	1473	1369
Congenital development defects, deformities and chromosome anomalies	114	105	42	29	30	13	6	8	192	155

Source: the Statistics Department of the Republic of Lithuania

According to the data of the Statistics Department of the Republic of Lithuania in 2011 the total number of working-age persons who were acknowledged disabled for the first time was 14 880, among them 8 734 men and 6 146 women. It is 3, 6 % less than in 2010 when this number was 15 432.

According to the data of the Statistics Department of the Republic of Lithuania in 2011 the majority of working-age persons were acknowledged disabled for the first time owing to nervous system diseases and tumours, in 2010 – tumours and malignant tumours, whereas the least number of persons were acknowledged disabled within both periods under consideration owing to congenital development defects, deformities and chromosome anomalies. (1.4.2.1. 1 table).



1.4.2.1. 1 pic. Morbidity and the incidence of malignant tumours in the Republic of Lithuanian in 2009-2010 (persons)²

Source: LR Statistics Department

In 2009 the number of persons who came down with malignant tumours for the first time in Lithuania amounted 17 802, the similar figures were recorded in 2010 – 17 810. In both cases of the period under consideration the number of diseased men was higher than the number of diseased women – by 12 % more in 2009 and by 4 % more in 2010 (1.4.2.1. 1 pic.).

Analysing the period of 2009 - 2011 with regard to new AIDS sufferers it was noticed that the most number of AIDS sufferers was in 2009, the least – in 2011. However, the number of AIDS sufferers at the end of 2011 was the most within the period under consideration - 47 % and exceeded the figures of 2010 and 2009 by 54 %.

1.4.2.2. Expenditures for the social protection of the disabled

Whereas the society grows older (the Statistics Department of the Republic of Lithuania makes a forecast that in 2050 each third person aged 60 and older will be considered as an elderly person) the demand for social services for the elderly, including disabled, will significantly increase.

The number of the recipients of the state social insurance disability pension in 2012 was the least in the last four years – 80,2 thousand; in 2011 the number of recipients was 6 % higher – 85,4 thousand, among them 37,9 thousand of men and 47,5 thousand of women. However, the number of recipients of the state social insurance loss of working capacity pension in 2012 was the most within the period under consideration – 2 % higher than in 2010, 4 % higher than in 2010, and 15 % higher than in 2009. The average annual number of the recipients of the state social insurance disability pension in 2010 amounted 82,9 thousand, in 2009 – 88,4 thousand.

1.4.2.3. Technical support for the disabled

According to the data of the Statistics Department of the Republic of Lithuania the number of dwellings adapted to the disabled in 2009 – 2011 remained comparable, whereas the number of

² The Department of Statistics of the Republic of Lithuania has not provided data for 2011-2012 yet.

persons who need to adapt the dwelling in 2010 in comparison to 2009 went down by 7,04 % , in 2011 in comparison to 2010 – by 10,3 %.



1.4.2.3. 2 pic. Services provided to the disabled by the municipalities in LR in 2009-2011 (thousands)³

Source: LR Statistics Department

In 2011 the municipalities of Lithuania provided 12,5 thousand transportation services for the disabled – it is by 9 % more than in 2010, 1,4 thousand hand-language services – it is by 29 % more than in 2010 and by 71 % more than in 2009. (1.4.2.3. 2 pic.).

In total, in 2011 the disabled of Lithuania were provided with 35 030 means of technical support – by 32 % and by 30 % more than in 2010. The majority of the recipients of social services at home in 2011 were working-age disabled persons – 2 626. Disabled children aged up to 7 years old amounted only 1,4 %; at the age of 7-17 years old – 5 % of the abovementioned number.

1.4.2.4. Accommodation services for the disabled

The disabled who do not have dwelling place or cannot temporarily use it are provided with accommodation services in temporary accommodation institutions: night shelters, crisis centres, temporary accommodation institutions for women and children, temporary accommodation institutions for minor mothers with babies, refugee centres, social integration centres, reintegration centres etc.

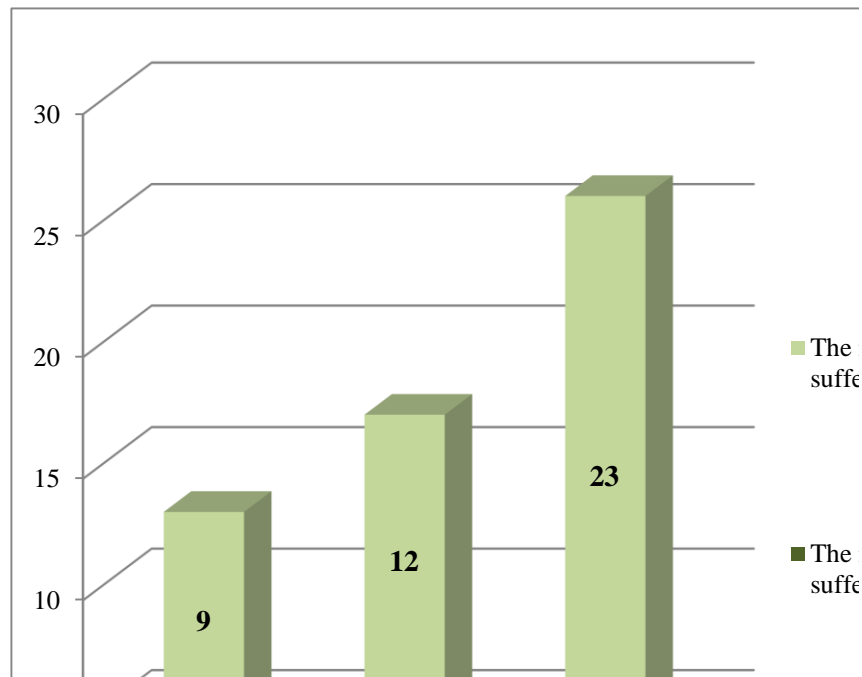
On the ground of the data of the Statistics Department of the Republic of Lithuania in 2011 there were 5 foster homes for disabled children and youth (boarding-schools) and 6 socialization centres (special foster homes).

In 2011 foster homes for adult disabled persons were mostly accommodated by persons at the age of 30–49 years old, as well as at the age of 50–59 years old, and the least – persons at the age of 85 years old and older. In total, in 2011 foster homes were accommodated by 5 879 disabled persons – it is by 1,3 % more than in 2010 and by 12,3 % more than in 2009.

³ The Department of Statistics of the Republic of Lithuania has not provided data for 2012 yet.

1.4.2.4.1. Morbidity rates of the disabled and social protection expenditures in Siauliai region

On the ground of the data of the Statistics Department of the Republic of Lithuania in 2011 in Siauliai region there were 3 new AIDS sufferers; the total number of AIDS sufferers at the end of the year amounted 23. In 2010 this number was 59 % less, however the number of new AIDS sufferers amounted 5 (1.4.2.4.1. 1 pic.).



1.4.2.4.1. 1 pic. The number of new AIDS sufferers and the number of AIDS sufferers at the end of the year in Siauliai district in 2009-2010 (pers.)⁴
Source: LR Statistics Department

In 2011 Lithuanian day-care centres provided social services to 2 601 disabled children – it is by 6 % more than in 2010. Meanwhile Siauliai region day-care centres provided social services to 344 disabled children; this is equivalent to 13 % of the total amount of social services provided to disabled children in all Lithuanian day-care centres, and it is by 23 % more than social services provided in 2010 in Siauliai region.

Analysing separate municipalities of Siauliai region it is possible to notice that in 2011 day-care centres provided most social services to the disabled children in Siauliai city municipality. – 119 children, and it is by 50 % more than in 2010. As well as in Pakruojis region municipality – 107 children, and it is by 49 % more than in 2010. The municipality of Siauliai region did not provide social services to disabled children.

1.4.3. The accessibility of social services for the disabled in Lithuania: problematic aspects

National program on the disabled people’s social integration for 2013-2019 mentions the following problematic spheres of social services accessibility which disabled persons in Lithuania face:

⁴ The Department of Statistics of the Republic of Lithuania has not provided data for 2011-2012 yet.

- ❑ ***Historically inherited centralized stationary system of disabled social care does not encourage the municipalities to expand social services which would secure day employment, accommodation, temporary family respite, „protected home“, individual help necessary to live in a family and in a society.***

According to the data of the Statistics Department of the Republic of Lithuania at the end of 2011 disabled adults received stationary social care services provided by 26 state institutions, 4 municipalities and 6 public social care institutions, in which 6,1 thousand of residents lived (respectively 5 879, 101 and 81 residents).

- ❑ ***Insufficiently objective person's assessment procedures in the course of the establishment of ability to work level and special needs.***

In 2001 World Health Organization approved an improved international diseases and traumas consequences classification system – International Classification of Functioning, Disability and Health (hereinafter referred to as – ICF). According to this classification a person is assessed taking into account not only his state of health but also environmental conditions and social factors which restrict person's activity and activeness. The majority of EC member states involves ICF provisions into the working capacity, disability level and special needs establishment procedures and into the practice of recreation therapists, organizes advanced training of different specialists. Lithuania started preparing complex procedures of person assessment in order to involve TFK provisions. Since 2012 the establishment of child disability includes the filling in of questionnaires of person's activity and capacity to participate which help to identify their disability more objectively and accurately.

- ❑ ***Without financial support it is difficult for the disabled to obtain a higher education and acquire marketable professions.***

In Lithuania the disabled who study in higher education institutions receive financial support. This support can be provided to students who have high or medium disability level or 45 % or lower working capacity level, students who study according to non-university study programme, I or II cycle study programme or integrated university study programme and do not have debts and disciplinary punishments. ***According to the data of the Department of Disabled Affairs, 1 050 disabled student were supported in 38 higher education institutions in 2011.***

1.4.4. The accessibility of social integration of the disabled in Lithuania: problematic aspects

National program on the disabled people's social integration for 2013–2019 mentions the following problematic spheres of social services accessibility which disabled persons in Lithuania face:

- ❑ ***The lack of assistance for a family that takes care of a person with disability as well as a shortage of public services.***

Family members who raise, take care of or nurse a disabled person do not have possibilities to combine home life and their job (for example, there are no flexible work schedules and in-home services, there are limited possibilities to integrate a disabled child into general education school at his or her place of residence etc.).

According to the data of the Ministry of Social Security and Labour, in 2011 the purposive compensations of nursing expenses were given to 1,1 thousand of children and 4,8 thousand of working age persons, the compensations of care (assistance) expenses – 6,9 thousand of children and 9,7 thousand of working age persons living in the community.

- Renovated and rebuilt buildings are not adapted to the disabled, unadapted environment limits the independence of the disabled and their possibilities to move without restriction.***

The legal acts of the Republic of Lithuania do not oblige to adapt the available buildings to the needs of the disabled if there is no need for building renovation and do not set time limits within which available public buildings should be adapted to the needs of the disabled. Legal acts oblige to adapt buildings to the needs of the disabled only in reconstructible parts of buildings. ***Such provisions do not secure the adaptation of all public buildings and objects to the needs of the disabled. Besides, adaptation terms are not clear.***

- Transport infrastructure, transport routes are not adapted; means of transport limit the possibilities of the disabled to use public transport and move without restriction; the disabled experience a lack of transport services.***

The country does not have the common transportation system in which the means of transport and their routes would be accessible for all groups of passengers including the disabled. The environment adapted to the disabled (public buildings, streets, roads, transport and its infrastructure – buses, trolleybuses, trains, as well as train stations and bus-stops) – are the conditions that should secure the participation of the disabled in public life, however low-floor buses drive only in some municipalities, and the environment of only some bus stations, train stations and bus stops is adapted to the disabled.

- There is a lack of mobility skills training services for persons with vision disability and functional movement disorders.***

Each year in Lithuania about 200–300 persons become blind, more than 50 % among them are children or working-age population. These disabled have difficulties in everyday life; they cannot keep in touch with others, use the means of technical aid and orient in public places and at home.

- There is a small number of employed disabled in Lithuania.***

According to the data of the State Social Insurance Fund under the Ministry of Social Security and Labour, at the beginning of 2012 there were 46,66 thousand of employed disabled, or 17,6 % of the total number of the disabled. The country tries to increase employment opportunities for people with disability: it provides financial assistance for employers who employ persons with disability, provides financial assistance for those who want to start their own business, and organizes professional and qualifying rehabilitation of the disabled. However, low wage level, small interest of employers to employ the disabled and the assured payment of social benefits in the amount of minimum official wage for the disabled as well as different privileges do not encourage the disabled to work.

- The disabled experience a lack of opportunities to participate in cultural life and a small number of the disabled take part in sporting activities, physical and recreation activities.***

The disabled do not have possibilities to develop and use their creative, artistic and intellectual powers not only for their own good but also for the good of the commonwealth. Central government budget finances the projects of the National colours music orchestra which activity includes mostly the participation of persons with mental disorders from different regions of the country.

- ❑ ***The implementation of the rights and fundamental freedoms of the disabled is limited by the unfavourable extent of legal acts application, unclear distribution of the competencies of the state and municipalities, weak activity of the non-governmental sector and underfinancing.***

Governmental institutions that should secure the execution of the rights and fundamental freedoms of the disabled face various problems: high work load, lack of experience, unclear distribution of competencies and small financial capacities aggravate the coordination of this process. At the national level there is still an inadequate attitude towards the execution of disabled's rights and fundamental freedoms; there is a lack of available specialists for the supervision of the execution of disabled's rights and fundamental freedoms.

- ❑ ***Insufficient cooperation among governmental, municipal institutions and organizations which represent the disabled disturbs to solve the problems of the disabled efficiently and on time.***

The policy of social integration of the disabled involves many spheres of national administration; however there is a lack of cooperation among governmental institutions, municipal institutions and companies in seeking to resolve the issues important for the disabled. In the course of preparing of legal acts and programs important for the disabled the opinion of disabled representative organizations and the Disabled affairs board under the Ministry of Social Security and Labour is not always asked.

1.4.4.1. The prerequisites for social integration of the disabled in Liepaja city (Latvia) and Lithuania cross border region

1.4.4.1.1. The prerequisites for social integration of the disabled in Liepaja city (Latvia): context

On the ground of the data of the Central statistics bureau of the Republic of Latvia 31 % of all Latvians with mental disability live in Kurzeme region. In these latter days total number of the disabled and the demand for social services in the region has also increased. Liepaja is the biggest city of Kurzeme region. At the moment 16 non-governmental organizations and one Liepaja social services centre consisting of 14 structural entities execute their activity in it. The activity of about one third of Liepaja disabled people's non-governmental organizations consists only of gatherings of disabled persons and organization of events, i.e. these organizations do not provide social services.

In comparison with other towns and districts of Kurzeme region Liepaja city has the highest number of social workers. In 2011 there were 6 000 persons incapable for work in Liepaja city, among them 2 283 – persons with disability. At the moment the situation is almost the same. However, persons with vision disability who live in Liepaja city experience a lack of means which simplify the realization of information helping them to be space oriented, for example – interactive sensual maps, adapted Web sites about tourism.

1.4.4.1.2. The prerequisites for social integration of the disabled in Siauliai city (Lithuania): context

At the moment 1 social services centre, 1 day employment centre, 1 deaf rehabilitation centre, 1 foster home and 15 disabled people's non-governmental organizations (associations, societies, clubs etc.) execute their activity in Siauliai city. Social services for the disabled in Siauliai city are provided by 7 non-governmental organizations; the rest part organizes gatherings of disabled persons, events etc. Disabled people's non-governmental organizations in Siauliai city are much differentiated with regard to disability types.

In order to increase the opportunities of the disabled to move independently in 2012 the municipality of Siauliai city initiated the exploitation of a low-floor bus. According to the responsible employees of the municipality, this means of transport did not catch the interest, while the municipality does not have resource for the replace of all city buses with low-floor ones. At the moment the municipality is tackling the issue to return the low-floor bus in operation and make the schedule of its route.

In 2012 in Siauliai city upon an initiative of the members of disabled people's non-governmental organizations there was conducted a research the aim of which was to get into 389 public buildings. Only 162 buildings were adapted to the needs of persons with movement disorder. Persons with movement disorder could not get into 175 buildings; in order to get into 52 buildings the disabled needed somebody's help.

The other problem persons with movement disorder face in Siauliai city is car parking. Although there is no lack of parking places for the disabled in Siauliai city, their movement independence is aggravated by unconsidered streets infrastructure – too steep curbs.

1.4.4.1.3. The prerequisites for social integration of the disabled in Radviliskis city/region (Lithuania): context

At the moment 1 social services centre, 2 disabled people's day employment and services centres, 2 foster homes, and 6 disabled people's non-governmental organizations execute their activity in Radviliskis city/region. Social services for the disabled are provided by 4 disabled people's non-governmental organizations; the rest part initiates gatherings of the disabled, events etc.

With a support of the national program on the disabled people's social integration in 2010–2012 5 dwellings were adapted to the needs of the disabled in 2012 in Radviliskis region.

1.4.4.1.4. The prerequisites for social integration of the disabled in Siauliai region (Lithuania): context

In total 7 municipal social services centres, 2 disabled rehabilitation centres, 5 day employment centres, 5 foster homes, 13 non-governmental organizations execute their activity in Siauliai region. Not all non-governmental organizations situated in Siauliai region provide social services for the disabled – about half of non-governmental organizations in the region only organize gatherings, events, discussions, excursions for the disabled in order to decrease their social exclusion.

1.4.4.2. The examples of positive experience with regard to the social integration of the disabled: Liepaja city (Latvia)

➤ *Education*

Upon an initiative of Liepaja Blind Association since November 2012 Liepaja city organizes free trainings for persons with vision disability of I–III groups. If it is necessary persons who arrive to study are provided with dwelling and assistance of guide-assistants. In October of 2012 Social service office of Liepaja municipality together with Liepaja University prepared People’s with disability guide-assistant service program. In 2012 70 applicants registered to acquire a profession according to the abovementioned program. The project is 100 % financed from the European Social Fund.

➤ *The solutions of local authority*

Since the beginning of 2011 disabled children aged up to 18 years old can use public transport (except air, water transport and taxi) in Liepaja city free of charge.

Upon an initiative of Liepaja city council the part of city cycle lanes was adapted to the disabled.

➤ *Project „My social responsibility“*

in 2012 in the course of the participation in the project Municipal Council of Liepaja city initiated several important means encouraging the integration of persons with disability. It purchased audio-buoys intended for disabled persons to swim, as well as swimming trolleys intended for persons with movement disorders or functional movement disorders to swim. It is also planned to mount a path on the beach of Liepaja city intended for the movement of wheelchairs up to the sea.

1.4.4.3. The examples of positive experience with regard to social integration of the disabled: Siauliai city (Lithuania)

➤ *Organizations providing social help for the disabled and encouraging their social integration*

At the moment 1 social services centre, 1 day employment centre, 1 deaf rehabilitation centre and 15 disabled people’s non-governmental organizations (associations, societies, clubs etc.) execute their activity in Siauliai city. Social services for the disabled in Siauliai city are provided by 7 non-governmental organizations; the rest part organizes gatherings of disabled persons, events etc.

There are sports club „Entuziastas” for persons with physical disorders and sports club „Perkūnas” for blind and partially sighted persons in Siauliai city.

➤ *Structural changes of disabled people’s non-governmental organizations*

In 2012 Siauliai Society of the Disabled and Siauliai Parkinson’s Disease Association were incorporated. This decision was made in hope that the incorporation of two smaller organizations will allow using resources more effectively because services will not be duplicated and more people can use them.

➤ ***The initiatives of local authorities***

At the moment upon the initiative of Siauliai Municipal Council draft resolution is being prepared in order to lower a flat income-tax and grant benefits for the obtaining of business licences by the disabled. With a view of more effective cooperation between Siauliai disabled people's non-governmental organizations and the municipality the Disabled affairs council was founded in 2011.

➤ ***On-going projects intended for the strengthening of social integration of the disabled***

Project „The securing of education accessibility for students with special needs“

Since the 30th of April, 2012 State Study Fund together with Lithuania higher education institutions (including Siauliai state college) have been implementing a project „ *The securing of education accessibility for students with special needs*“, during the course of which students with disability will be given a purposive allowance in the amount of 520 Lt till the 1st of February, 2015.

Project „Social rehabilitation services in the society of the disabled“

At the end of 2012 upon the initiative of Siauliai state college the trainings of the members of Siauliai disabled society were organized. About 40 persons took part in the training. Their purpose was to deepen knowledge in the spheres of first aid and kinesitherapy at disabled and nursing homes.

➤ ***Project „My social responsibility“***

In the course of the participation in the project Public Enterprise „Siauliai region development agency“ initiated the trainings for the employees of Siauliai region social services rendering institutions and their assistants, as well as discussion forum in Siauliai city during which architects and members of disabled people's non-governmental organizations discussed the alternatives of the principles of alternative design.

2. THE POSSIBILITIES OF SOCIAL INTEGRATION OF THE DISABLED AND THE ACCESSIBILITY OF SOCIAL SERVICES IN SOME LATVIA-LITHUANIA CROSS BORDER TERRITORIAL ENTITIES

2.1. Research methodology

Research goal is to analyse existing conditions and possibilities of social integration of the disabled and the accessibility of social services in some Latvia-Lithuania cross border territorial entities.

Research tasks:

- performing, according to the data of LR Statistics Department, LR Central statistics bureau, Kurzeme (Latvia) region social services development program and questionnaire data analysis with regard to social integration and accessibility of social services, to ascertain current needs, possibilities and conditions of the disabled in Siauliai region (Lithuania), Siauliai city (Lithuania), Radviliskis city/region (Lithuania) and Liepaja city (Latvia);

- ❑ to provide recommendations for the improvement of the prevention of the problematic aspects of social services accessibility and social integration of the identified disabled.

Research subject – conditions and possibilities of social integration and accessibility of social services for the disabled.

Research place:

- ❑ Siauliai city (Lithuania);
- ❑ Liepaja city (Latvia);
- ❑ Radviliskis city/region (Lithuania);
- ❑ Siauliai region (Lithuania).

Taking into account the abovementioned figures in Siauliai region it was decided to examine the existing situation with regard to social integration of the disabled and the accessibility of social services, as well as to analyse separately the situation in the administrative centre and the biggest city of the region– Siauliai and the second largest by population unit in Siauliai region – Radviliskis city-region.

On the ground of the data of Central Statistics bureau of the republic of Latvia 31 % of all Latvians with mental disability live in Kurzeme region (Latvia); over the last years the total number of disabled persons and the demand for social services in the region has also increased. Taking into account the abovementioned figures it was decided to examine the existing situation with regard to social integration of the disabled and the accessibility of social services in the biggest city of Kurzeme region – Liepaja. The research results obtained in Siauliai city (Lithuania) and Liepaja city (Latvia) are planned to be compared.

The characteristic of research sample

4 target groups took part in the research.

Target group No 1:

- The disabled who belong and do not belong to the disabled people’s non-governmental organizations.

Target group No 1 consists of the disabled who belong and do not belong to the disabled people’s non-governmental organizations of Siauliai city (Lithuania), Liepaja city (Latvia), Radviliskis city/region (Lithuania) and Siauliai region (Lithuania).

Target group No 1 consists of: 100 respondents – Siauliai city (Lithuania), 100 respondents – Liepaja city (Latvia), 40 respondents – Radviliskis city/region (Lithuania), and 80 respondents – Siauliai region (Lithuania). In total: 320 respondents.

Target group No 2:

- The heads of the organizations rendering social services to the disabled.

Target group No 2 consists of the heads of the organizations rendering social services to the disabled in Siauliai city (Lithuania), Liepaja city (Latvia), Radviliskis city/region (Lithuania) and Siauliai region (Lithuania).

Target group No 2 consists of (selecting of the number of respondents was based on the actual number of the organizations rendering social services to the disabled in the cities where the research was conducted): 10 respondents – Siauliai city (Lithuania), 10 respondents – Liepaja city

(Latvia), 6 respondents – Radviliskis city/region (Lithuania), 19 respondents – Siauliai region (Lithuania). In total: 45 respondents.

Target group No 3:

- The employees of the organizations that provide social services to the disabled, who work directly with the disabled.

Target group No 3 consists of the employees of the organizations that provide social services to the disabled, who work directly with the disabled in Siauliai city (Lithuania), Liepaja city (Latvia), Radviliskis city/region (Lithuania) and Siauliai region (Lithuania).

Target group No 3 consists of (selecting the number of respondents was based on the actual number of the employees of the organizations (in the cities where the research was conducted) that provide social services to the disabled, who work directly with the disabled: 30 respondents – Siauliai city (Lithuania), 30 respondents – Liepaja city (Latvia), 15 respondents – Radviliskis city/region (Lithuania), 40 respondents – Siauliai region (Lithuania). In total: 115 respondents.

Target group No 4:

- The heads of the organizations rendering different services to the public.

Target group No 4 consists of heads of following organizations rendering different services to the public in Siauliai city (Lithuania), Liepaja city (Latvia), Radviliskis city/region (Lithuania) and Siauliai region (Lithuania):

- shopping centres;
- cultural institutions;
- libraries;
- public catering institutions;
- accommodation institutions.

Target group No 4 consists of: 70 respondents – Siauliai city (Lithuania), 70 respondents – Liepaja city (Latvia), 40 respondents – Radviliskis city/region (Lithuania), 70 respondents – Siauliai region (Lithuania). In total: 250 respondents.

Research methods

Questionnaire survey and *content* analysis method.

2.2. The distinctive characteristic of research participants

The distinctive characteristic of research participants – the disabled who belong and do not belong to the disabled people’s non-governmental organizations.

✓ **Liepaja city (Latvia).** 59 % of research participants were women, 41 % – men. The majority of respondents (34 %) were persons at the age of 41–50 years old, 25 % – 31–40 years old, 19 % – <30 years old, 17 % – 51–60 years old, 5 % – >61 year old.

✓ **Siauliai city (Lithuania).** 74 % of research participants were women, 26 % – men. The majority of respondents (45 %) were persons at the age of 31–40 years old, 39 % – 41–50 years old, 12 % – <30 years old, 3 % – 51–60 years old, 1 % – >61 years old.

✓ **Radviliskis city/region (Lithuania).** 65 % of research participants were women, 35 % – men. The majority of respondents (42,5 %) were persons at the age of 41–50 years old, 25 % – 51–60 years old, 15 % – 31–40 years old, 10 % – >61 years old, 7,5 % – <30 years old.

- ✓ **Siauliai region (Lithuania).** 61,8 % of research participants were women, 38,2 % – men. The majority of respondents (41,4 %) were persons at the age of 41–50 years old, 30,5 % – 31–40 years old, 15,9 % – 51–60 years old, 7,7 % – <30 years old, 4,5 % – >61 years old.

The distinctive characteristics of research participants – the heads of the organizations rendering social services to the disabled.

- ✓ **Liepaja city (Latvia).** 80 % of research participants were women, 20 % – men. The majority of the respondents were persons at the age of 41–50 years old, 20 % – 51–60 years old, 10 % – 31–40 years old.
- ✓ **Siauliai city (Lithuania).** 100 % of research participants were women. 60 % of the respondents were persons at the age of 41–50 years old, 30 % – 31–40 years old, 10 % – 51–60 years old.
- ✓ **Radviliskis city/region (Lithuania).** 100 % of research participants were women. 50 % of the respondents were persons at the age of 41–50 years old, 33,3 % – 31–40 years old, 16,7 % – 51–60 years old.
- ✓ **Siauliai region (Lithuania).** 94,3 % of research participants were women, 5,7 % – men. 48,6 % of the respondents were persons at the age of 41–50 years old, 37,1 % – 51–60 years old, 14,3 % – 31–40 years old.

The distinctive characteristics of research participants – the employees of the organizations rendering social services to the disabled who work directly with the disabled.

- ✓ **Liepaja city (Latvia).** 76,7 % of research participants were women, 23,3 % – men. 46,7 % of the respondents were persons at the age of 41–50 years old, 33,3 % – 31–40 years old, 13,3 % – <30 years old, 6,7 % – 51–60 years old.
- ✓ **Siauliai city (Lithuania).** 83,3 % of research participants were women, 16,7 % – men. 76,7 % of the respondents were persons at the age of 41–50 years old, 13,3 % – 31–40 years old, 10 % – 51–60 years old.
- ✓ **Radviliskis city/region (Lithuania).** 100 % of research participants were women. 66,7 % of the respondents were persons at the age of 41–50 m years old, 20 % – 31–40 years old, 13,3 % – 51–60 years old.
- ✓ **Siauliai region (Lithuania).** 91,8 % of research participants were women, 8,2 % – men. 63,5 % of the respondents were persons at the age of 41–50 years old, 25,9 % – 31–40 years old, 7,1 % – 51–60 years old, 3,5 % – <30 years old.

The distinctive characteristics of research participants – heads of the organizations rendering different services to the public.

- ✓ **Liepaja city (Latvia).** 55,7 % of research participants were women, 44,3 % – men. 38,6 % of the respondents were persons at the age of 31–40 years old, 25,7 % – 41–50 years old, 22,9 % – <30 years old, 12,9 % – 51–60 years old.
- ✓ **Siauliai city (Lithuania).** 67,1 % of research participants were women, 32,9 % – men. 34,3 % of the respondents were persons at the age of 31–40 years old, 20 % – <30 years old, 18,6 % – 41–50 years old, 11,4 % – 51–60 years old.

- ✓ **Radviliskis city/region (Lithuania).** 45 % of research participants were women, 55 % – men. 47,5 % of the respondents were persons at the age of 41–50 years old, 20 % – 31–40 years old, 15 % – 51–60 years old, 12,5 % – <30 years old.
- ✓ **Siauliai region (Lithuania).** 56,7 % of research participants were women, 42,8 % – men. 34,4 % of the respondents were persons at the age of 31–40 years old, 30,6 % – 41–50 years old, 20,6 % – <30 years old, 14,4 % – 51–60 years old.

2.3. The expectations and needs of the disabled with regard to social services sector and social integration process

2.3.1. The microclimate of the living environment of the disabled

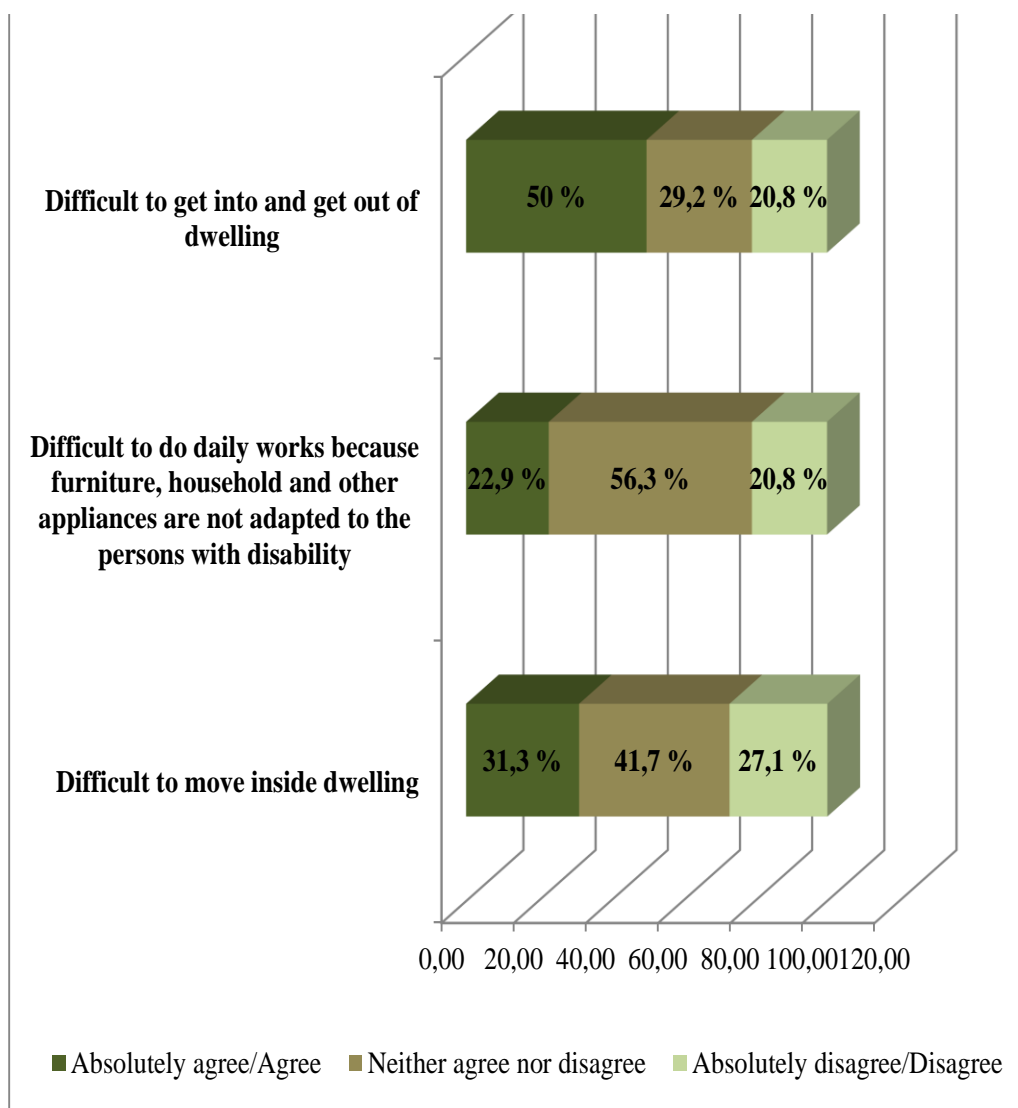
One of the factors that strongly influences the prerequisites for the social integration of a disabled person is his or her immediate environment and participating subjects, i.e. dwelling corresponding to the needs of a disabled person, people who live together with him or her or the fact that a disabled person lives alone.

2.3.1.1. Case analysis: the adaptation of Liepaja (Latvia) and Siauliai (Lithuania) dwelling places to the needs of the disabled

This paragraph provides research data concerning both adaptation of the accommodation of the disabled to their needs in Siauliai city and Liepaja city, and person living together with the disabled. The goal is to ascertain what type of accommodation the disabled live in and who they live with, to describe the difficulties which arise if accommodation is not adapted to the needs of the disabled.

The majority (53 %) of the disabled who took part in the research living in Siauliai city *live with their relatives*, whereas the disabled living in Liepaja city mostly *live in their own apartments* (45 %). It is necessary to emphasize that the number of respondents living in such type of dwelling in Siauliai city does not amount a third (25 %). A very small part of the respondents living both in Siauliai city and in Liepaja city indicated that *they live in their own houses*.

The dwelling of almost half (48 %) of the respondents living in Siauliai city *is not adapted to the persons with disability*, however only 11 % of the respondents living in Liepaja city agreed with that. It is emphasised that the dwelling of more than a third (33 %) of the respondents living in Liepaja city *is adapted to the needs of the disabled*, whereas in case of Siauliai city this figure amounts only 19 %.



2.3.1.1.1 pic. Difficulties which the disabled of Siauliai city (Lithuania) face when their dwelling is not adapted to the needs of the disabled, n=48, %

Research data revealed what difficulties the disabled face when they use dwelling which is not adapted to their needs. The data given on picture 2.3.1.1.1 show that for the half of the respondents living in Siauliai city it is difficult to get into and get out of the dwelling, more than a third (31,3 %) of the respondents experience difficulties moving inside the dwelling. More than half of the respondents (56,3 %) had no opinion regarding the following: it is difficult to do daily works because furniture, household and other appliances are not adapted to the persons with disability.

In case of Liepaja city 11 % of the respondents stated that they experience difficulties living in the dwelling which is not adapted to the disabled. Half of them emphasised that for them it is difficult to get into and get out of the dwelling, a third – it is difficult to do daily works because furniture, household and other appliances are not adapted to the persons with disability, the rest part of the respondents had no opinion on the abovementioned subject.

The results of the conducted research showed that 30 % of the disabled living in Siauliai city and 39 % of the disabled living in Liepaja city live alone. The rest part of the respondents was interviewed separately. The survey revealed that more than half (52,9 %) of the respondents living

in Siauliai city *live with a spouse*, more than a third (32,9 %) – *with parents*. In Liepaja city these figures amount respectively 41 % and 29,5 %.

2.3.1.2. Case analysis: the adaptation of Radviliskis (Lithuania) dwelling places to the needs of the disabled

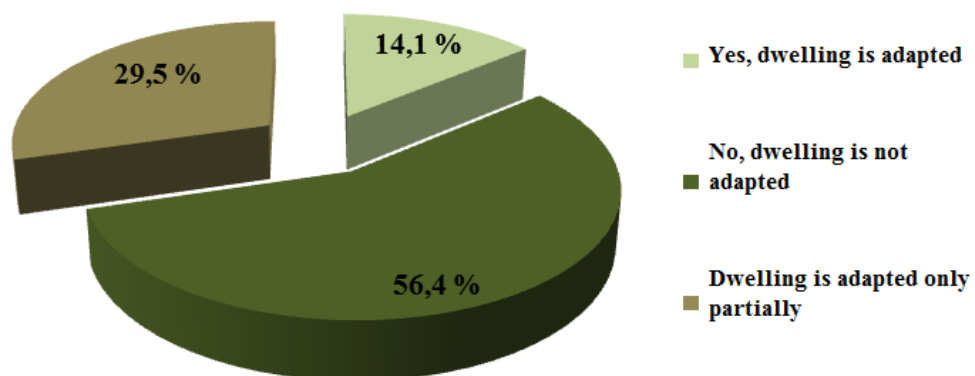
The goal of the research is to ascertain if the dwellings of the disabled living in Radviliskis city/region are adapted to their needs. Research data revealed that the *dwellings* of half (50 %) of the disabled who took part in the research *are not adapted to their needs*, and the dwellings of almost a third (27,5 %) of the respondents – *are adapted only partly*.

Research results revealed what difficulties are experienced by the disabled living in Radviliskis city/region most often in dwellings that are not adapted to their needs.

More than half (55 %) of the respondents had no opinion on the subject if *it is difficult to do daily works because furniture, household and other appliances are not adapted to certain disability*, a third (30 %) of the respondents took the same position concerning the question – *if it is difficult to move inside the dwelling*.

2.3.1.3. Case analysis: the adaptation of Siauliai region (Lithuania) dwelling places to the needs of the disabled

The goal of the research is to ascertain what living environment of the disabled living in Siauliai region is. Research data showed that more than half (56 %) of the disabled live *in their own apartment*, 20,9 % – *in dormitory accommodation*. Hardly 15 % of the residents *live in their own house*.



2.3.1.3.1 pic. The adaptation of dwellings to the needs of the disabled living in Siauliai region (Lithuania), n=220, %

Research data show that the dwelling of even 56,4 % of the disabled living in Siauliai region *is not adapted to their needs*, of almost a third (29,5 %) – *is adapted only partly* (2.3.1.3.1 pic.).

Research data revealed what difficulties are experienced by the disabled living in Siauliai region when they use dwelling which is not adapted to persons with disability. 37,1 % of research participants experience difficulties *doing daily works because furniture, household and other appliances are not adapted to the persons with disability*. Besides, a little more than a third (31,5 %) of the respondents emphasized that *it is difficult for them to get into and get out of their dwelling*.

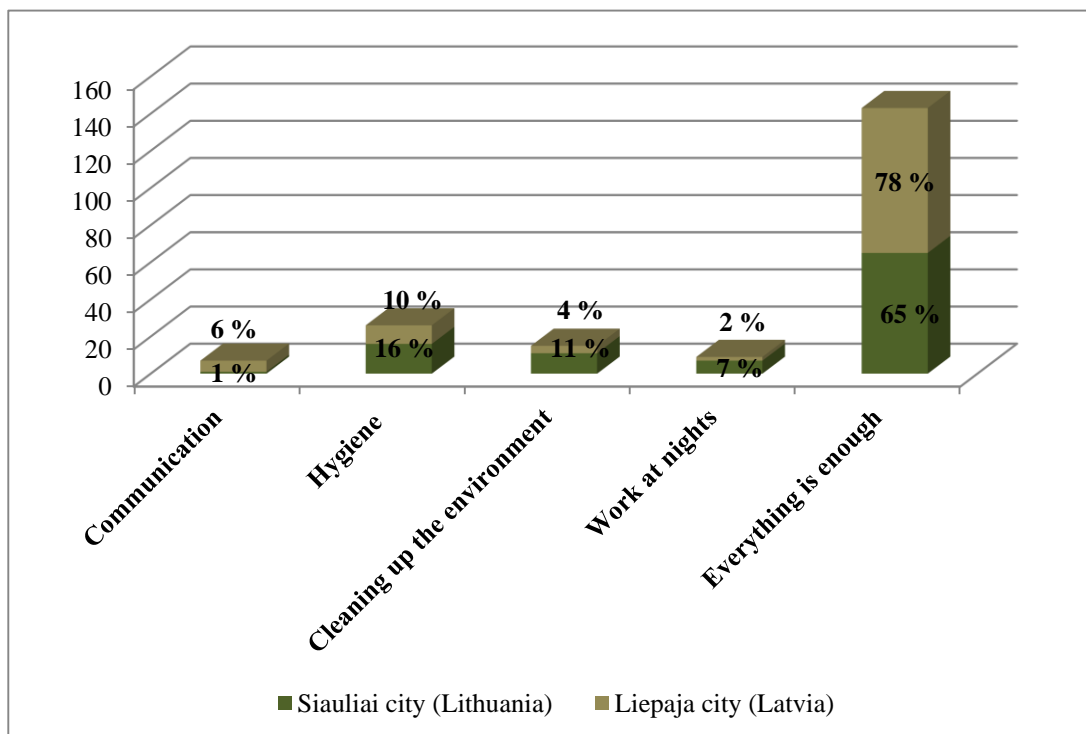
2.3.2. The need of the disabled for social services and the possibilities of their integration into labour market

In modern society economic development and public welfare first of all depend on the extent and quality of human resources. Thus, the involvement of all working-age population including the disabled into labour market and providing a foothold in the market are important conditions of the growth of economic and social welfare of the country. Increase in employment with regard to the disabled is influenced by social services potential and is an important condition for the decrease of social exclusion of the disabled and for the increase of life quality and social cohesion.

2.3.2.1. Case analysis: the need for social services of the disabled of Liepaja city (Latvia) and Siauliai city (Lithuania)

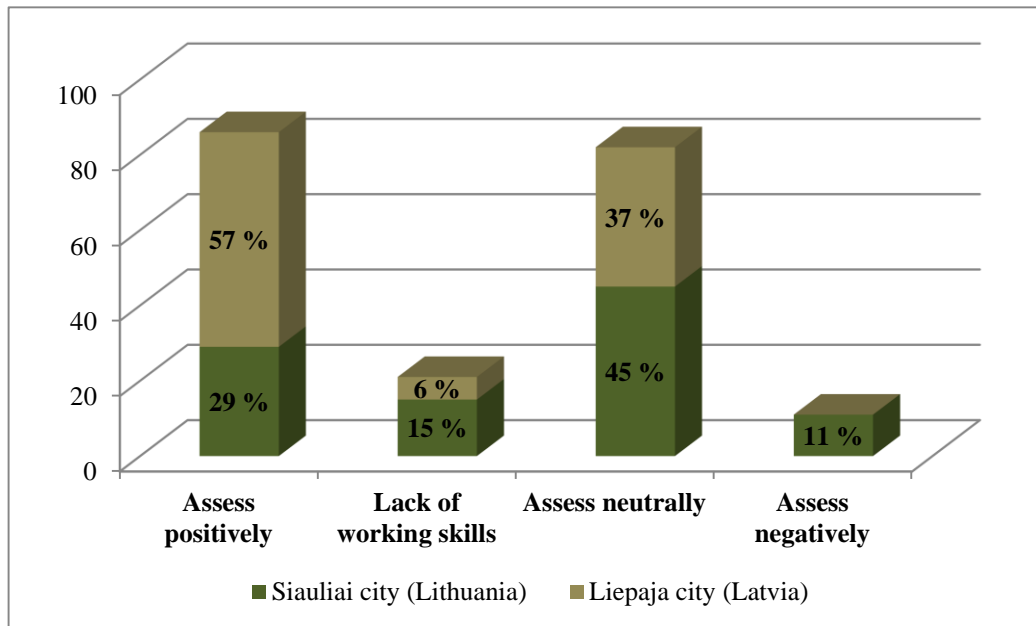
This paragraph provides research data concerning the use of social services by the disabled persons of Siauliai city and Liepaja city. The goal is to ascertain if the disabled are interested in acquiring knowledge about healthy lifestyle adapted to them, what social services they can use and how they assess the workers who provide them with these services.

Research participants were asked to indicate social services provided to them at the moment. 42 % of the disabled living in Siauliai city (Lithuania) are provided with 1 type of services (mainly – information/consultation (38 %)), whereas in Liepaja city (Latvia) this figure amounted even 93 % – mainly information/consultation (66 %) and technical assistance means (10 %). The rest parts of the respondents in both places of research are provided with complex social services.



2.3.2.1.1 pic. The opinion of the disabled living in Siauliai city n=100 (Lithuania) and Liepaja city n=100 (Latvia) about the lack of rendered social services, %

On the ground of the research data 26 % of the research participants living in Siauliai city pay for rendered social services, whereas in Liepaja city this figure amounts only 19 %. The respondents were also asked to define a lack of social services. More than half (65 %) of the disabled respondents from Siauliai city indicated that *are not lacking in rendered social services*. In Liepaja city this figure was by 13 % higher (2.3.2.1.1 pic.).



2.3.2.1.2 pic. The opinion of the disabled living in Siauliai city, n=100 (Lithuania), and Liepaja city, n=100 (Latvia), about social services providing workers, %

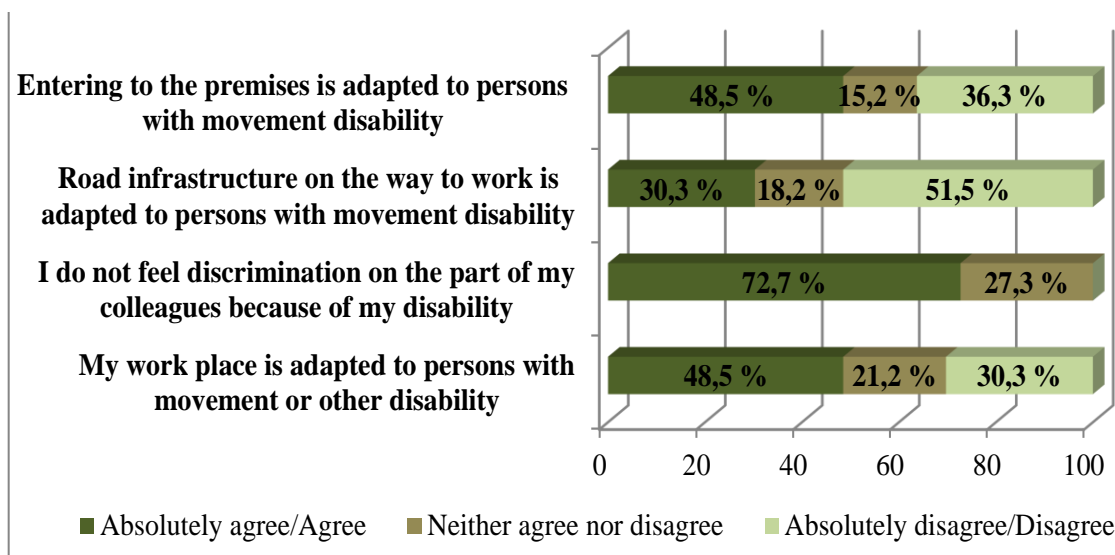
Among the disabled living in Siauliai city who took part in the research the number of respondents who *positively assess social workers* is almost two times smaller than among the respondents of Liepaja city (2.3.2.1.2 pic.). It is emphasized that in Siauliai city the number of the disabled who stated that *social workers is lacking in work skills* is twice as much as in Liepaja city. Furthermore, none of the respondents living in Liepaja city evaluated social workers *negatively*, whereas in Siauliai city 11 % of the respondents adopted such position on a question. 28 % of the respondents from Siauliai city maintained that *they do not pay for rendered social services*, whereas this figure in Liepaja city amounted 19 %.

The disabled living in Siauliai city and Liepaja city were asked to define the sufficiency of information concerning adapted to them health lifestyle. The majority of the respondents (69 %) from Liepaja city agrees that *they get enough information*, however a third (30 %) and 42 % of research participant from Siauliai city maintain that they *suffer a shortage of information about adapted to them healthy lifestyle*, or they *do not have opinion* on this question.

The goal of the research is to ascertain if the disabled living in Siauliai city and Liepaja city are interested in participating in healthy lifestyle trainings intended for the encouragement of the prevention of common and specific diseases and the formation of healthy lifestyle skills. Having summarized the research data it has been found that more than a third (34 %) of the disabled living in Liepaja city are interested and participate in these trainings. In Siauliai city this figure amounts only 23 %.

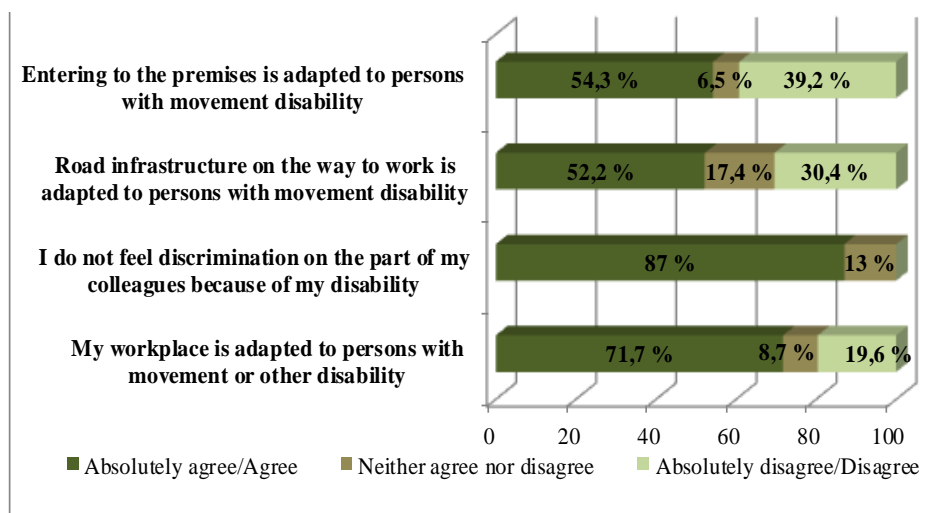
2.3.2.1.1. Case analysis: the possibilities of the integration of the disabled into labour market in Liepaja city (Latvia) and Siauliai city (Lithuania)

This paragraph defines the current situation among the disabled living in Siauliai city and Liepaja city with regard to labour market. The goal is to analyse the reasons for unemployment of the disabled and what unforeseen situations they face at work with regard to environment adaptation.



2.3.2.1.1.1 pic. The characteristics of work environment of the disabled living in Siauliai city (Lithuania), n=33, %

Research data revealed that only a little more than a third (33 %) of the disabled living in Siauliai city *has a job*. Whereas the number of the employed disabled living in Liepaja city amounts 46 %. Research data also showed how the disabled living in Siauliai city and Liepaja city describe their work environment. The data given on the *picture 2.3.2.1.1.1* show that almost half (48,5 %) of the respondents living in Siauliai city indicate that at their work *entering into premises is adapted to persons with movement disability*, whereas in case of Liepaja city this figure is 5,8 % higher. Besides, the larger half of the respondents (71,7 %) living in Liepaja city has a job where their *workplace is adapted to persons with movement or other disability* – this figure is 23,2 % higher than the same figure in Siauliai city.



2.3.2.1.1.2 pic. The characteristics of work environment of the disabled living in Liepaja city (Latvia), n=46, %

Research data show that the larger half (87 %) of the disabled participants of the research living in Liepaja city *do not experience discrimination on the part of their colleagues because of their disability*. The same opinion was expressed by 14,3 % smaller number of the respondents from Siauliai city (*2.3.2.1.1.2 pic.*).

The larger part (85,2 %) of the unemployed disabled living in Liepaja city *are looking for a job at the moment*, whereas this figure among the unemployed disabled of Siauliai city amounts

only 62,7 %. 31 % of the disabled living in Liepaja city agreed that *they have trouble finding a job where their workplace would be adapted to persons with movement or other disability*, whereas in Siauliai city this statement was accepted by 6,3 % more respondents.

2.3.2.2. Case analysis: the need for social services of the disabled of Radviliskis city/region (Lithuania)

After the research it has been identified that the larger half (70 %) of the respondents is provided with *information/consultation services*, 22,5 % of the research participants use *the means of technical assistance*. 22,5 % of the respondents stated that they *pay* for rendered social services.

The larger half (65 %) of the respondents are not lacking in rendered social services; small groups of the respondents are in need of *environment cleaning up* (20 %), *hygiene* (15 %) services.

Furthermore, the goal of the research is to ascertain if the disabled living in Radviliskis city/region are interested to participate in healthy lifestyle trainings intended for the encouragement of the prevention of common and specific diseases of the disabled and the formation of healthy lifestyle skills. It is emphasized that the larger half (70 %) of the research participants *do not participate in the abovementioned trainings because they do not know about such possibility*; 25 % stated that they *do not take part in the trainings, but have heard about them*.

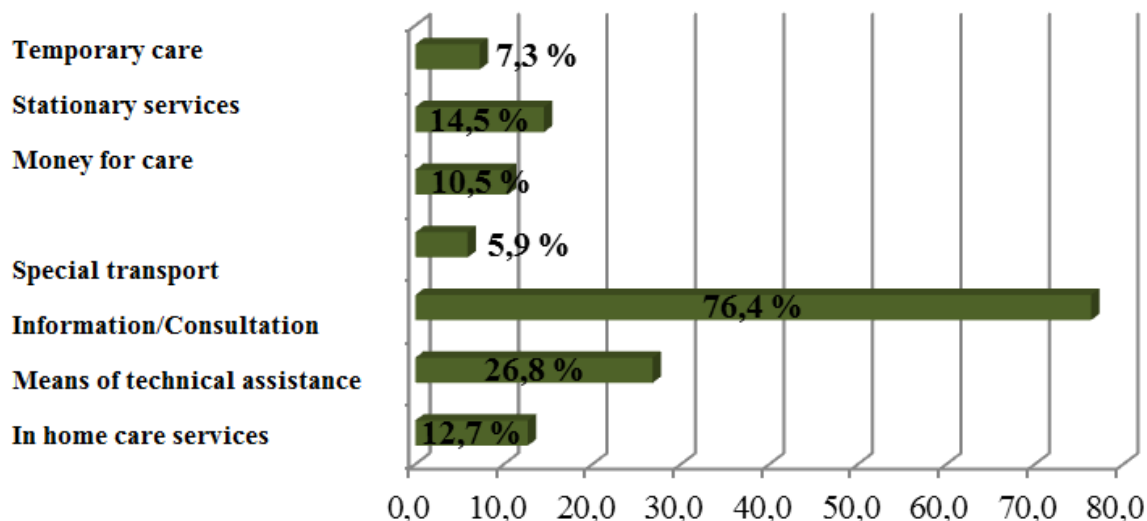
2.3.2.2.1. Case analysis: the possibilities of the integration of the disabled into labour market in Radviliskis city/region (Lithuania)

Research data revealed that only 35 % of the respondents, i.e. 14 disabled persons living in Radviliskis city/region have a job. Research results also showed how the employed disabled living in Radviliskis city/region describe their work environment. In answer to a question whether their *workplace is adapted to persons with movement or other disability* 10 respondents had no opinion; 8 respondents had no opinion about *the adaptation of road infrastructure on the way to work to persons with movement disability*. However, 9 of 14 employed disabled persons from Radviliskis city/region stated that *they do not experience discrimination at work because of their disability*.

The goal is to analyse the reasons for the unemployment of the respondents. More than half (57,7 %) of the respondents agreed that *they have trouble finding a job where workplace would be adapted to persons with movement or other disability*. More than a third (34,6 %) of the respondents stated that *they are not looking for a job at the moment*, 26,9 % – *do not have necessary professional training*.

2.3.2.3. Case analysis: the need for social services of the disabled of Siauliai region (Lithuania)

Research participants were asked to describe social services rendered to them at the moment. The data given on 2.3.2.3.1 picture show that the majority (76,4 %) of the disabled living in Siauliai region are provided with *information/consultation services*, 26,8 % – *the means of technical assistance*, 14,5 % – *stationary services*. 32,7 % of the disabled living in Siauliai region stated that they *pay* for the rendered social services.



2.3.2.3.1 pic. Social services provided to the disabled living in Siauliai region (Lithuania), n=220, %

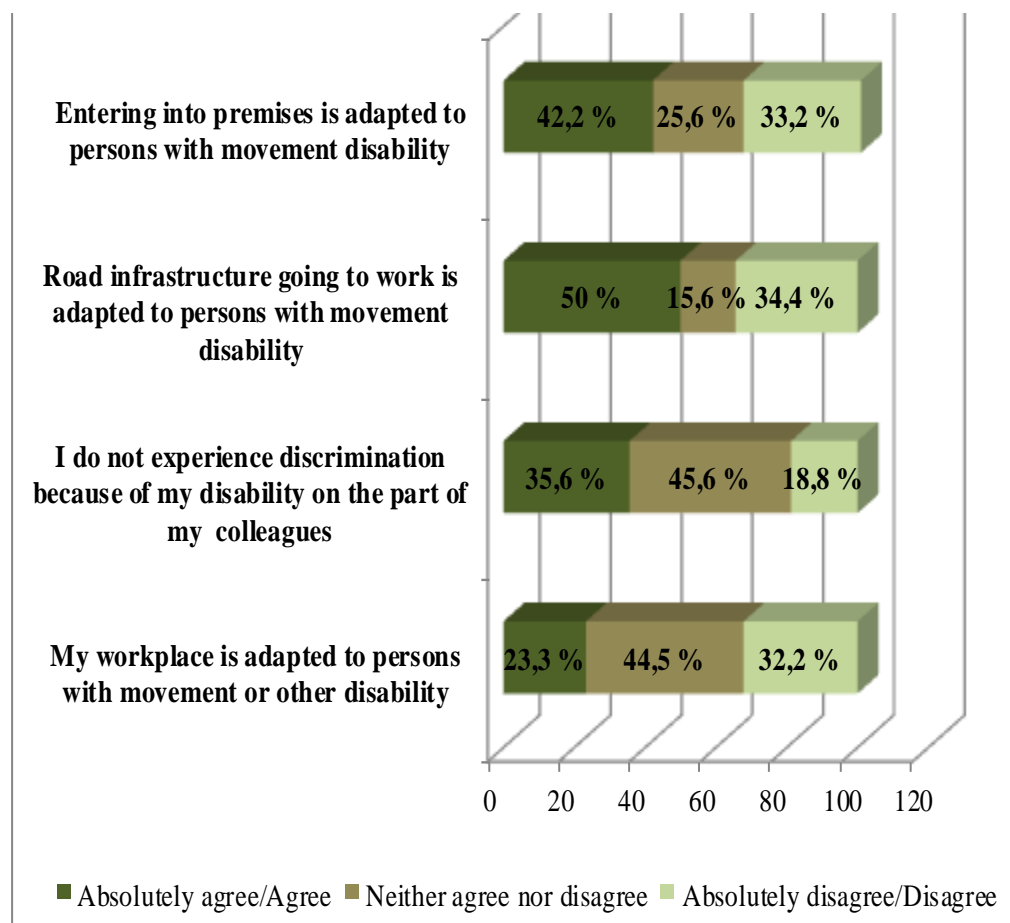
The respondents were also asked to define a lack of social services. Having summarized research data it has been identified that 25,5 % of the disabled living in Siauliai region are in need of *environment cleaning up services*, 13,6 % – *hygiene services*. Almost a half (48,2 %) of the research participant stated that *they are not lacking in rendered social services*.

The disabled living in Siauliai region were asked to describe the sufficiency of information about adapted to them healthy lifestyle. Having summarized research data it has been found that only 26,8 % of the disabled who took part in the research are not lacking in the abovementioned information. 40,9 % of the respondents had *no opinion* on the question.

Furthermore, the goal of the research is to ascertain if the disabled living in Siauliai region are interested to take part in healthy lifestyle trainings intended for the encouragement of the prevention of common and specific diseases of the disabled and the formation of healthy lifestyle skills. Research data showed that only 25,9 % of the respondents are interested and participate in the abovementioned trainings, 45 % of the respondents *do not participate in the abovementioned trainings, but they have heard about them*.

2.3.2.3.1. Case analysis: the possibilities of the integration of the disabled into labour market in Siauliai region (Lithuania)

Research results showed that only 40,9 % of the disabled living in Siauliai region have a job. The goal is to ascertain what work environment of these respondents is. It has been found *that road infrastructure when on the way to work of only a half (50 %) of the respondents is adapted to persons with movement disability; entering into premises at work of only 42,2 % of the respondents is adapted to persons with movement disability*. It is worth emphasizing that only slightly more than a third (35,6 %) of research participants *do not experience discrimination at work on the part of their colleagues because of their disability* (2.3.2.3.1.1 pic.).



2.3.2.3.1.1 pic. The characteristics of work environment of the disabled living in Siauliai region (Lithuania), n=90, %

The goal of the research was to ascertain the opinion of the respondents concerning the reasons for their unemployment. 43,1 % of the respondents stated that *they are not looking for a job at the moment*. However, 40,8 % of the respondents state that *they have trouble finding a job where workplace would be adapted to persons with movement disability*.

2.3.3. The analysis of possibilities of public activities of the disabled

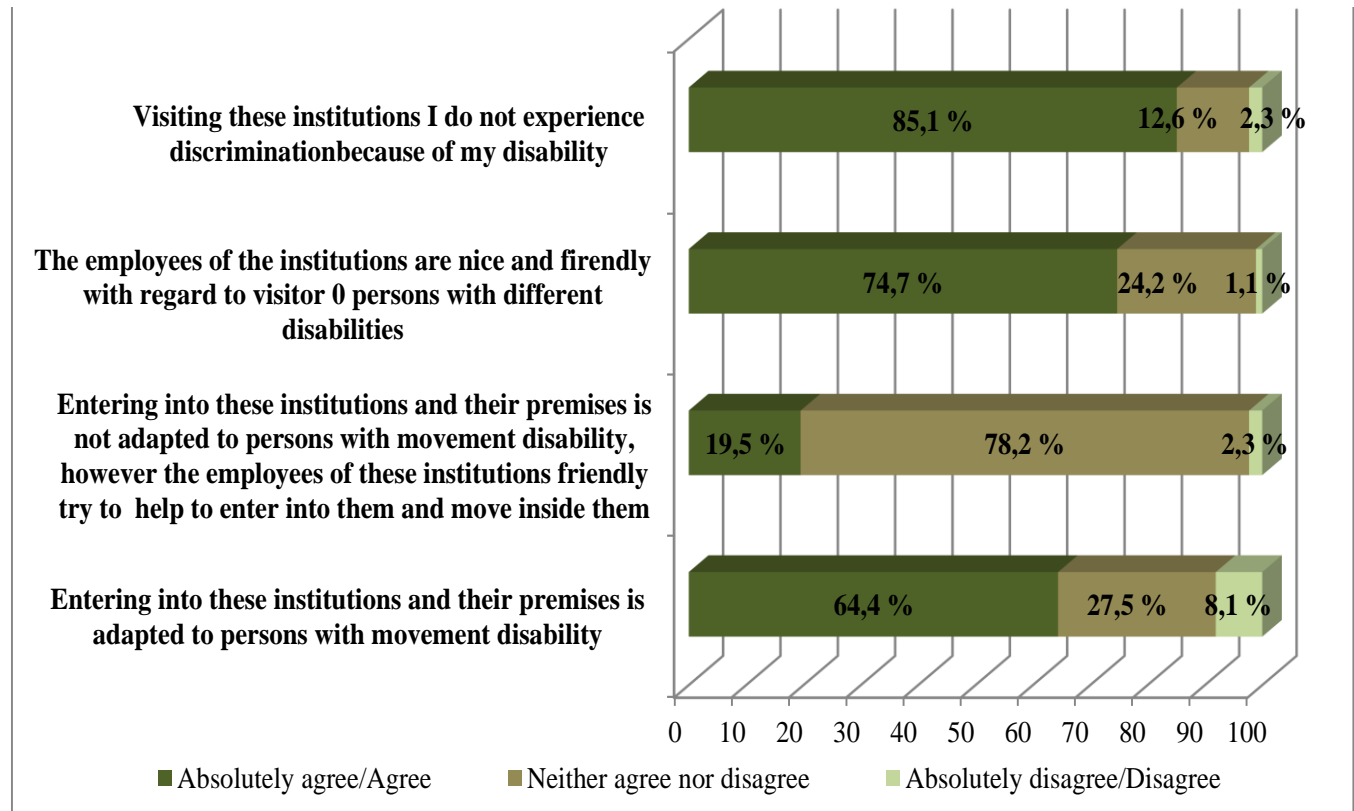
At the moment the disabled lack possibilities to participate in cultural life; a small number of the disabled take part in sport, physical activity, and recreational activity. Owing to the character of their disability (movement disorders, vision, hearing, mental or complex disorders) and unadapted environment the disabled cannot often participate in public events, use cultural and tourism services, visit monuments and national cultural values.

2.3.3.1. Case analysis: The initiatives and possibilities of the disabled of Liepaja city (Latvia) and Siauliai city (Lithuania) to engage in public activity

This paragraph presents the research results which reveal the demand of the disabled living in Siauliai city and Liepaja city for social and cultural activities. The goal is to ascertain how often the respondents are interested in cultural life, whether they belong to non-governmental organizations or formal groups, whether they initiate ideas useful for the disabled as an equal public group.

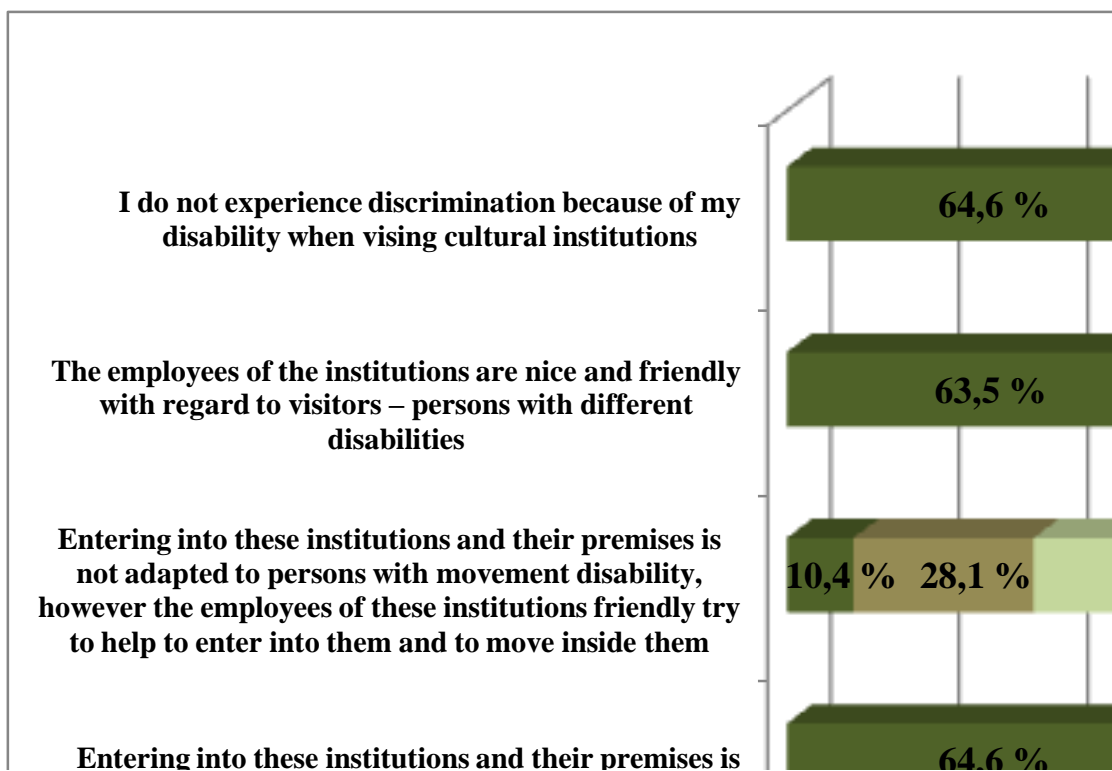
The results of the conducted research revealed that the majority (88 % and 86 %) of the disabled living in both cities usually use the services provided by *library and cinema*, while the

respondents from Siauliai city use this service almost twice less often than the respondents from Liepaja city (respectively 32 % and 59 %). All the respondents use the services of *museums* very rarely.



2.3.3.1.1 pic. The opinion of the disabled living in Siauliai city (Lithuania) about the environment in institutions providing cultural services, n=87, %

The research participants were asked to express their opinion concerning the environment in cultural institutions they visit. It has been found that in more than half of the cultural institutions visited by the disabled respondents in Siauliai city *entering in these institutions and their premises are adapted to persons with movement disability* – 64,4 % of the respondents agreed with this offered statement (2.3.3.1.1 pic.).

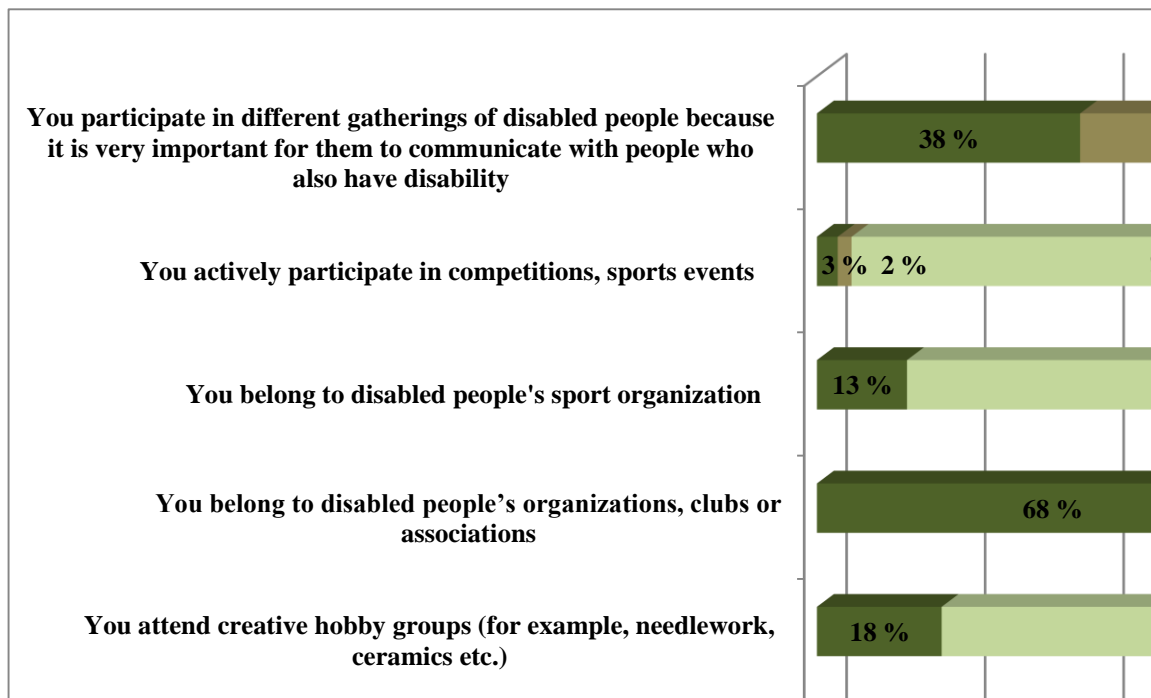


2.3.3.1.2 pic. The opinion of the disabled living in Liepaja city (Latvia) about the environment in the institutions providing cultural services, n=96, %

More than half (64,6 %) of the respondents living in Liepaja city emphasized that *they do not experience discrimination because of their disability when visiting cultural institutions*; slightly smaller part (63,5 %) of the residents think that *the employees of the institutions are nice and friendly with regard to visitors – persons with different disabilities*. In case of Siauliai city the abovementioned figures are respectively 20,5 % and 11,2 % higher (2.3.3.1.2 pic.).

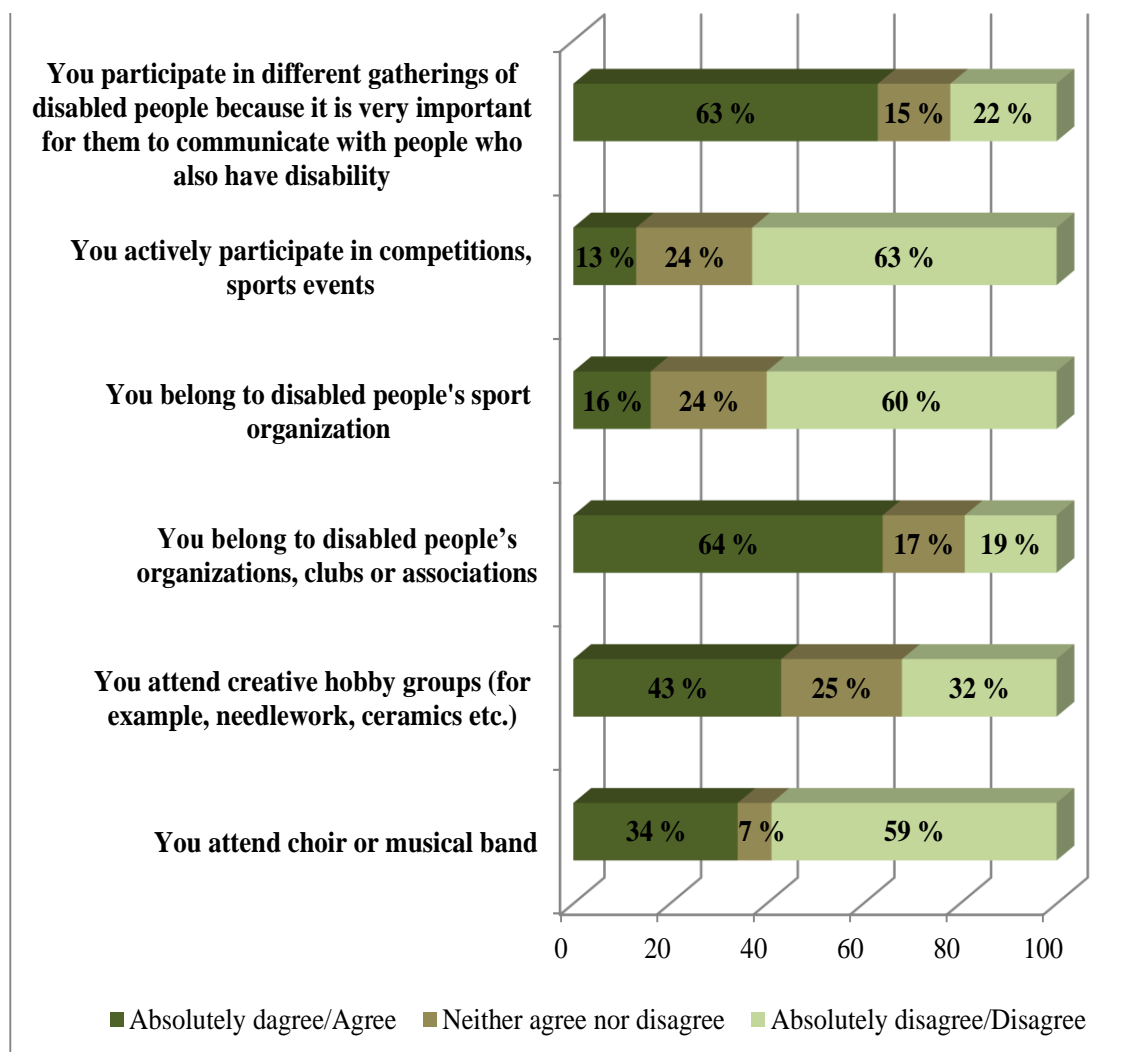
It has been found that the respondents usually *visit public events only 1–2 times per 6 months* – even 62 % of respondents emphasised that. Expressing the opinion about the frequency of use of services provided by cultural institutions, the opinion of almost half of research participants (45 %) was the same.

The disabled living in Liepaja city visit public events and use services provided by cultural institutions more often than the respondents from Siauliai city – *1–2 times per 3 months*. Respectively 42 % and 50 % of the respondents from Liepaja city participate (visit public events and use services provided by cultural institutions) in public cultural/social life, whereas in case of Siauliai city these figures amount respectively only 28 % and 10 %. Slightly more than a third of the respondents from Liepaja city (31 % and 32 %) visit public events and use the services provided by cultural institutions only *1–2 times per 6 months*, but it is almost twice more often than the respondents from Siauliai city.



2.3.3.1.3 pic. The characteristics of cultural/social activity of the disabled living in Siauliai city (Lithuania), n=100, %

The larger half (68 %) of the disabled from Siauliai city who agree to take part in the research *belongs to disabled people's organizations, clubs or associations*, however the majority of the respondents are not engaged in any public activity (*do not attend any creative hobby groups (for example, needlework, ceramics etc.) (82 %), do not attend choir, musical bands (94 %) etc.) (2.5.1.6 pic.)*. Only 38 % of the respondents indicated that *they participate in different gatherings of disabled people because it is very important for them to communicate with people who also have disability*, a similar number of the respondents (35 %) had no opinion on this subject (2.3.3.1.3 pic.).



2.3.3.1.4 pic. The characteristics of cultural/social activity of the disabled living in Liepaja city (Latvia), n=100, %

63 % of research participants living in Liepaja city *belong to disabled people's organizations, clubs or associations* – almost the same number as in Siauliai city. However, unlike in Siauliai city, even 43 % of the disabled living in Liepaja city *attend creative hobby groups (for example, needlework, ceramics etc.)*; 34 % of the respondents *attend choir or musical band* (2.3.3.1.4 pic.).

Research data show that only a third (30 %) of the disabled living in Siauliai city *actively join to the organization of events, campaigns or forums*, and only a third (28 %) *initiate the cooperation of the disabled with other non-governmental organizations*.

2.3.3.2. Case analysis: The initiatives and possibilities of the disabled of Radviliskis city/region (Lithuania) to engage in public activity

Research data revealed that the larger half (67,5 %) of the respondents use the services of *libraries*, a small part (12,5 %) – use the services of *cinema*. Research data show that a third (30 %) of the disabled who took part in the research *do not use the services provided by cultural institutions*.

The research participants were asked to express their opinion concerning the environment in cultural institutions they visit. The larger half (64,3 %) stated that *entering into these institution*

and their premises is not adapted to persons with movement disability, however the employees of these institutions friendly try to help to enter into them and move inside them.

Research data showed that the majority (80 %) of the respondents *belongs to disabled people's organizations, clubs or associations*, however only slightly more than half (52,5 %) of the research participants agreed that *they take part in different gatherings of disabled people because it is very important for them to communicate with people who also have disability.*

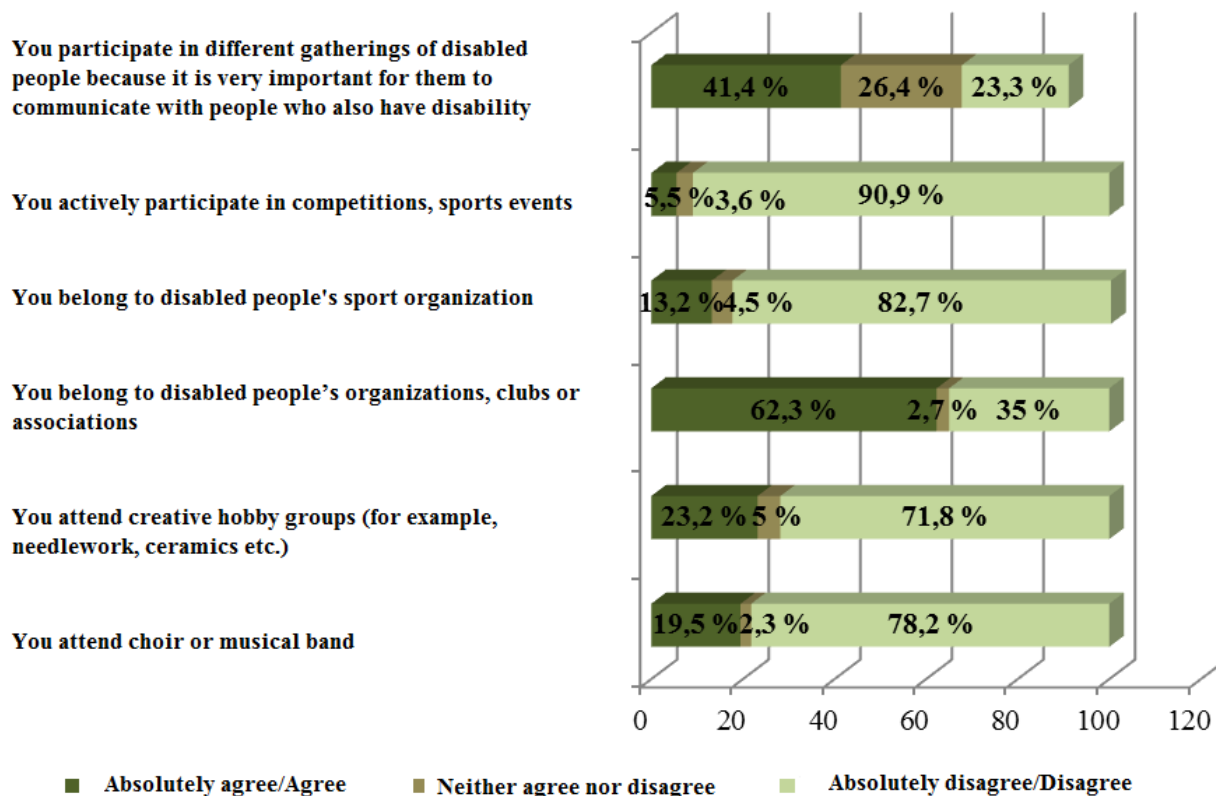
2.3.3.3. Case analysis: The initiatives and possibilities of the disabled of Siauliai region (Lithuania) to engage in public activity

Research results showed that the majority (70 %) of the disabled living in Siauliai region use the services of *libraries*, 23,2 % – the services of *cinema*. 24,1 % of all the disabled of Siauliai region who took part in the research *do not use the services provided by cultural institutions.*

The research participants were asked to express their opinion concerning the environment in cultural institutions they visit. It has been found that only 67,7 % of the respondents *do not experience discrimination because of their disability when visiting these institutions*, 65,3 % of the respondents stated that the employees of abovementioned institutions *are nice and friendly with regard to visitors – persons with different disabilities*. It is worth emphasizing that the premises of only a little more than a quarter of cultural institutions are adapted to persons with movement disability – it was confirmed by 45,5 % of the respondents.

It is impressive to see that a little more than half (52,7 %) of the respondents use the services provided by cultural institutions *1–2 times per 6 months*. At the same frequency the larger half of research participants (64,1 %) visit public events.

44 of 220 disabled respondents living in Siauliai region stated that *they do not visit public events*. They were asked to denote the reasons which influence this decision. Having summarized the research data it has been found that the part of disabled research participants does not visit the abovementioned events because *there are no facilities for the disabled to visit these events*. The third of the respondents emphasised that *their state of health does not allow them to visit*, the rest part – that *there is a lack of information about different events*.



2.3.3.3.1 pic. The characteristics of cultural/social activity of the disabled living in Siauliai region (Lithuania), n=220, %

The goal of the research is to describe cultural/social activity of the disabled living in Siauliai region. It has been found that the activity of the respondents is not significantly differentiated – the larger half (62,3 %) of the research participants *belong to disabled people's organizations, clubs or associations*, 23,2 % attend creative hobby groups. Only 41,4 % of the respondents stated that *they take part in different gatherings of disabled people because it is very important for them to communicate with people who also have disability* (2.3.3.3.1 pic.).

2.3.4. The adaptation of public environment to persons suffering from movement disorders and functional movement disorders

In Lithuania more than 60 thousand of the disabled suffering from functional movement disorders experience indirect discrimination owing to unadapted physical environment. This issue is also raised at the European Union level. Renovated and rebuilt buildings are not adapted to the disabled, whereas unadapted environment restricts the independence of the disabled and their possibilities to move at ease.

Legal acts oblige to adapt a building to the needs of the disabled only in its reconstructible parts. Such provisions do not secure the adaptation of all public buildings and objects to the needs of the disabled. Besides, adaptation terms are not clear.

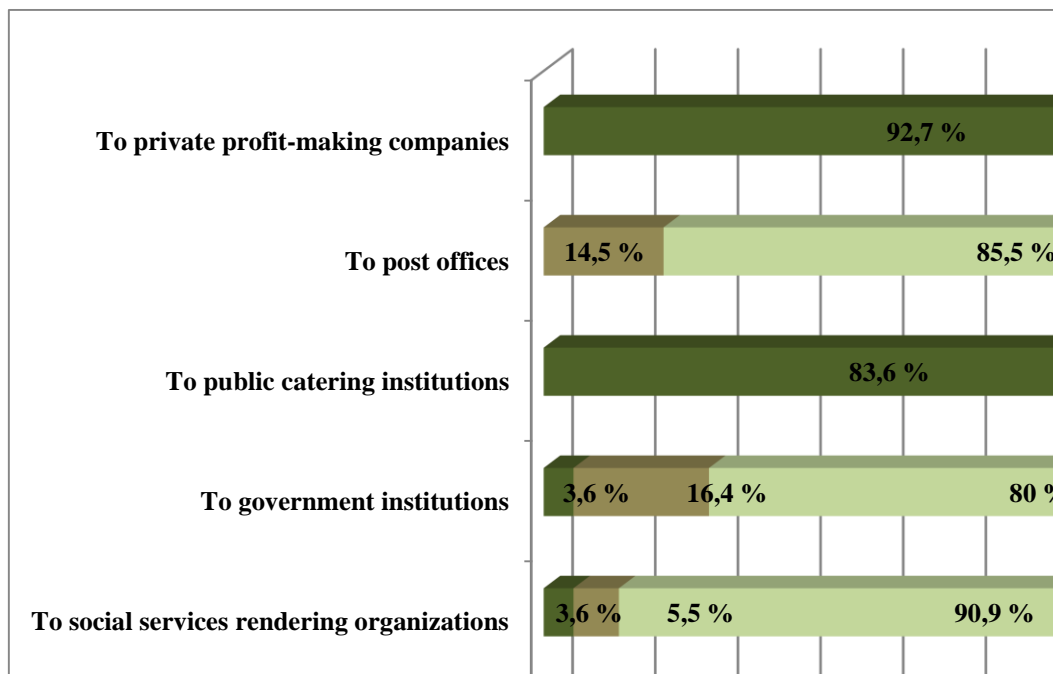
2.3.4.1. Case analysis: the adaptation of public environment to persons suffering from movement disorders and functional movement disorders in Siauliai city (Lithuania)

This paragraph presents research data describing current situation with regard to adaptation of the environment to persons suffering from movement disorders and functional movement

disorders (hereinafter referred to as – movement disorder) in Siauliai city. The goal is to ascertain which difficulties persons with movement disorder face trying to enter public buildings and to move inside them.

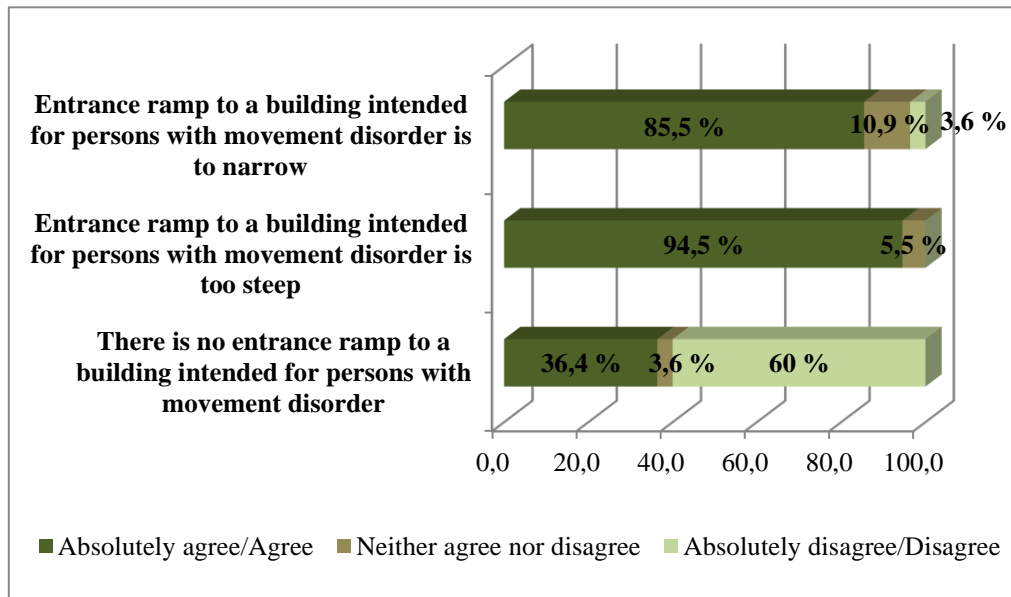
Research results showed that 23,6 % of persons with movement disorders living in Siauliai city *face unadapted infrastructure trying to enter medical institutions*. Whereas only 6 % of persons with abovementioned disorder living in Liepaja city face difficulties trying to enter medical institutions.

More than a half (58,2 %) of the disabled living in Siauliai city indicated that *the nearest medical institution is situated rather far from their house*, whereas only slightly more than a third (35,3 %) of the research participants from Liepaja city agreed with this statement. However, more than a half (33,3 %) of the respondents from Liepaja city emphasised that *the nearest medical institution is not only situated rather far from their house but also road infrastructure is unadapted or insufficiently adapted to persons with movement disability*.



2.3.4.1.1 pic. The characteristics of public buildings entering to which cause difficulties for the disabled living in Siauliai city (Lithuania) because of unadapted infrastructure, n=55, %

The research participants suffering from movement disorder from Siauliai city were asked to identify public buildings where they face unadapted infrastructure wishing to get into them. Data given on pic.2.3.4.1.1 allows stating that the majority (92,7 %) of the disabled who took part in the research face difficulties trying to enter *private profit-making organizations, public catering institutions* (83,6 %). The smallest number of difficulties is experiences by the disabled trying to enter *social services providing organizations* (90,9 %), *post-offices* (85,5 %), *government institutions* (80 %).



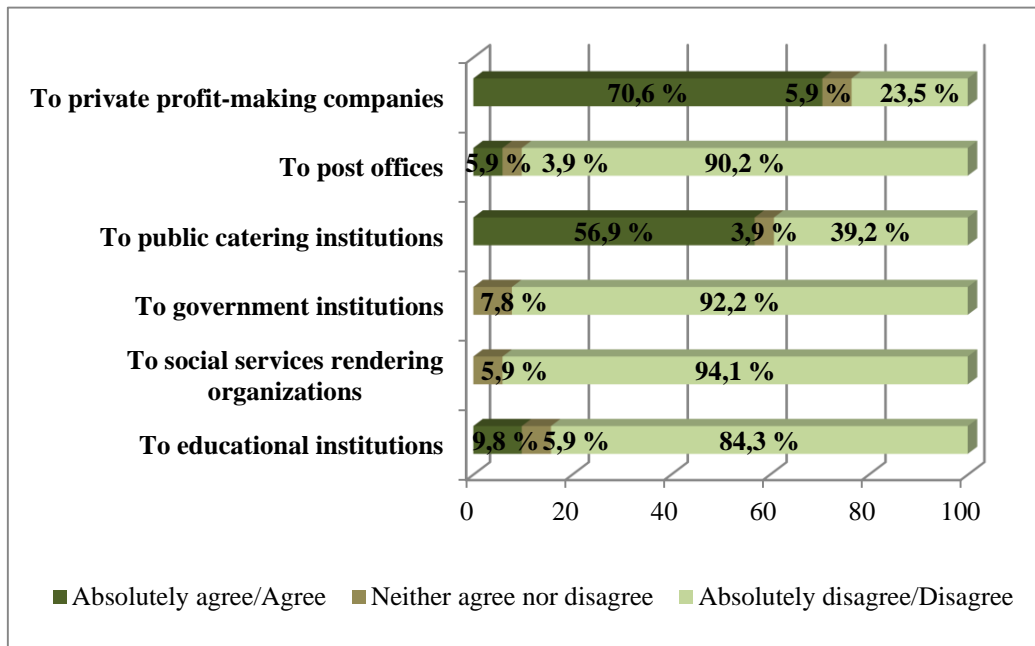
2.3.4.1.2 pic. The characteristics of the adaptation of public buildings to persons with movement disorder living in Siauliai city (Lithuania), n=55, %

The goal is to ascertain what difficulties persons with movement disorder living in Siauliai city face trying to enter public buildings. The majority (94,5 %) of the respondents as one of the essential environment adaptation problems emphasised the fact that *entrance ramp to the building intended for persons with movement disorder is too steep and too narrow* (85,5 %) (2.3.4.1.2 pic.). More than a third (36,4 %) of the respondents emphasised that *there is no entrance ramp to a building intended for persons with movement disorder*.

The research participants living in Siauliai city were asked to express their opinion about the adaptation of public buildings to persons with movement disorder. The majority (88 %) of persons with movement disorder emphasised that *there are no entrance ramps or lifts adapted to persons with movement disorder inside buildings*, even 75 % of the respondents emphasised that *there are no toilets and changing rooms for persons with movement disorder*.

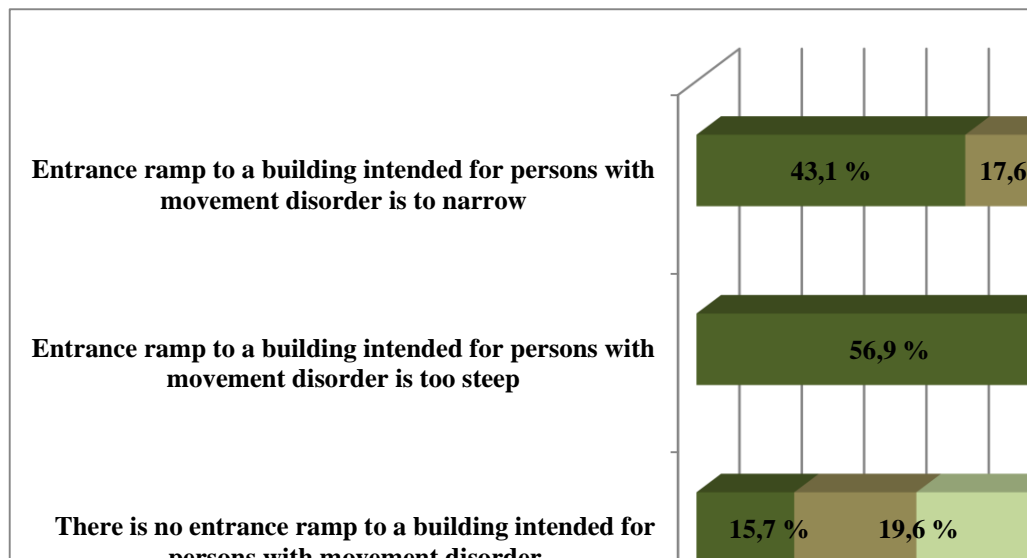
2.3.4.2. Case analysis: the adaptation of public environment to persons suffering from movement disorders and functional movement disorders in Liepaja city (Latvia)

This paragraph presents the research data describing current situation with regard to the adaptation of the environment to persons suffering from movement disorders and functional movement disorders (hereinafter referred to as – movement disorder) in Liepaja city. The goal is to ascertain which difficulties persons with movement disorder face trying to enter to public buildings and to move inside them.



2.3.4.2.1 pic. The characteristics of public buildings entering to which cause difficulties for the disabled living in Liepaja city (Latvia) because of unadapted infrastructure, n=51, %

The disabled respondents living in Liepaja city were asked to identify public buildings where they face unadapted infrastructure wishing to get into them. Research data show that the larger half (70,6 %) of the respondents face difficulties trying to get into *private profit-making organizations* (i.e. 22,1 % less than the disabled living in Siauliai city), more than half (56,9 %) – experience difficulties trying to get into public catering institutions (i.e. even 26,7 % less than in case of Siauliai city) (2.3.4.2.1 pic.).



2.3.4.2.2 pic. The characteristics of the adaptation of public buildings to persons with movement disorder living in Liepaja city (Latvia), n=51, %

The goal is to analyse what difficulties persons with movement disorder living in Siauliai city face trying to enter public buildings. It has been found that for more than half (56,9 %) of the respondents *entrance ramp to the building intended for persons with movement disorder is too*

steep, for 43,1 % – too narrow (2.3.4.2.2 pic.). In case of Siauliai city the abovementioned figures are respectively even 37,6 % and 42,4 % higher.

The research participants living in Liepaja city were asked to express their opinion about the adaptation of public buildings to persons suffering from movement disorder. 60,8 % of the respondents emphasised *there are no entrance ramps or lifts adapted to persons with movement disorder inside buildings*, 60,8 % of the respondents emphasised that *there are no toilets and changing rooms for persons with movement disorder*. Having summarized research data it has been found that in Siauliai city there are more disabled who face the abovementioned problems – the figures are 27,2 % and 22,1 % higher.

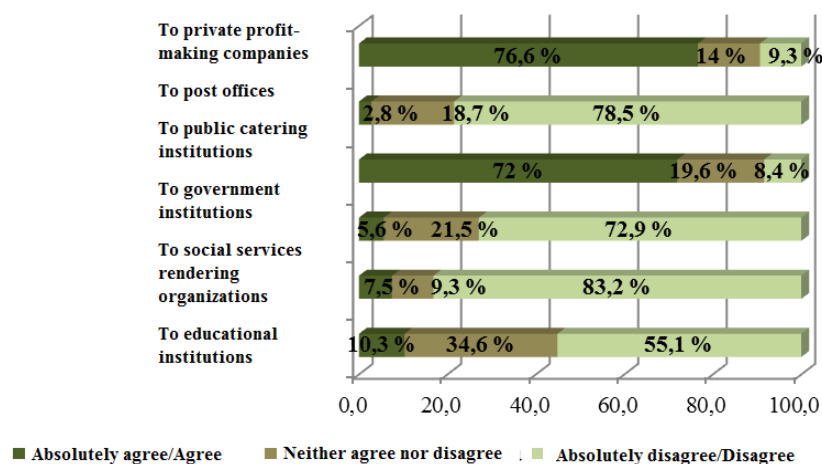
2.3.4.3. Case analysis: the adaptation of public environment to persons suffering from movement disorders and functional movement disorders in Radviliskis city/region (Lithuania)

Research results showed that 3 of 16 disabled respondents living in Radviliskis city/region *face unadapted infrastructure trying to enter medical institutions*.

Research data revealed that almost all (14, 13) research participants face unadapted infrastructure trying to get into *private profit-making organizations and public catering institutions*. The goal is to analyse what difficulties persons with movement disorder living in Radviliskis city/region face trying to enter public buildings. Almost all respondents (14) stated that *entrance ramps to a building intended for persons with movement disorder are too narrow*, 12 participants indicated that *there is no entrance ramp to a building intended for persons with movement disorder*.

2.3.4.4. Case analysis: the adaptation of public environment to persons suffering from movement disorders and functional movement disorders in Siauliai region (Lithuania)

Research results showed that 25,2 % of persons with movement disorder living in Siauliai region *face unadapted infrastructure trying to enter medical institutions*. The goal is to ascertain what difficulties persons with movement disorder living in Siauliai region face trying to enter the nearest medical institutions. 44,9 % of the respondents emphasised that *the nearest medical institution is not far from their house, however road infrastructure is not adapted or insufficiently adapted to the needs of persons with movement disorder*. 26,2 % of the respondents emphasised that the nearest medical institution is not rather far from their home but also road infrastructure *is not adapted to persons with movement disorder*.



2.3.4.4.1 pic. The characteristics of public buildings entering to which cause difficulties for the disabled living in Siauliai region (Lithuania) because of unadapted infrastructure, n=107, %

The disabled research participants living in Siauliai region were asked to identify public buildings where they face unadapted infrastructure wishing to get into them. It has been found that the disabled who took part in the research experience most difficulties wishing to get into *private profit-making organizations* (76,6 %), *public catering institutions* (72 %) (2.3.4.4.1 pic.). The respondents face the least number of difficulties trying to get into *social services providing organizations*.

The goal is to analyse what difficulties persons with movement disorder living in Siauliai region face trying to enter public buildings. Even 68,2 % of the respondents emphasised that difficulties are caused by *too narrow entrance ramp to the building intended for persons with movement disorder*. 36,4 % of the respondents brought into focus that *there is no entrance ramp to the building intended for persons with movement disorder*.

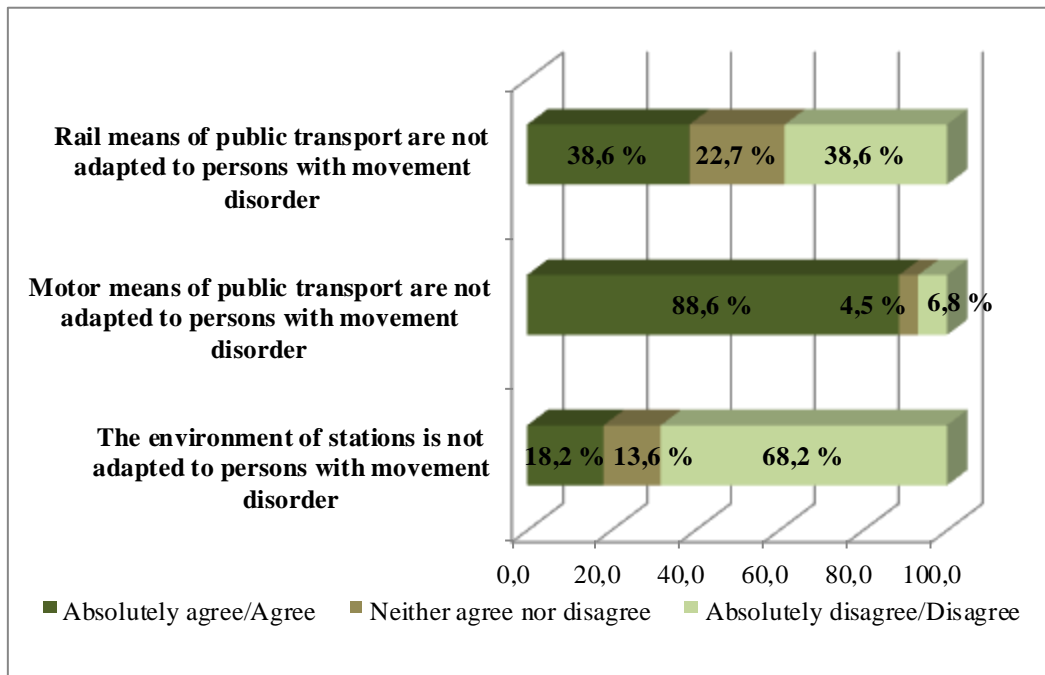
Research participants living in Siauliai region were asked to express their opinion concerning the adaptation of public buildings to persons suffering from movement disorder. Research data show that the larger half (62 %) of the disabled who took part in the research complain that *there are no entrance ramps or lifts adapted to persons with movement disorder inside the abovementioned buildings*. More than half (55 %) of the respondents brought into focus that *there are no toilets and changing rooms for persons with movement disorder inside these buildings*.

2.3.5. The adaptation of public transport to persons suffering from movement disorders and functional movement disorders

Most of the EU member states do not have common public transport system in which the means of transport and their routes would be accessible to all groups of passengers including the disabled. In large cities there are only several buses adapted to persons with movement disorder; the schedule of their routes is not usually included into a general schedule being in use of the larger half of the community. This problem is very significant in smaller towns and regions.

2.3.5.1. Case analysis: The adaptation of Siauliai city (Lithuania) public transport to persons suffering from movement disorders and functional movement disorders

The goal of this paragraph is to describe how persons with movement disorder living in Siauliai city assess the accessibility of public transport and how it influences their social activity.



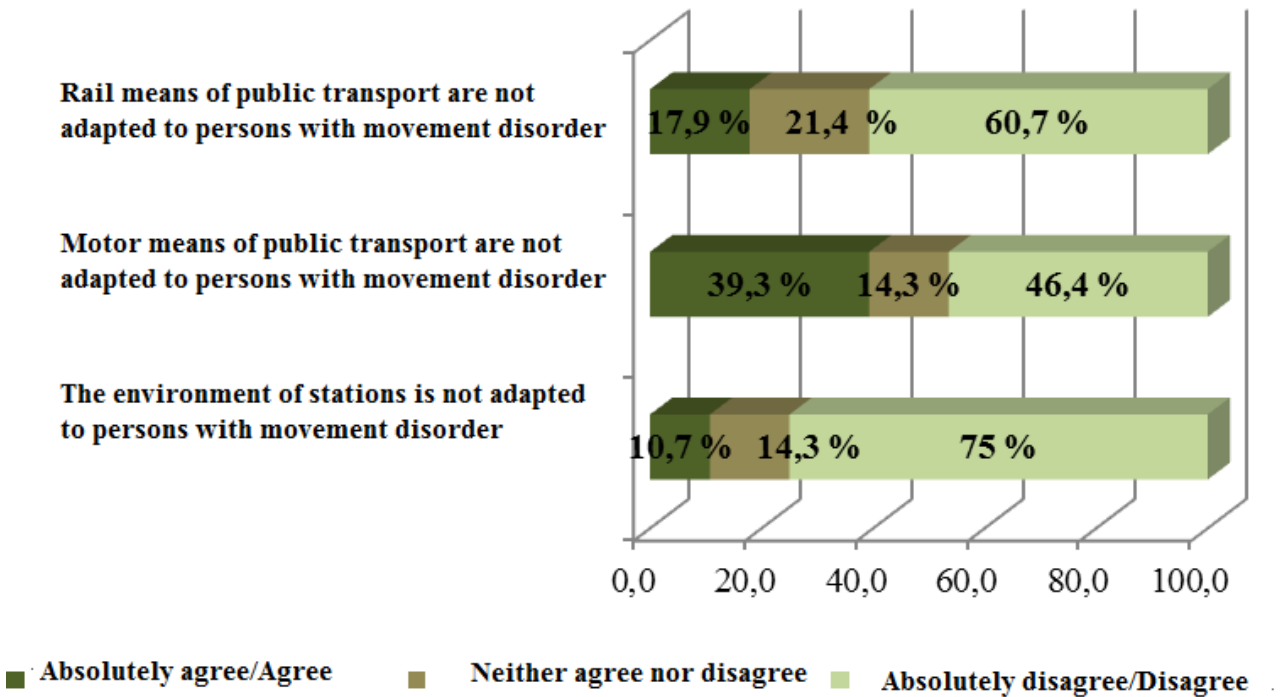
2.3.5.1.1 pic. The opinion of persons with movement disorder living in Siauliai city (Lithuania) about the accessibility of public transport, n=44, %

The results of the conducted research results showed that even 80 % of the disabled living in Siauliai city faces difficulties when travelling by public transport. The goal is to ascertain the opinion of persons with movement disorder living in Siauliai city about the accessibility of public transport. Data given in 2.3.5.1.1 picture show that the majority (88,6 %) of the respondents emphasised that *motor means of public transport are not adapted to persons with movement disorder*, almost 38,6 % of the respondents brought into focus that *rail means of public transport are not adapted to persons with movement disorder*.

The difficulties which occur travelling by public transport influence frequency of visit of public events by the larger part (72,7 %) of disabled respondents. Besides, these difficulties influence the frequency of visit of gatherings of persons with disability and visit of cultural institutions by more than a half (65,9 % and 63,6 %) of the respondents. It is important to emphasize that almost a half (47,7 %) of the respondents had no opinion concerning the influence of difficulties which occur travelling by public transport towards *the frequency of visit of medical institutions*.

2.3.5.2. Case analysis: The adaptation of Liepaja city (Latvia) public transport to persons suffering from movement disorders and functional movement disorders

The goal of this paragraph is to describe how persons with movement disorder living in Liepaja city assess the accessibility of public transport and how it influences their social activity.



2.3.5.2.1 pic. The opinion of persons with movement disorder living in Liepaja city (Latvia) about the accessibility of public transport, n=28, %

The results of the conducted research results showed that even 54,9 % of the disabled living in Liepaja city face difficulties travelling by public transport. The goal is to ascertain the opinion of persons with movement disorder about the accessibility of public transport. 39,3 % of the respondents state that *motor means of public transport are not adapted to persons with movement disorder*, whereas in Siauliai city the number of the respondents who emphasize this problem is two times higher (47,3 %). Furthermore, within the abovementioned territory under consideration there are by 20,7 % more persons with movement disorder who emphasize that *rail means of public transport are not adapted to persons with movement disorder* than in Liepaja city (2.3.5.2.1 pic.).

The larger half (64,3 %) of persons with movement disorder living in Liepaja city state that difficulties which occur travelling by public transport negatively influence *the frequency of their visit of public events*. More than a half (53,6 %) of the respondents emphasized the impact on *the frequency of their visit of cultural institutions*, a half (50 %) of the respondents emphasized the impact on *the frequency of their visit of the gatherings of persons with disability*. The abovementioned figures in Siauliai city are respectively by 8,4 %, 10 %, 15,9 % higher.

2.3.5.3. Case analysis: The adaptation of Radviliskis city/region (Lithuania) public transport to persons suffering from movement disorders and functional movement disorders

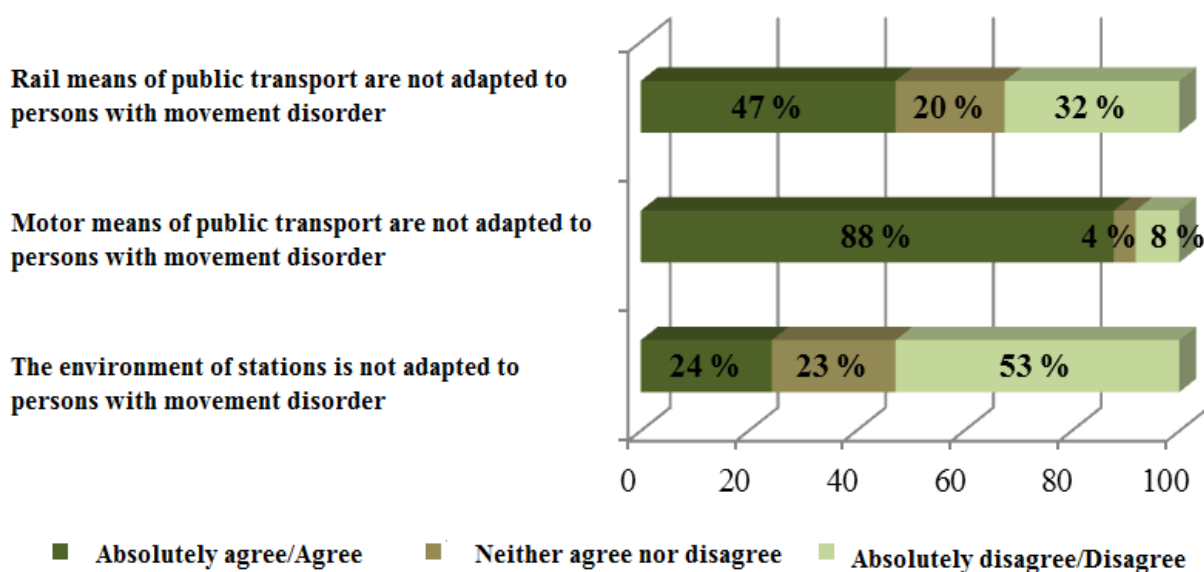
Research results revealed that 14 of 16 disabled respondents living in Radviliskis city *face difficulties travelling by public transport*. The respondents were asked to assess the accessibility of public transport. Almost all (13) respondents agree that *motor means of public transport are not adapted to persons with movement disorder*. 9 of 14 respondents agreed that *rail means of public transport are not adapted to persons with movement disorder*.

The difficulties which occur traveling by public transport influence *the frequency of visit of public events* by all (14) disabled research participants living in Radviliskis city/region, *the*

frequency of visit of cultural institutions by 12 respondents, the frequency of visit of the gatherings of persons with disability by 10 respondents.

2.3.5.4. Case analysis: The adaptation of Siauliai region (Lithuania) public transport to persons suffering from movement disorders and functional movement disorders

The results of the conducted research results showed that even 69,2 % of the disabled living in Siauliai region face difficulties travelling by public transport. The goal of the research is to define the abovementioned difficulties. The majority (88 %) of the disabled respondents brought into focus that *motor means of public transport are not adapted to persons with movement disorder* (2.3.5.4.1 pic.). Even 47 % of the respondents also emphasized that *rail means of public transport are not adapted to persons with abovementioned disorder*.



2.3.5.4.1 pic. The opinion of persons with movement disorder living in Siauliai region (Lithuania) about the accessibility of public transport, n=74, %

The difficulties which occur travelling by public transport influence the frequency of visit of public events by the larger half (77 %) of the disabled respondents. 64,9 % of research participants emphasized impact on frequency of visit of cultural institutions, 51,4 % emphasized impact on the frequency of visit of the gatherings of persons with disability. Research data show that disabled respondents pay least attention to difficulties caused by unadapted public transport traveling to medical institutions.

2.4. The initiatives and possibilities of the organizations rendering social services to the disabled with regard to rendered services potential and social integration encouragement

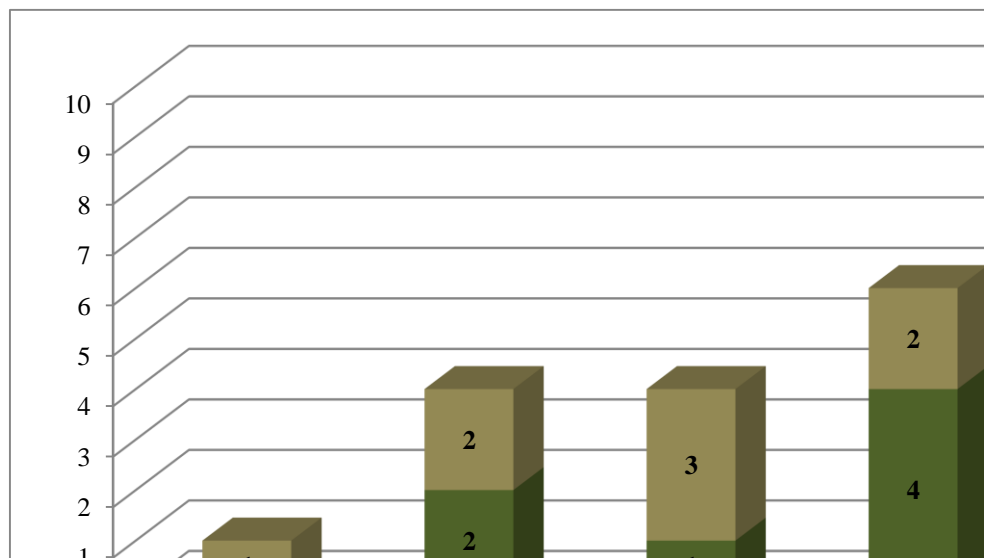
2.4.1. Human resources of the organizations rendering social services to the disabled

One of the most important indicators helping to secure the high-quality rendering of social services is the ration of the number of social workers and residents. In seeking of qualitative results organizations rendering social services to the disabled have to dispose human resources purposefully.

2.4.1.1. Case analysis: the analysis of the number of employees working in Siauliai city (Lithuania) and Liepaja city (Latvia) organizations rendering social services to the disabled

This paragraph presents the research data concerning the number and demand for employees working in Siauliai city (Lithuania) and Liepaja city (Latvia) organizations rendering social services to the disabled. The goal is to ascertain the total number of social workers in the organizations within both territories under consideration, to define the demand for these workers.

The smallest number of employees working in organizations which render social services to the disabled is in Siauliai city – 5 workers. The number of both social specialists and total number of employees who work in Liepaja city organizations rendering social services to the disabled is more differential in comparison with organizations situated in Siauliai city.



2.4.1.1.1 pic. The lack of social workers in Siauliai city (Lithuania) and Liepaja city (Latvia) organizations rendering social services to the disabled n =10, persons

Data given on 2.4.1.1.1 picture show how the heads of the organizations rendering social services to the disabled in Siauliai city and Liepaja city define the demand for employees who have suitable qualification and necessary expertise to work with the disabled. It can be seen that 3 organizations under consideration in Siauliai city suffer a shortage of specialists who are able to work with persons with *speech disorders*. There are 4 social services rendering organizations in Siauliai city and 3 such organizations in Liepaja city which *do not suffer a shortage of social workers*.

2.4.1.2. Case analysis: the analysis of the number of employees working in Radviliskis city/region (Lithuania) organizations rendering social services to the disabled

The goal of the research is to identify the number of social workers and the total number of employees working in Radviliskis city/region organizations rendering social services to the disabled. Research data show that the smallest number of abovementioned workers is 5–6 workers, at least 3 of them are social workers.

The heads of the organizations rendering social services to the disabled in Radviliskis city/region were asked to define the lack of social workers who have qualification and expertise to work with the disabled. 3 of 5 respondents indicated that their organizations suffer a shortage of social workers who work with persons with *mental* disability, 2 respondents – social workers who

work with persons with *speech* disorders. 2 respondents stated that their organizations *do not suffer a shortage of social workers*.

2.4.1.3. Case analysis: the analysis of the number of employees working in Siauliai region (Lithuania) organizations rendering social services to the disabled

The goal is to ascertain the total number of employees and the number of social workers in the organizations situated in both areas under consideration, to define the demand for such workers. The total number and the number of social workers working in the organizations rendering social services to the disabled in Siauliai region are rather strongly differential. The smallest number of workers in abovementioned organizations is 5, at least 2 of them are social workers.

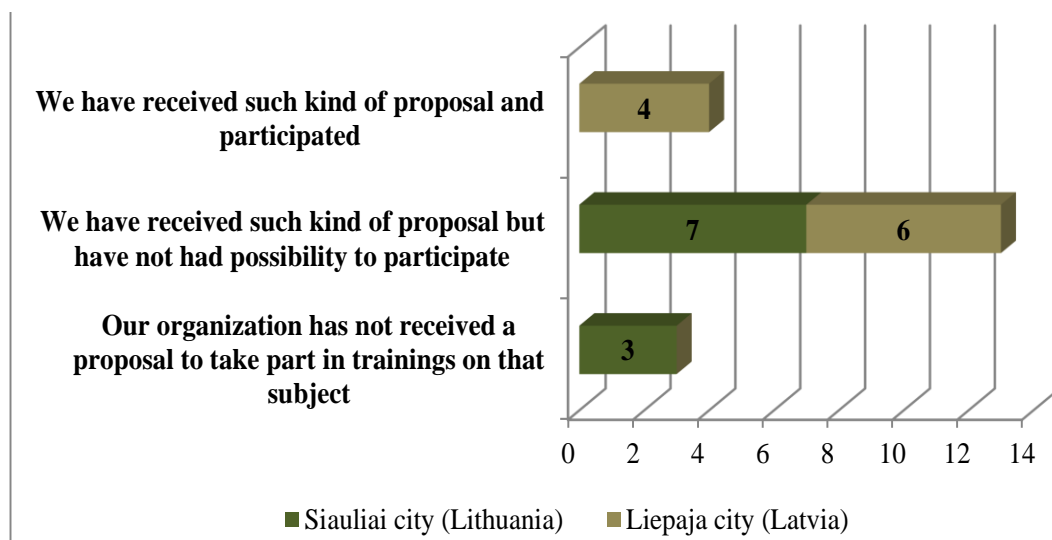
The abovementioned organizations often (25,7 %) suffer a shortage of social workers who are able to work with persons with *mental* disorders as well as those who are able to work with persons with *hearing* disorder. A quarter of the heads of organizations rendering social services to the disabled stated that *they do not feel the lack of specialists*.

2.4.2. The demand for professional development of the employees working in organizations rendering social services to the disabled

In order to achieve quality of social services provided to the disabled the relations between service providers and service receivers are significant because service quality is more determined by a direct service provider – a social worker. It depends on his qualification, personal skills, attitude to a client. The activity of social services rendering companies, the accessibility and quality of services, valid and draft state laws influence the creation and security of quality assurance system.

2.4.2.1. Case analysis: the initiatives of Siauliai city (Lithuania) and Liepaja city (Latvia) organizations rendering social services to the disabled to improve human resources

The goal of this paragraph is to identify how often the employees of Siauliai city and Liepaja city organizations rendering social services the disabled participate in different trainings, to define how often the abovementioned organizations conduct surveys in order to ascertain whether the disabled are satisfied with the quality of rendered services.



2.4.2.1.1 pic. The possibilities of Siauliai city and Liepaja city social services to the disabled rendering organizations to participate in trainings or other professional development regarding healthy lifestyle adapted to persons with disability, n =10, persons

The respondents were asked *whether their organization has received a proposal to participate in government-funded trainings or other professional development regarding healthy lifestyle adapted to persons with disability in the last two years*. Research results showed that only 4 of 10 heads of Liepaja city social services to the disabled rendering organizations *have received such kind of proposal*, another 6 respondents *emphasise that they have received such kind of proposal, but have not had possibility to participate* (2.4.2.1.1 pic.). Whereas none of Siauliai city organizations participated in such trainings; 3 research participants even *emphasised that their organizations had not received such proposals at all*.

The goal of the research is to ascertain the number of trainings regarding the *peculiarities of the integration of the disabled* in which the employees of Siauliai city and Liepaja city social services rendering organizations took part in 2011. Having summarized the obtained data it has been found that 1 Siauliai city social services rendering organization took part in 1 of abovementioned trainings in 2011, 5 organizations – in 3 trainings, 2 organizations – in 4 and another 2 organizations – in 5 trainings. 3 Liepaja city social services rendering organizations took part in 3 abovementioned trainings, 4 – in 5 trainings in the same year.

The research examined the number of trainings regarding *work with the disabled* in which the employees of Siauliai city and Liepaja city social services rendering organizations took part in 2011. Research data show that 1 Siauliai city organization took part in 1 training, another 1 in 2 trainings and one more organization in 6 trainings, 7 organizations – in 3 trainings. In the same year 3 Liepaja city social services rendering organizations took part in 6 and another 3 organizations in 7 trainings, 4 organizations – 8 trainings.

The heads of the organizations rendering social services to the disabled were asked *whether their organizations conduct surveys in order to ascertain if the disabled who receive social services are satisfied with the quality of rendered services*. It has been found that the abovementioned surveys are conducted by 4 of 10 Siauliai city organizations under consideration, and 7 of 10 Liepaja city organizations under consideration. The research participants were asked to define how often their organizations conduct such surveys. Having summarized research data it has been found that in Siauliai city the organizations conduct surveys 1–2 times per 12 months, in Liepaja city – 3 organizations – 1–2 times per 6 months, 4 organizations – 1–2 times per 12 months.

2.4.2.2. Case analysis: the initiatives of Radviliskis city/region (Lithuania) organizations rendering social services to the disabled to improve human resources

The respondents were asked *whether their organization has received a proposal to participate in government-funded trainings or other professional development regarding healthy lifestyle adapted to persons with disability in the last two years*. Research results showed that 2 of 6 organizations *have not received a proposal to participate in trainings*, 4 organizations *have received such kind of proposal, but have not had possibility to participate*.

The heads of social services to the disabled rendering organizations were asked *whether their organizations conduct surveys in order to ascertain if the disabled who receive social services are satisfied with the quality of rendered services*. It has been found that the abovementioned surveys are conducted by 3 of 6 organizations under consideration.

2.4.2.3. Case analysis: the initiatives of Siauliai region (Lithuania) organizations rendering social services to the disabled to improve human resources

Th heads of Siauliai region organizations rendering different services to the public were asked *whether their organization has received a proposal to participate in government-funded trainings or other professional development regarding healthy lifestyle adapted to persons with disability in the last two years*. Even 51,4 % of research participants state that *their organizations have not received a proposal to participate in such trainings*. 40 % of the respondents state that *their organizations have received such kind of proposal, but have not had possibility to participate*.

The research examined the number of trainings *regarding work with the disabled* in which the employees of Siauliai region social services rendering organizations took part in 2011. Research data show that 1 organization took part in 6 abovementioned trainings, 3 organizations – in 5 trainings, 16 – in 3 trainings, 10 – in 2 trainings, 5 – in 1 training.

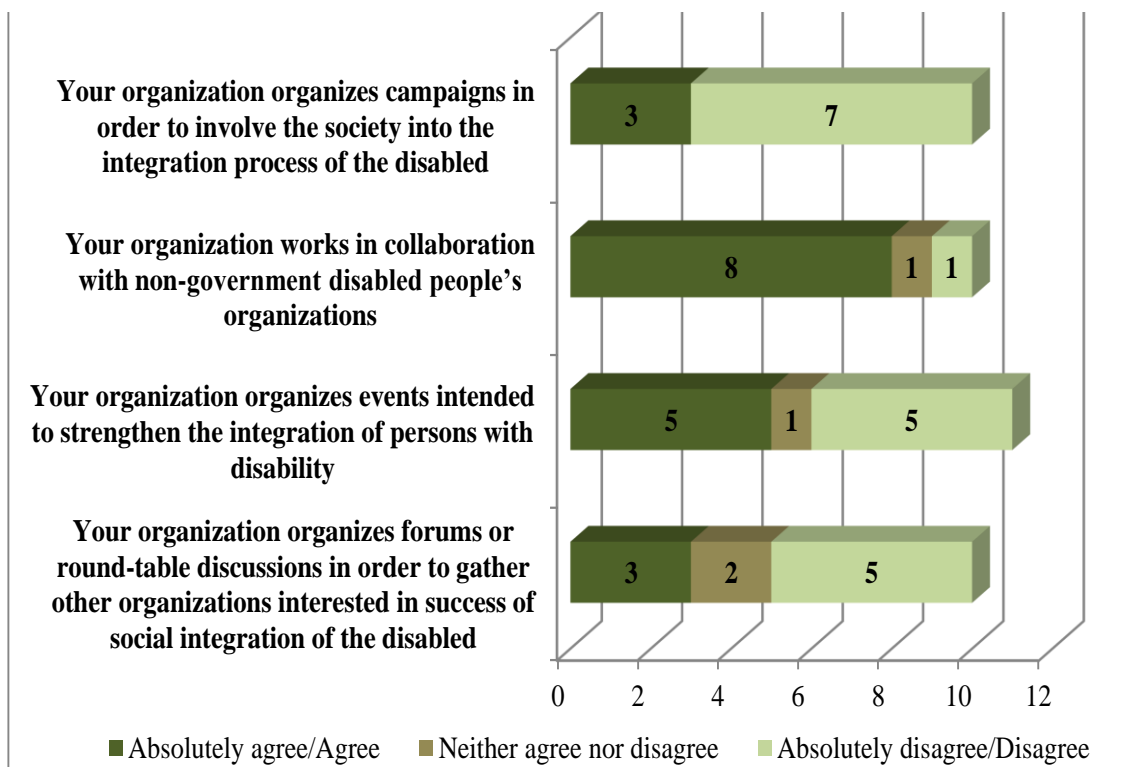
Th heads of social services to the disabled rendering organizations were asked whether their organizations *conduct surveys in order to ascertain if the disabled who receive social services are satisfied with the quality of rendered services*. It has been found that the abovementioned surveys are conducted only by 21 (60 %) of 35 organizations under consideration. The research participants were asked to define how often their organizations conduct such kind of surveys. Having summarized the research data it has been found that 4 Siauliai region social services rendering organizations conduct such surveys *1–2 times per 6 months*, 17 organizations – *1–2 times per 12 months*.

2.4.3. The potential of the activity executed by organizations rendering social services to the disabled on the ground of partnership

Today social services rendering organizations face a challenge – to encourage constantly a social dialog between the society and its socially vulnerable groups paying special attention to persons with disability. In order to reach the stability of social cohesion with regard to the disabled these organizations play an important role in the cooperation of organizations interested in success of social integration of the disabled.

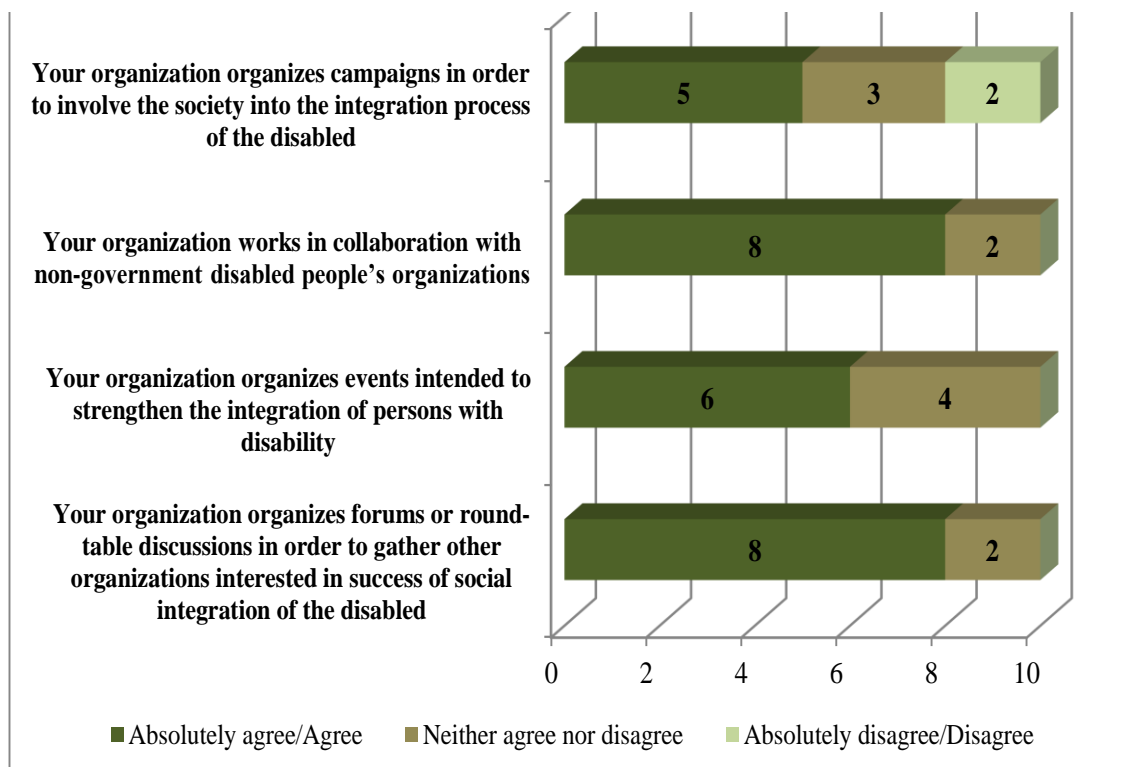
2.4.3.1. Case analysis: the initiatives of Siauliai city (Lithuania) and Liepaja city (Latvia) social organizations rendering social services to the disabled to cooperate

The goal of this paragraph is to describe what kinds of social activity intended to strengthen social integration of the disabled are initiated by Siauliai city and Liepaja city social services to the disabled rendering organizations.



2.4.3.1.1 pic. The initiatives of Siauliai city (Lithuania) social services to the disabled rendering organizations to strengthen social activity of the disabled, n =10, persons

Data given on 2.4.3.1.1 picture show that 8 of 10 Siauliai city social services rendering organizations work in collaboration with non-government disabled people's organizations, and half (5) of the respondents organize events intended to strengthen the integration of persons with disability.



2.4.3.1.2 pic. The initiatives of Liepaja city (Latvia) social services to the disabled rendering organizations to strengthen social activity of the disabled, n =10, persons

As well as in Siauliai city 8 of 10 Liepaja city social services rendering organizations *work in collaboration with non-government disabled people's organizations*, and the same number of Liepaja city organizations *organizes forums or round-table discussions in order to gather other organizations interested in success of social integration of the disabled*, and 6 organizations *organize events intended to strengthen the integration of persons with disability (2.4.3.1.2 pic.)*.

2.4.3.2. Case analysis: the initiatives of Radviliskis city/region (Lithuania) social organizations rendering social services to the disabled to cooperate

The goal of the research is to ascertain the initiatives of Radviliskis city/region social services to the disabled rendering organizations for the purpose of strengthening of social activity of the disabled. It has been found that all (6) organizations under consideration *work in collaboration with non-government disabled people's organizations*, 4 organizations *organize forums or round-table discussions in order to gather other organizations interested in success of social integration of the disabled*.

However, none of organizations *organizes events intended to strengthen the integration of the disabled*, or campaigns in order to involve the society into the disabled integration process.

2.4.3.3. Case analysis: the initiatives of Siauliai region (Lithuania) social organizations rendering social services to the disabled to cooperate

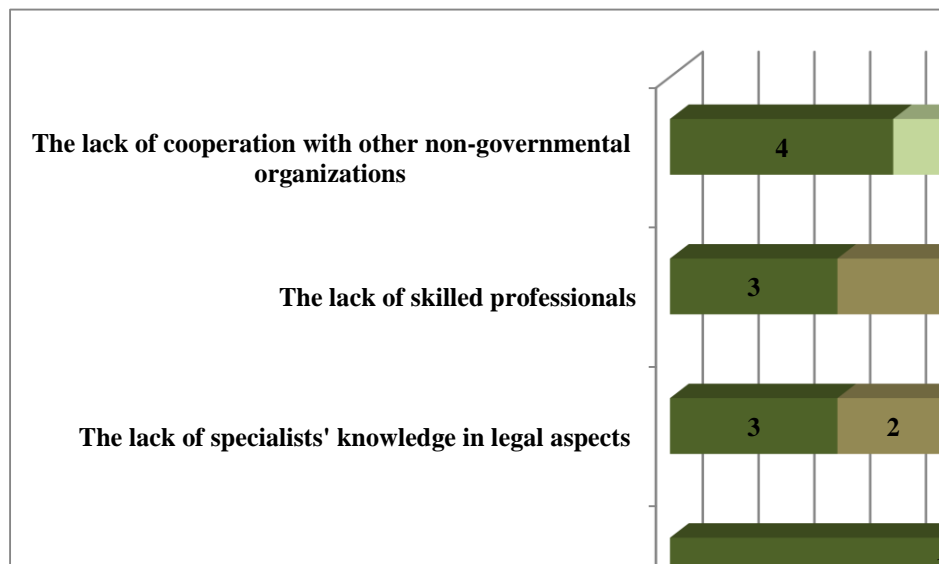
The goal is to define the initiatives of Siauliai region different services to the disabled rendering organizations to strengthen social activity of the disabled. It has been found that the larger half (60 %) of organizations under consideration *work in collaboration with non-government disabled people's organizations*, more than a half (54,3 %) of the organizations *organizes events intended to strengthen the integration of persons with disability*.

2.4.4. The analysis of the causality of problematic aspects faced by organizations rendering social services to the disabled

Today social services to the disabled rendering organizations face many challenges which are determined by country legal system, financial policy, growing need in social services etc. In order to resist stagnation organizations in their turn must guarantee that they will have as small as possible negative influence towards the quality of rendered services.

2.4.4.1. Case analysis: the contextualization of the opinions of the heads of Siauliai city (Lithuania) organizations rendering social services to the disabled

This paragraph presents the research data that define the problematic aspects Siauliai city social services rendering organizations face. The goal is to ascertain their plans to expand the spectrum of rendered services, to contextualize the opinion of the heads regarding the conditions of social integration of the disabled in Lithuania.



2.4.4.1.1 pic. Problematic aspects Siauliai city (Lithuania) social services to the disabled rendering organizations face, n =10, persons

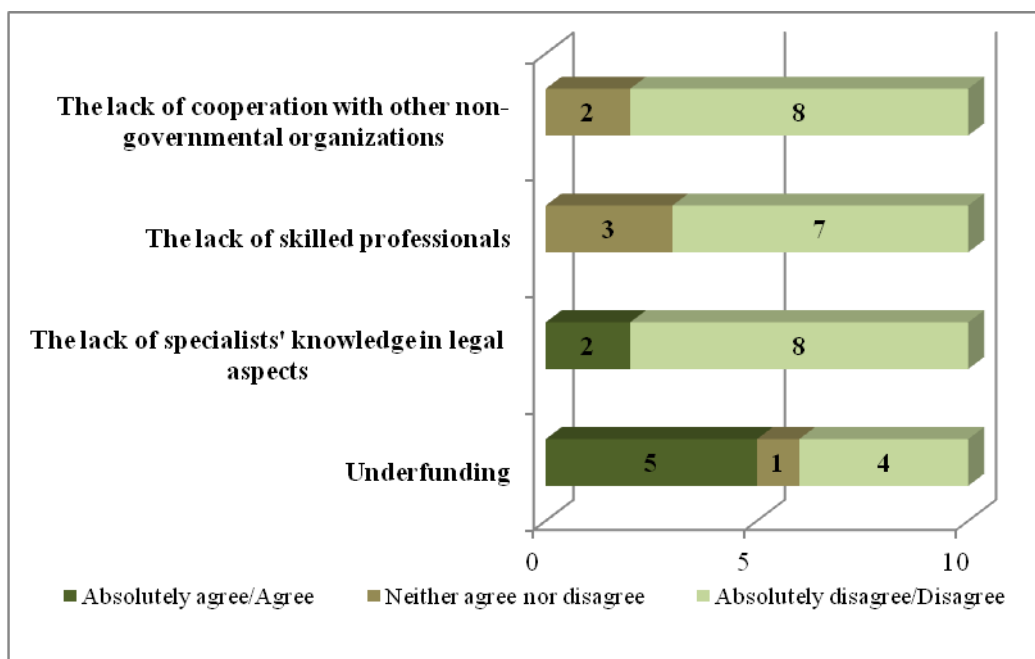
The research participants were asked to identify the difficulties their organizations face at the moment. Having summarized the research data it has been found that the activity of all (10) organizations which took part in the research is aggravated by *underfunding*, 4 organizations emphasized *the lack of cooperation with other non-governmental organizations* (2.4.4.1.1 pic.).

The goal of the research was to ascertain whether Siauliai city social services rendering organizations are planning in the near future to increase the spectrum of their rendered services in *the sphere of work with disabled persons*. Only 1 organization replied this question in the positive, another more 4 answered „*maybe*“, the rest part of the respondents stated that they *were not going* to expand organization’s activity.

Besides, the goal of the research was to ascertain the opinion of the heads of Siauliai city social services to the disabled rendering organizations about the conditions of social integration of the disabled in Lithuania. Obtained research data show that almost all (9) heads of the organizations under consideration agree that in Lithuania *persons with vision disorder and functional movement disorders suffer a shortage of mobility skills training*, the heads of 7 organizations emphasized *the lack of assistance to a family in which a disabled person lives*.

2.4.4.2. Case analysis: the contextualization of the opinions of the heads of Liepaja city (Latvia) organizations rendering social services to the disabled

This paragraph presents the research data that define the problematic aspects Liepaja city social services rendering organizations face. The goal is to ascertain their plans to expand the spectrum of rendered services, to contextualize the opinion of the heads regarding the conditions of social integration of the disabled in Lithuania.



2.4.4.2.1 pic. Problematic aspects Liepaja city (Latvia) social services to the disabled rendering organizations face, n =10, persons

The research participants were asked to identify the difficulties their organizations face at the moment. Having summarized research data it has emerged that the activity of a half (5) of organizations under consideration is complicated by *underfunding*, 3 organizations emphasized a *lack of skilled professionals*. However, the larger half (8) of the research participants did not agree that their organizations *experience a shortage of cooperation with non-governmental organizations*, and that *their specialists have lack of knowledge in legal aspects* (2.4.4.2.1 pic.).

The goal was to ascertain the opinion of the heads of Liepaja city social services to the disabled rendering organizations about the conditions of social integration of the disabled in Latvia. Obtained research data show that the heads of half (5) of the organizations under consideration agree that in Latvia *persons with vision disorder and functional movement disorders suffer a shortage of mobility skills training*, 4 organizations emphasized *the lack of assistance to a family in which a disabled person lives*.

2.4.4.3. Case analysis: the contextualization of the opinions of the heads of Radviliskis city/region (Lithuania) organizations rendering social services to the disabled

Research participants were asked to identify the difficulties their organizations face at the moment. Having summarized research data it has been found that that the activity of all (6) organizations which took part in the research is aggravated by *underfunding*, 3 organizations emphasized a *lack of knowledge of their specialists in legal aspects*, 2 organizations – a *lack of cooperation with other non-governmental organizations* and another 2 – a *lack of skilled professionals*.

The goal of the research was to ascertain whether Radviliskis city/region social services rendering organizations are planning in the near future to increase the spectrum of their rendered services in *the sphere of work with disabled persons*. None of 6 organizations replied this question in the positive, 3 answered „*maybe*“, the rest part (3) of the respondents stated that they *were not going to expand their organization's activity*.

2.4.4.4. Case analysis: the contextualization of the opinions of the heads of Siauliai region (Lithuania) organizations rendering social services to the disabled

The research examined what problematic aspects Siauliai region social services to the disabled rendering organizations face. It has been found that the activity of the majority (82,9 %) of organizations under consideration is negatively influenced by *a lack of knowledge of their specialists in legal aspects*, while more than a half (77,2 %) of the organizations brought into focus the *underfunding*.

The goal of the research was to ascertain whether Siauliai region social services rendering organization are planning in the near future to increase the spectrum of their rendered services *in the sphere of work with disabled persons*. Only 5 (14,3 %) organizations that took part in the research replied this question in the positive, another 10 (28,6 %) organizations had no opinion on this issue.

Furthermore, the goal of the research was to ascertain the opinion of the heads of Siauliai region social services to the disabled rendering organizations about the conditions of social integration of the disabled in Lithuania. The larger half (71,4 %) of the respondents emphasised that *persons with vision disorder and functional movement disorders suffer a shortage of mobility skills training*, 62,9 % – *a shortage of assistance to a family in which a disabled person lives*.

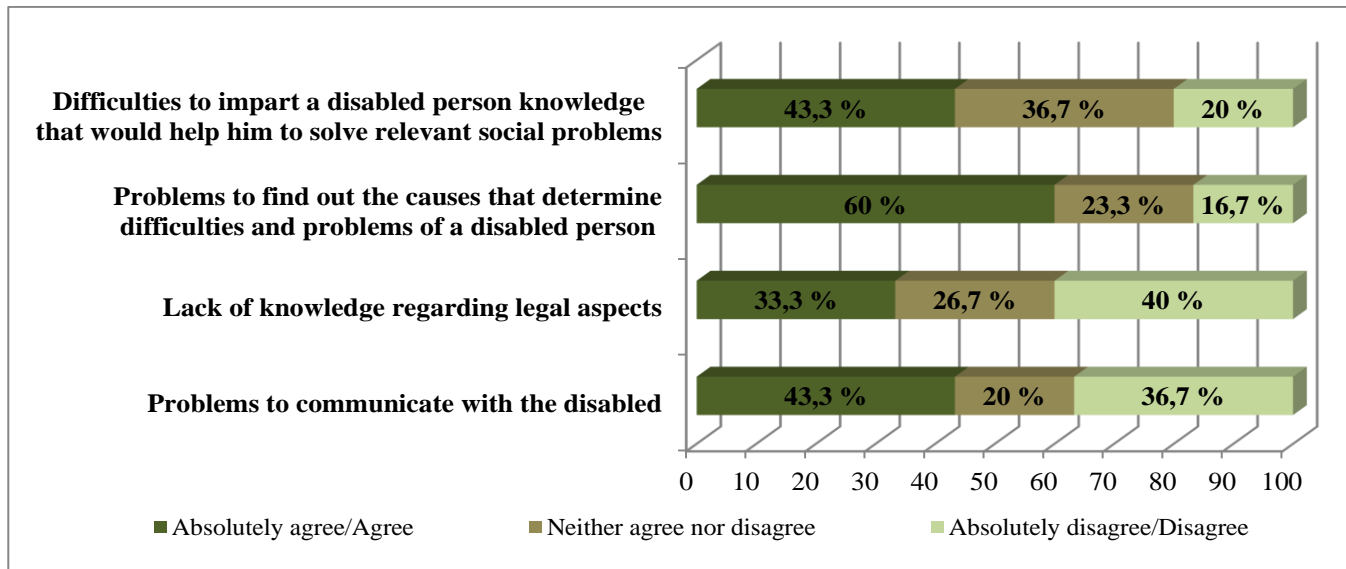
2.5. Range of problems of social workers who work with the disabled

2.5.1. The analysis of the causality of problematic aspects faced by social workers working with the disabled

Social work should be oriented towards activity of a consumer, in this case – a disabled person. A consumer should be treated not as a passive user of social services, but as an active participant of issues to solve. Thus, in the course of this change of client's – disabled person's – social situation a social worker should become a guide for a disabled person and to show clearly the ways of need satisfaction and problems reduction.

2.5.1.1. Case analysis: problematic aspects faced by Siauliai city (Lithuania) social workers working with the disabled

This paragraph presents research data that define the problematic aspects faced by social workers of Siauliai city social services to the disabled rendering organizations. The goal is to ascertain what type of disability is the most difficult to work with, what motivates social workers to work with the disabled and to improve their professional skills.



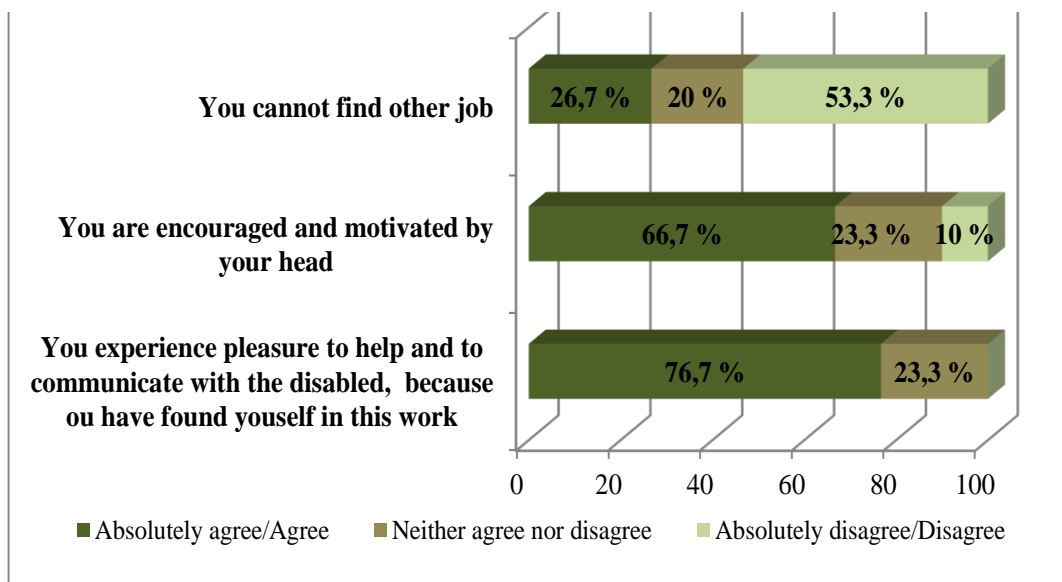
2.5.1.1.1 pic. Problematic aspects faced by Siauliai city (Lithuania) social workers working with the disabled, n=30, %

Having summarized research data it has been found that more than a half (60 %) of social workers who work with the disabled in Siauliai city emphasised that working with the disabled they experience problems to find out the causes that determine difficulties and problems of a disabled person (2.5.1.1.1 pic.). 43,3 % of research participants as one of the problematic aspects working with the disabled indicated *difficulties to impart a disabled person knowledge that would help him to solve relevant social problems*. Besides, social workers stated that *they experience problems to communicate with the disabled*.

The respondents were asked to identify what type of disability is the most difficult to work with. Social workers of Siauliai city social services to the disabled rendering organizations experience most difficulties working with persons suffering from *mental* (53,3 %), *speech* (33,3 %) disorders. Respectively another 36,7 % and 50 % of the respondents had no opinion on this issues.

The workers of Siauliai city social services to the disabled rendering organizations had to express their opinion about the need to improve competencies necessary to communicate with certain disabled persons. More than a half (63,4 %) of the respondents indicated that they must improve the abovementioned competencies working with persons suffering from *mental*, and *speech* (36,7 %) disorders. Slightly more than a half (53,3 %) of the respondents *think that they have enough skills and do not need to improve their competencies*.

The goal is to ascertain whether social workers are interested to take part in optional events (forums, discussions) organized at the initiative of their workplace. Research data showed that more than a half (63,3 %) of the respondents *always* take part in the abovementioned events *when they get to know about such possibility*, slightly more than a third (33,3 %) – *take part only in case if that does not disturb their personal activity*.

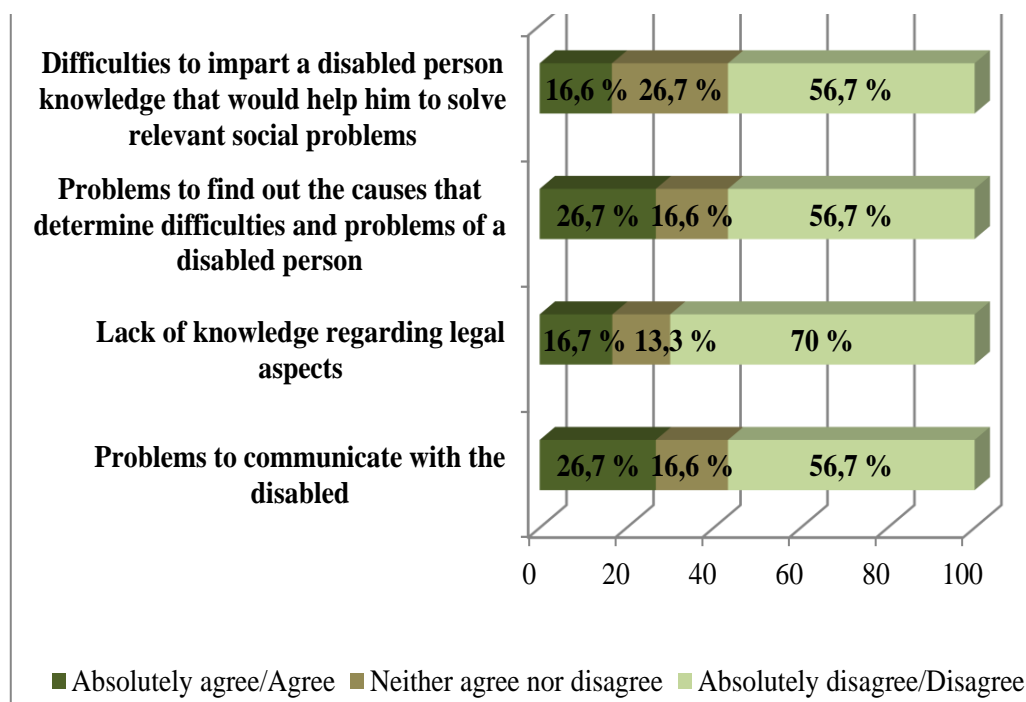


2.5.1.1.2 pic. The motivation of workers of Siauliai city (Lithuania) social services to the disabled rendering organizations who work directly with the disabled, n=30, %

The goal is to ascertain what motivates social workers to work with the disabled. The larger half (76,7 %) of the respondents agreed with the suggested statement that *they experience pleasure to help and to communicate with the disabled because they have found themselves in this work*. Besides, more than a half (66,7 %) of the respondents stated that *they are encouraged and motivated by their heads* (2.5.1.1.2 pic.).

2.5.1.2. Case analysis: problematic aspects faced by Liepaja city (Latvia) social workers working with the disabled

This paragraph presents research data that define the problematic aspects the social workers of Liepaja city social services to the disabled rendering organizations working with the disabled face. The goal is to ascertain what type of disability is the most difficult to work with, what motivates social workers to work with the disabled and to improve their professional skills.



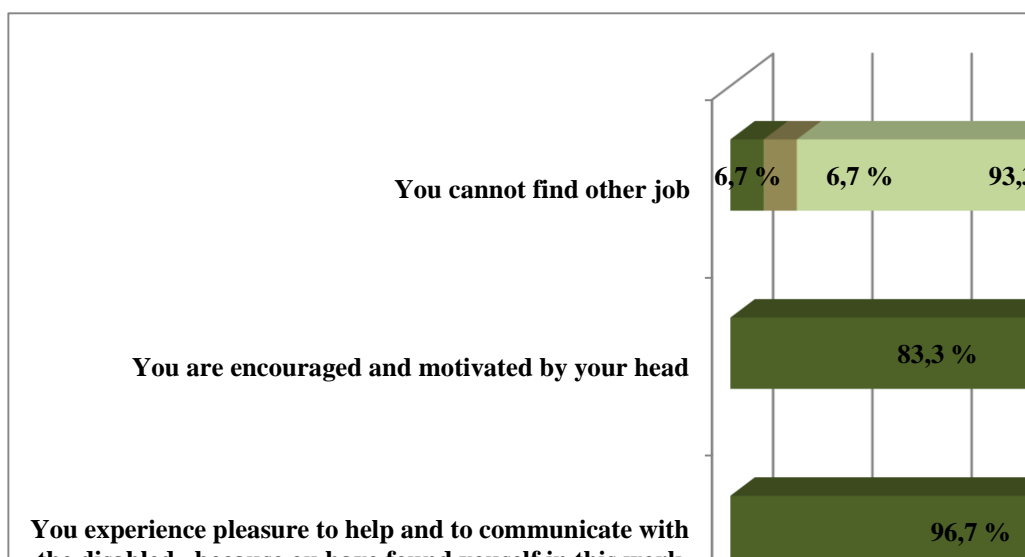
2.5.1.2.1 pic. Problematic aspects faced by Liepaja city (Latvia) social workers working with the disabled, n=30, %

This paragraph presents research data that define the problematic aspects faced by social workers of Liepaja city social services to the disabled rendering organizations working with the disabled. Only a third (26,7 %) of the respondents stated that they *experience problems communicating with the disabled and experience problems to find out the causes that determine difficulties and problems of a disabled person* – it is 16,6 % and 33,3 % less than in Siauliai city (2.5.1.2.1 pic.).

The respondents were asked to identify what type of disability is the most difficult to work with. The larger half of the respondents from Liepaja city, who indicated that in their practice they face a type of disability the most difficult to work with, amounted only 26,7 %, and chose the answer – *mental disorder*, and it is 26,6 % less than in Siauliai city. More than a half (60 %) of the respondents did not agree that the most difficult is to work with persons suffering from *speech disorder*.

The workers of Siauliai city social services to the disabled rendering organizations had to express their opinion about the need to improve competencies necessary to communicate with certain disabled. Research data show that more than a half (63,3 %) of the respondents from Liepaja city agree that they need to improve their competencies to communicate and work with persons suffering from *hearing and movement disorders* (2.5.1.2.3 pic.), and it respectively 40 % 30 % more than in Siauliai city.

The goal is to ascertain whether social workers are interested to take part in optional events (forums, discussions) organized at the initiative of their workplace. The majority (83 %) of the respondents stated that they *always take part when they get to know about such possibility*, what is by 19,7 % more than in Siauliai city.



2.5.1.2.2 pic. The motivation of workers of Liepaja city (Latvia) social services to the disabled rendering organizations who work directly with the disabled, n=30, %

The goal is to ascertain what motivates social workers to work with the disabled. Obtained research data allow stating that the majority of social workers from Liepaja city perform this work because they *experience pleasure to help and to communicate with the disabled; they have found themselves in this work* (96,7 %). Besides, workers are also encouraged and motivated by their heads (83,3 %) (2.5.1.2.2 pic.). The abovementioned figures are respectively by 20 % and 16,6 % higher than in Siauliai city.

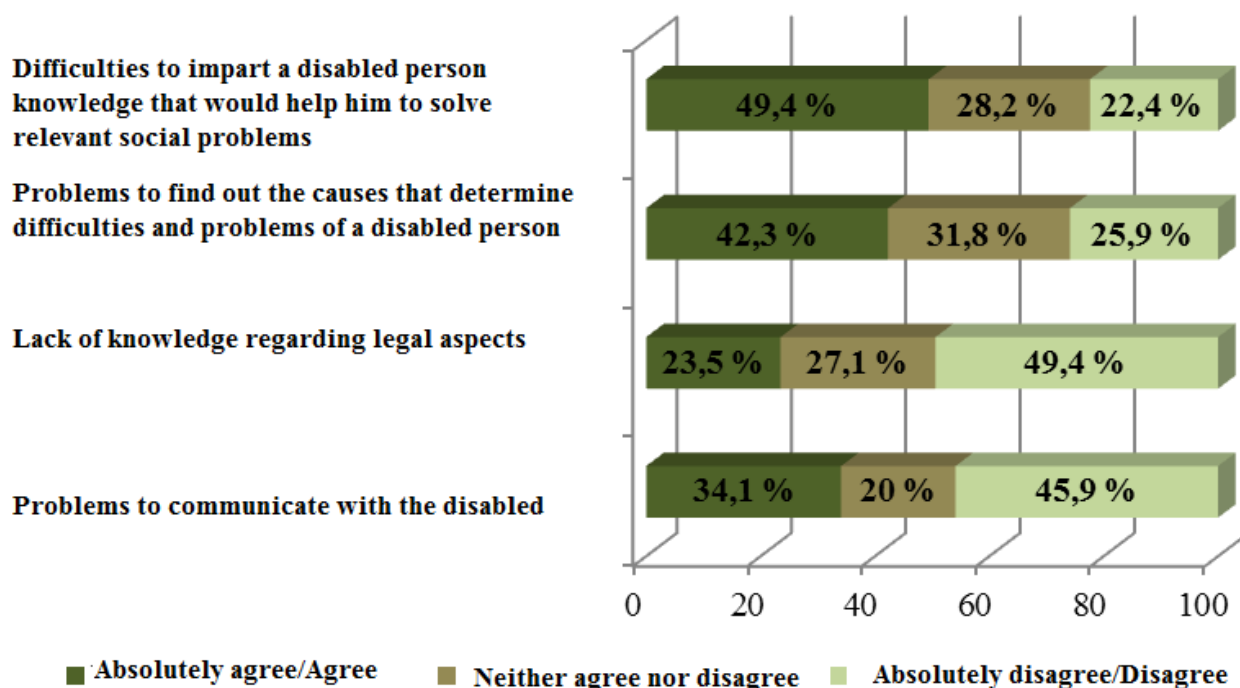
2.5.1.3. Case analysis: problematic aspects faced by Radviliskis city/region (Lithuania) social workers working with the disabled

Having summarized research data it has been found that even 9 of 15 social workers who work with the disabled *experience problems to find out the causes that determine difficulties and problems of a disabled person*, 8 workers emphasized a *lack of knowledge in the face of legal aspects*.

The workers of Radviliskis city/region social services to the disabled rendering organizations had to express their opinion about the need to improve competencies necessary to communicate with certain disabled persons. 8 of 15 respondents think that they need to improve their competencies and skills to work with persons suffering from *speech disorder*, 7 respondents – with persons suffering from *mental disorder*.

2.5.1.4. Case analysis: problematic aspects faced by Siauliai region (Lithuania) social workers working with the disabled

Research participants – social workers who work directly with the disabled – were asked to identify the problematic aspects they face working with the disabled. Almost a half (49,4 %) of the respondents stated that they *experience difficulties to impart a disabled person knowledge that would help him to solve relevant social problems*. 42,3 % of the respondents brought into focus that *they experience difficulties to find out causes that determine difficulties and problems of a disabled person* (2.5.1.4.1 pic.).



2.5.1.4.1 pic. Problematic aspects faced by Siauliai region (Lithuania) social workers working with the disabled face, n=85, %

The respondents living in Siauliai region were asked to identify what type of disability is the most difficult to work with. Data given on 2.5.1.4.2 picture show that the majority (55,3 %) of the respondents emphasized *mental disorder*, 25,9 % – *speech disorder*.

The workers of Siauliai region social services to the disabled rendering organizations had to express their opinion about the need to improve competencies necessary to communicate with certain disabled persons. The larger half (60 %) of the respondents emphasised that they need to improve their competencies and skills to work with persons suffering from *mental disorder*, 36,5

% – with persons suffering from *hearing disorder*. 24,7 % stated that they *possess enough qualitative skills to work with the disabled, so they do not need to improve their competencies*.

2.6. The possibilities of organizations rendering different services to the public and their demand to contribute to the coherence of social integration of the disabled

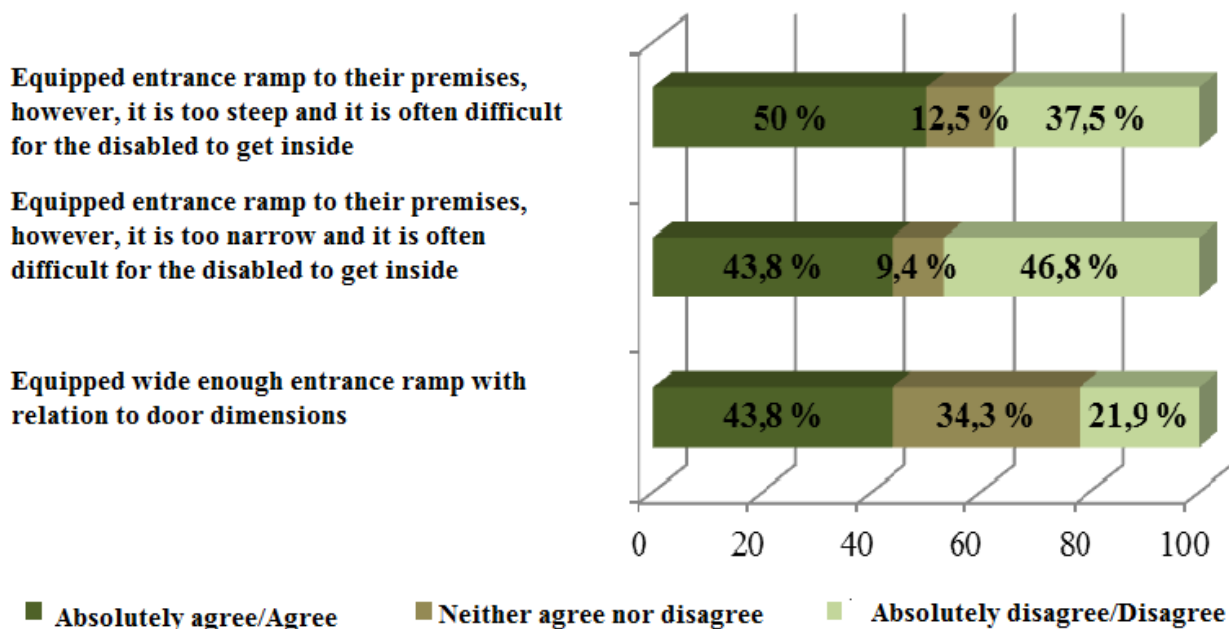
2.6.1. The adaptation of the environment of the organizations rendering different services to the public to persons suffering from movement disorders

With a view of the successful social integration of the disabled it is important to provide the disabled with accessible environment in spaces where they implement their daily needs. The adaptation of the environment of public organizations to persons with disability directly influences their activity and the process of their social integration and the accessibility of social services.

2.6.1.1. Case analysis: The adaptation of the environment of Siauliai city (Lithuania) organizations rendering different services to the public to persons suffering from movement disorders

The goal of this paragraph is to define the adaptation of the premises of Siauliai city organizations rendering different services to the public to persons suffering from movement disorders, to ascertain whether the workers of organizations are trained to communicate and serve persons with disability.

Research data show that access to almost a half (45,7 %) of Siauliai city organizations rendering different services to the public is adapted *to persons suffering from movement disorders*, whereas in Liepaja city this figure amounts 64,3 %. The entrance of a third (30 %) of Siauliai city organizations *is not adapted* to persons with abovementioned disability, whereas in Liepaja city this figure is only 12,9 %.



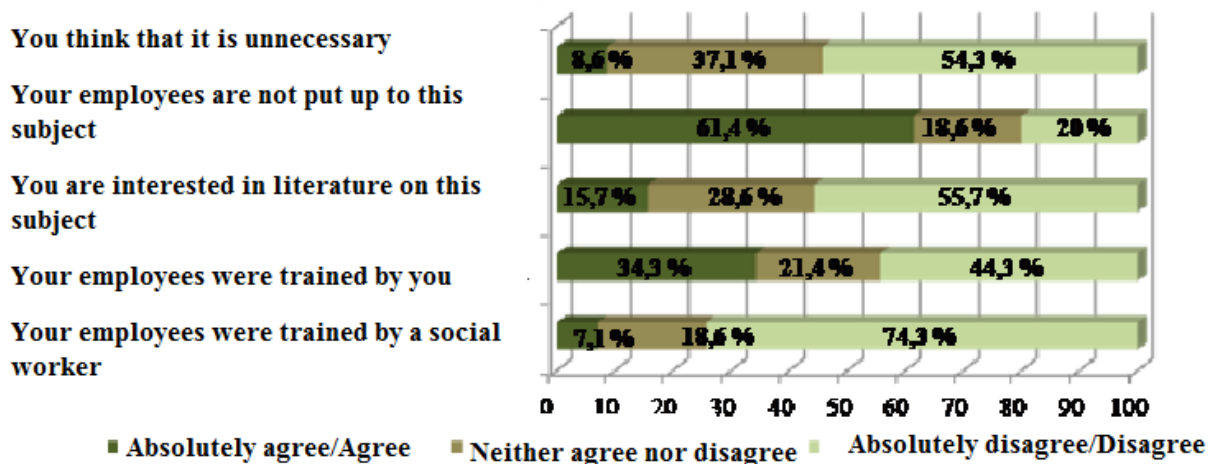
2.6.1.1.1 pic. The characteristics of the adaptation of the premises of Siauliai city (Lithuania) organizations rendering different services to the public to persons suffering from movement disorders, n=32, %

The heads of Siauliai city organizations under consideration were asked to define the access to the premises of their organizations adapted to the disabled. A half of research participants recognized that *their organizations have an equipped entrance ramp to their premises, however, it is too steep and it is often difficult for the disabled to get inside* (2.6.1.1.1 pic.). Only 43,8 % of

the respondents indicated that *their organizations have a wide enough entrance ramp*, the rest part of the respondents had no opinion on this question or answered in the negative.

The respondents, whose organizations do not have an entrance adapted to persons suffering from movement disorders or it is equipped unsatisfactory, were asked to express their opinion concerning their plans to implement in the nearest time the architectural solutions based on the principles of universal design. Having summarized the research data it has been found that only 26,3 % of the heads of the organizations under consideration *are planning to equip the adapted to persons suffering from movement disorders entrances to the premises of their organizations in the nearest time*. 39,5 % of the respondents had no opinion on this question.

The goal of the research is to define the adaptation of the premises of Siauliai city organizations rendering different services to the public to persons suffering from movement disorders. Only slightly more than one half (52,9 %) of these organizations *have equipped entrance ramps/lift adapted to persons suffering from movement disorders*, only 42,9 % of the organizations *have equipped toilets adapted to persons suffering from movement disorders*, and only 21,4 % of the organizations under consideration *have part of furniture adapted to persons suffering from movement disorders*.

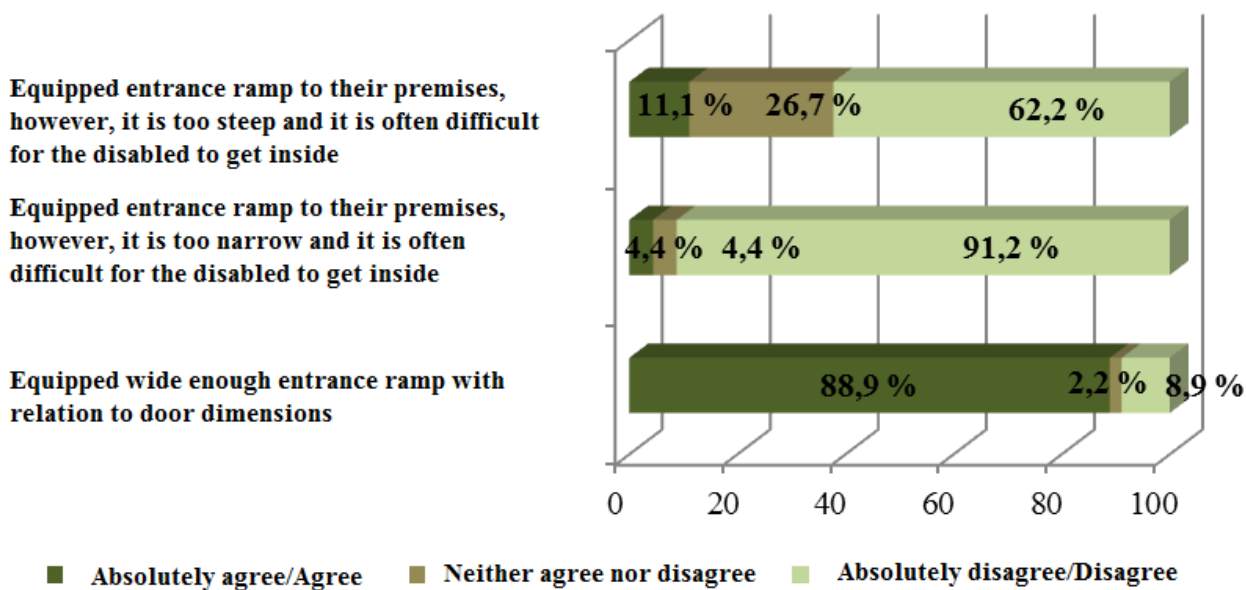


2.6.1.1.2 pic. The initiatives of the heads of Siauliai city (Lithuania) organizations rendering different services to the public to train their employees to communicate and serve the disabled, n=70, %

The goal is to ascertain whether the heads of Siauliai city organizations rendering different services to the public are interested to train their workers to communicate with and serve the disabled. Research data showed that slightly more than a third (34,3 %) of workers *were trained by the heads of their organizations*, only 15,7 % the heads of organizations *are interested in literature on the subject*, and even 61,4 % of *employees are not put up to this subject* (2.6.1.1.3 pic.).

2.6.1.2. Case analysis: The adaptation of the environment of Liepaja city (Latvia) organization rendering different services to the public to persons suffering from movement disorders

The goal of this paragraph is to define the adaptation of the premises of Liepaja city organizations rendering different services to the public to persons suffering from movement disorders, to ascertain whether the workers of organizations are trained to communicate and serve persons with disability.

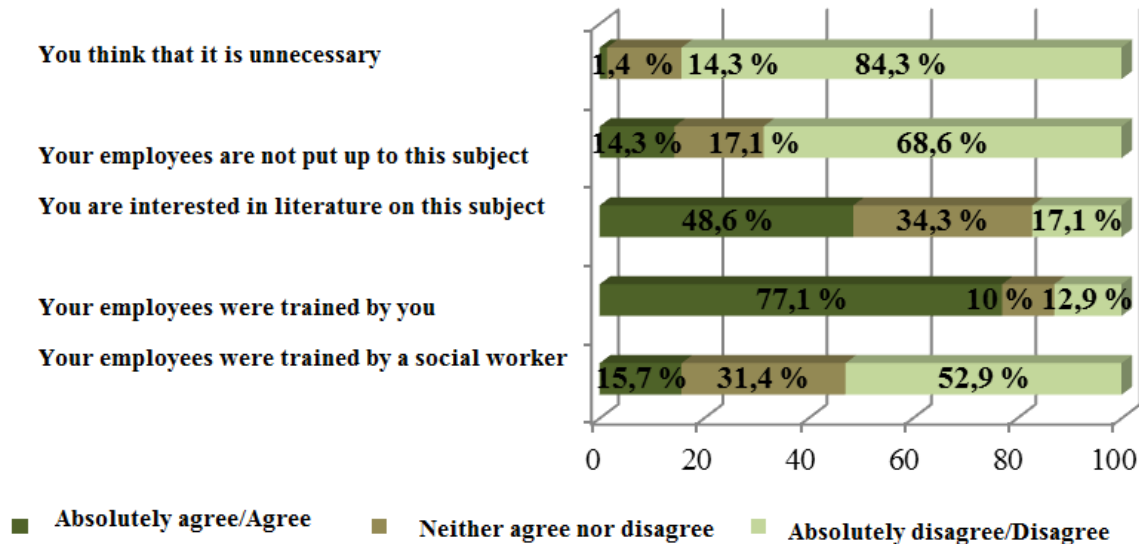


2.6.1.2.1 pic. The characteristics of the adaptation of the premises of Liepaja city (Latvia) organizations rendering different services to the public to persons suffering from movement disorders, n=45, %

The heads of Liepaja city organizations under consideration were asked to define the access to the premises of their organizations adapted to the disabled. The majority (88,9 %) of the respondents indicated that *with relation to door dimensions their organizations have equipped a wide enough entrance ramp* (2.6.1.2.1 pic.) – it is twice as much as in Siauliai city. Very small groups of the respondents from Liepaja city indicated that an *entrance ramp is too steep or too narrow* – it is respectively almost five times less and almost 10 times less than among the organizations in Siauliai city.

The respondents, whose organizations do not have the entrance adapted to persons suffering from movement disorders or it is equipped unsatisfactory, were asked to express their opinion concerning their plans to implement in the nearest time the architectural solutions based on the principles of universal design. Research data showed that the heads of the abovementioned organizations in Liepaja city are more interested to implement the principles of universal design in their organizations in comparison to the respondents from Siauliai city – the larger half (68 %) of Liepaja city respondents *is planning to equip the entrances to the premises of their organizations adapted to persons suffering from movement disorders in the nearest time*, slightly more than a third (32 %) of the respondents had no opinion on this issue.

The goal of the research is to define the adaptation of the premises of Liepaja city organizations rendering different services to the public to persons suffering from movement disorders. Research data show that the majority (80 % and 74,3 %) of the organizations under consideration *have equipped entrance ramps/lifts adapted to persons with disability and toilets adapted to persons with disability* – it is respectively by 27,1 % and 31,4 % more than in Siauliai city. 45,7 % of Liepaja city organizations *have part of furniture adapted to persons suffering from movement disorders*, in Siauliai city the number of such organizations is twice as little.



2.6.1.2.2 pic. The initiatives of the heads of Liepaja city (Latvia) organizations rendering different services to the public to train their employees to communicate and serve the disabled, n=70, %

The goal is to ascertain whether the heads of Liepaja city organizations rendering different services to the public are interested to train their employees to communicate with and serve the disabled. The employees of the majority (77,1 %) of organizations *were trained by their heads*, almost half (48,6 %) of the heads of organizations indicated that they *are interested in literature on this subject*, another 34,3 % of the respondents had no opinion on this question. The abovementioned figures in Siauliai city are respectively by 42,8 % and 32,9 % less.

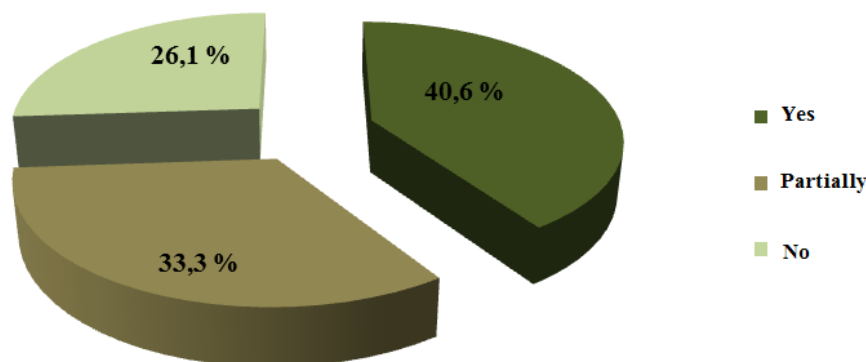
2.6.1.3. Case analysis: The adaptation of the environment of Radviliskis city/region (Lithuania) organizations rendering different services to the public to persons suffering from movement disorders

Having summarized research data it has been found that access to 42,5 % of the organizations rendering different services to the public is only *partially* adapted to persons suffering from movement disorders, in almost a third (27,5 %) of the organizations the access *is not adapted* to the disabled.

The heads (12) of Radviliskis city/region organizations, in which the access is equipped for persons suffering from movement disorders, were asked to define the access to their organizations adapted to the disabled. Half of the respondents (6) recognized that their organizations have an equipped entrance ramp to their premises, *however it is too steep, so the disabled often experience difficulties to get inside*. Another 5 respondents indicated that an entrance ramp *is too narrow*.

2.6.1.4. Case analysis: The adaptation of the environment of Siauliai region (Lithuania) organizations rendering different services to the public to persons suffering from movement disorders

The goal is to ascertain whether the organizations rendering different services to the public have an equipped access to their premises adapted to persons suffering from movement disorders. Data given on 2.6.1.4.1 picture show that only 40,6 % of organizations under consideration have an equipped access adapted to persons suffering from movement disorders. Slightly more than a third (33,3 %) of organizations have implemented the principles of universal design only *partially*.



2.6.1.4.1 pic. The characteristics of the adaptation of the premises (access) of Siauliai region (Lithuania) organizations rendering different services to the public to persons suffering from movement disorders, n=180 %

The heads of Siauliai region organizations under considerations were asked to define the access to their organizations adapted to the disabled. It has been found that only 47,9 % of the organizations under consideration *have equipped wide enough entrance ramp with respect to door dimensions.*

The goal is to ascertain whether the heads of Siauliai region organizations rendering different services to the public are interested to train their employees to communicate and serve the disabled. It is worth emphasizing that even 45 % of employees are not trained to communicate with and serve the disabled.

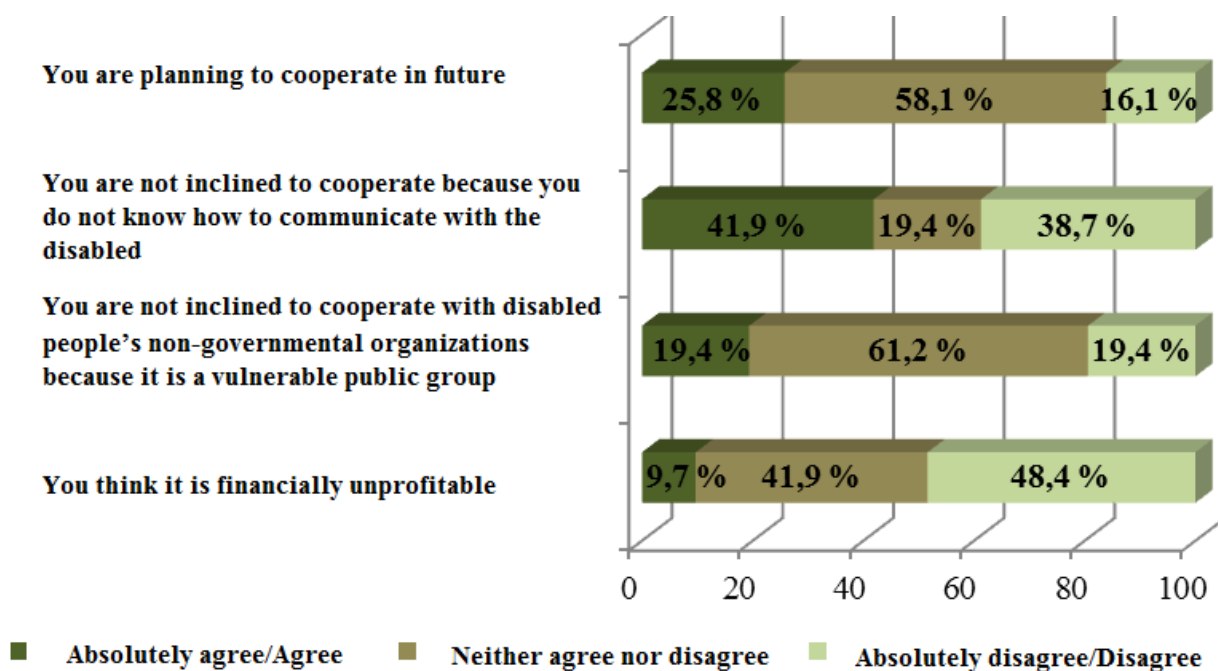
2.6.2. The initiatives of organizations rendering different services to the public to cooperate with disabled people's non-governmental organizations

The majority of organizations rendering different services to the public are not interested to cooperate with disabled people's non-governmental organizations. In order to achieve favourable solutions with regard to social integration of the disabled and accessibility of social services it is important to expand general ideas between social services and other subjects of public sector.

2.6.2.1. Case analysis: the initiatives of Siauliai city (Lithuania) and Liepaja city (Latvia) organizations rendering different services to the public to cooperate

The goal of this paragraph is to define the initiatives of Siauliai city and Liepaja city organizations rendering different services to the public to cooperate with disabled people's non-governmental organizations. The goal is to ascertain whether organizations rendering different services to the public are inclined to cooperate with an abovementioned public group and what reasons have impact on these initiatives.

Having summarized research data it has been found that only 45,7 % of Siauliai city organizations under consideration *cooperate with disabled people's non-governmental organizations arranging different campaigns, events etc.*, whereas in Liepaja city the number of these organizations amounted even 67,1 %.



2.6.2.1.1 pic. The reasons for the un-cooperation of organizations rendering different services to the public with disabled people's non-governmental organizations: the opinion of the heads of Siauliai city (Lithuania) organizations, n=31, %

The goal is to ascertain why the part of Siauliai city organizations rendering different services to the public is not inclined to cooperate with disabled people's non-governmental organizations. 41,9 % of the heads of the organizations under consideration indicated that *they are not inclined to cooperate because they do not know how to communicate with the disabled*, rather a big part (61,2 %) denoted the following reason: *it is a vulnerable public group* (2.6.2.1.1 pic.). In answer to the question whether *they plan to cooperate with disabled people's non-governmental organizations in future* only 25,8 % of the respondents replied in the positive, and almost a half (58,1 %) of the respondents had no opinion.

Among 70 Liepaja city organizations rendering different services to the public only 10 denoted that *they do not cooperate with disabled people's non-governmental organizations*. Only two organizations indicated that they do not cooperate because *they do not know how to communicate with the disabled*; the rest part (8 organizations) state that *they are planning to cooperate in future*.

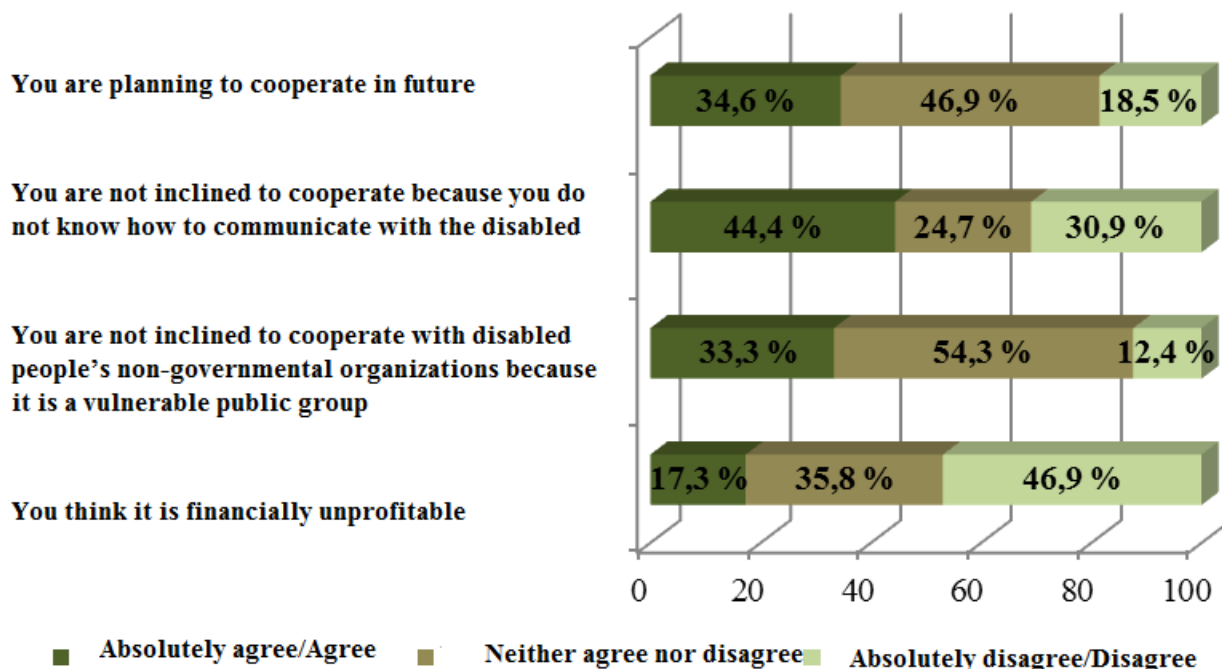
2.6.2.2. Case analysis: The initiatives of Radviliskis city/region (Lithuania) organizations rendering different services to the public to cooperate

Research results showed that only slightly more than a third (32,5 %) of Radviliskis city/region different service rendering organizations *cooperate with disabled people's non-governmental organizations*.

It has been found that the larger half (66,7 %) of the organizations are not inclined to cooperate because *they do not know how to communicate with the disabled*, or consider the disabled as *a vulnerable public group* (51,9 %). Nevertheless 59,3 % of the organizations which took part in the research *are planning to cooperate with disabled people's non-governmental organizations in future*, another 25,9 % of the respondents had no opinion on this subject.

2.6.2.3. Case analysis: The initiatives of Siauliai region (Lithuania) organizations rendering different services to the public to cooperate

Research results showed that only 55 % of Siauliai region organizations rendering different services to the public cooperate with disabled people’s non-governmental organizations arranging different campaigns, events etc. The goal is to ascertain what aspects negatively influence the initiatives of the rest part of the respondents to cooperate.



2.6.2.3.1 pic. The reasons for the un-cooperation of organizations rendering different services to the public with disabled people’s non-governmental organizations: the opinion of heads of Siauliai region (Lithuania) organizations, n=81, %

Research data show that 44,4 % of the respondents *are not inclined to cooperate because they do not know how to communicate with the disabled*. The heads of more than a third (33,3 %) of the organizations emphasized that the initiatives to cooperate are influenced by predominant stereotype that the disabled – *is a vulnerable public group* (2.6.2.3.1 pic.). It is significant that only 34,6 % of Siauliai region organizations rendering different services to the public are planning to cooperate with *disabled people’s non-governmental organizations in future*.

2.6.3. The potential of workers with disabilities in organizations rendering different services to the public

Although the goal is to increase the possibilities of employment of the disabled (financial aid to employers, support to start own business, professional and qualified rehabilitation of the disabled) low level of salary, small interest of employers to employ the disabled and the guaranteed payment of social allowance in the amount of minimum salary as well as different disability privileges do not encourage the disabled to work.

Such factors as inefficient mechanism of employment of the disabled, insufficient cooperation of employers, organizations which represent the disabled and territorial labour exchanges, a lack of means which would encourage the disabled to gain higher earned income rather than social allowances and general situation on labour market determine a small number of employed disabled.

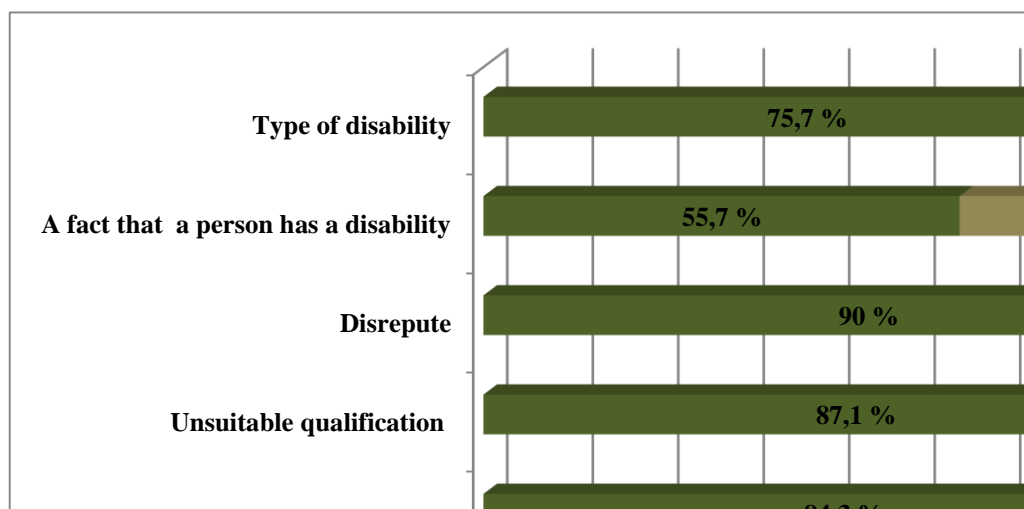
2.6.3.1. Case analysis: the potential of workers with disabilities in Siauliai city (Lithuania) organizations rendering different services to the public

The goal of this paragraph is to analyse the potential of workers with disability working in Siauliai city organizations rendering different services to the public, to reveal what reasons influence the unwillingness of employers to employ a disabled person and to ascertain their opinion concerning possibilities of a disabled person in the modern labour market.

On the ground of the research data only slightly more than a third (32,9 %) of services rendering organizations which took part in the research *has employed disabled persons*, whereas among the respondents of Liepaja city the number of these organizations is much bigger – 67,1 %.

The research participants were asked to identify the type of their workers' disability. It has been found that 23 Siauliai city organizations have employed 21 persons suffering from heart diseases, 10 – persons with movement disorder, 6 – persons with hearing disorder, 4 – persons with speech disorder, 5 – oncologic patients.

34 Liepaja city organizations have employed 27 persons suffering from heart diseases, 11 – persons with movement disorder, 7 – persons with hearing disorder, 4 – persons with speech disorder, 3 – oncologic patients, 2 – persons suffering from endocrinologic diseases.



2.6.3.1.1 pic. The reason which could determine the decision not to employ a disabled person: the opinion of the heads of Siauliai city (Lithuania) organizations rendering different services to the public, n=70, %

Siauliai city organizations rendering different services to the public were asked what reasons would determine their decision not to employ a disabled person. It has been found that *disrepute* (90 % of the respondents) and *unsuitable qualification* (87,1 %) have the greatest impact on the abovementioned decision (2.6.3.1.1 pic.). More than a half (55,7 %) of the respondents indicated that employment would be determined by *the fact that a person has a disability*, even 75,7% of the respondents stated that *a type of disability would have impact on their decision*.

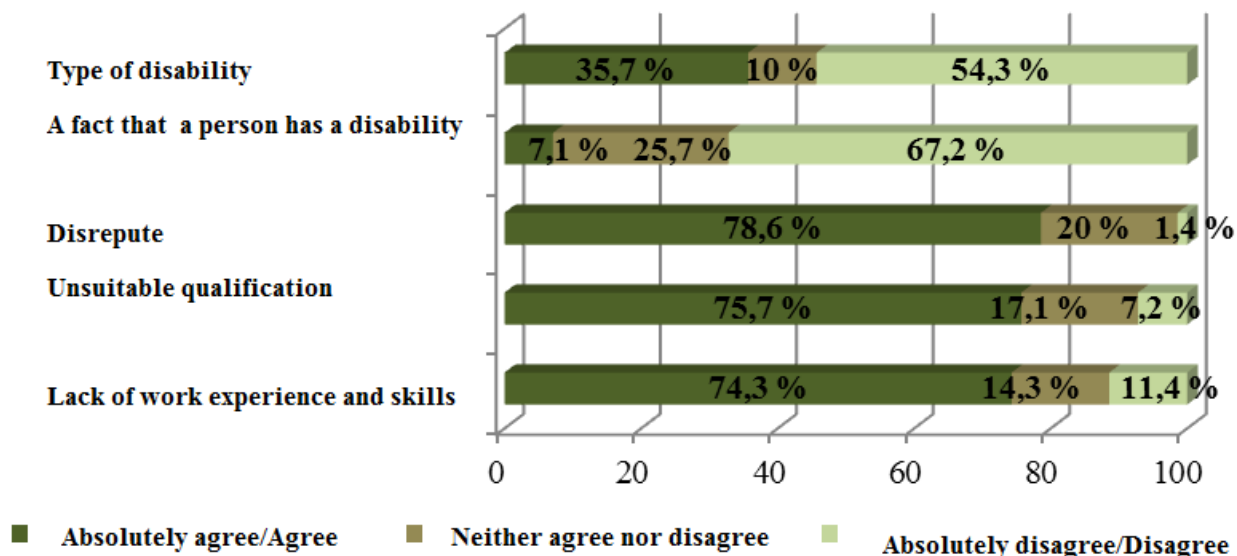
The respondents were asked to indicate a person with what type of disability they would not employ. Two groups of the respondents consisting of more than a quarter (30,8 % and 33,3 %) of all Siauliai city respondents stated that they would not employ a person with *mental* disability; other group of the respondents stated that *it was difficult for them to name* the abovementioned type of disability.

The heads of Siauliai city different serviced to the disabled rendering organizations were asked to express their opinion about integration of the disabled to the modern labour market. It has

been found that the heads of the majority (90 %) of the organizations under consideration *think that the most important thing when employing an employee is his experience and qualification*, almost a half (48,6 %) – said that *persons with disability can work in a modern company*, however, the head of the company should take into account a type of disability of a new employee.

2.6.3.2. Case analysis: the potential of workers with disabilities in Liepaja city (Latvia) organizations rendering different services to the public

The goal of this paragraph is to analyse the potential of workers with disability working in Liepaja city (Latvia) organizations rendering different services to the public, to reveal what reasons influence the unwillingness of employers to employ a disabled person and to ascertain their opinion concerning possibilities of a disabled person in the modern labour market.



2.6.3.2.1 pic. The reasons which could determine the decision not to employ a disabled person: the opinion of the heads of Liepaja city (Latvia) organizations rendering different services to the public, n=70, %

Liepaja city organizations rendering different services to the public were asked what reasons would determine their decision not to employ a disabled person. It has been found that the decision of the majority of Liepaja city heads of organizations rendering different services to the public concerning the employment of a disabled person is determined by such aspects as *disrepute* (78,6 % of the respondents), *unsuitable qualification* (75,7 %) (2.6.3.2.1 pic.). Only 7,1 % of Liepaja city respondents stated that the decision not to employ a disabled person could be determined by *the fact that a person had disability*, and it is almost eight times less than in case of Siauliai city. Nevertheless, more than a third (35,7 %) of the heads of Liepaja city organizations under consideration indicated that their decision not to employ a disabled person would be influenced by *his or her type of disability*, however this figure in case of Siauliai city is two times higher.

Only 7,1 % of the heads of Liepaja city organizations rendering different services to the public indicated that *the fact that a person has disability* would determine their decision concerning the possibility to employ a disabled person. Almost all respondents who expressed this opinion emphasised that it would be a person with *mental disability*, one respondent stated that he would not employ a person with *vision disorder*.

The heads of Liepaja city different services to the disabled rendering organizations were asked to express their opinion about the integration of the disabled to the modern labour market.

Similar groups of the respondents (81,4 %) agreed with the offered statement that *the most important thing when employing an employee is his experience and qualification*, other group emphasised that *persons with disability can work in a modern company, however, the head of the company should take into account a type of disability of a new employee*. 32,8 % less of the respondents from Siauliai city agreed with the last statement.

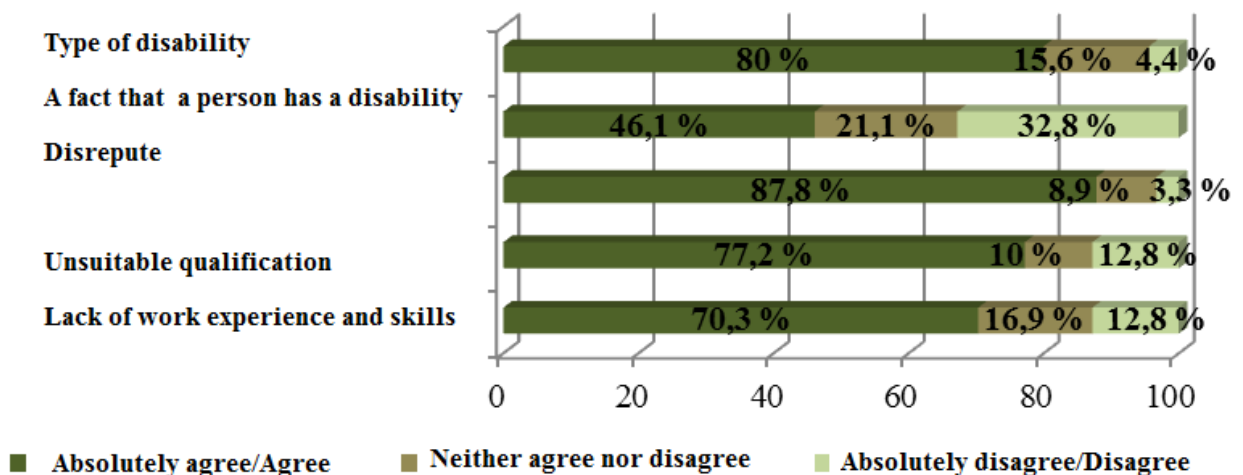
2.6.3.3. Case analysis: the potential of workers with disabilities in Radviliskis city/region (Lithuania) organizations rendering different services to the public

Research results showed that only 15 % of Radviliskis city/region organizations rendering different services to the public have employed *persons with disability*. It has been found that the abovementioned organizations have employed 5 persons suffering from *heat diseases*, 3– *persons with movement disability*, 1 – *oncologic patient*.

Radviliskis city/region organizations rendering different services to the public were asked what reasons would determine their decision not to employ a disabled person. Only 35 % of the head of organizations agreed that a decision to employ a disabled person could be influenced by *the fact that a person has disability*, however, even 75 % of the respondents indicated that their decision to employ a disabled person would be influenced by the *type of disability of a new employee*.

2.6.3.4. Case analysis: the potential of workers with disabilities in Siauliai region (Lithuania) organizations rendering different services to the public

Research results show that only 23,9 % of Siauliai region different services rendering organizations have employed persons with disability. It has been found that 43 organizations under consideration have employed 29 persons suffering from *heat diseases*, 17 – *persons with movement disability*, 14 – *persons with hearing disorder*, 10 – *persons with speech disorder*, 9 – *oncologic patients*.



2.6.3.4.1 pic. The reasons which could determine the decision not to employ a disabled person: the opinion of the heads of Siauliai region (Lithuania) organizations rendering different services to the public, n=180, %

Siauliai region organizations rendering different services to the public were asked what reasons would determine their decision not to employ a disabled person. 46,1 % of the respondents emphasised that one of the reasons would be *the fact that a person has disability*, even 80 % of the head of organizations under consideration emphasised that their decision to employ a disabled person would be influenced by the *type of disability of a person* (2.6.3.4.1 pic.).

ESSENTIAL CONCLUSIONS

1. Dwelling space of more than a half of the disabled living in Liepaja city is partially adapted to their needs, of more than a third – fully adapted to their needs. Whereas dwelling space of almost a half of the disabled living in Siauliai city is not adapted to their needs and the number of partially adapted dwellings amounts only a third. The same is true for Radviliskis city/region and whole Siauliai region – dwelling space of a half or more than a half of the disabled is not adapted to their needs, whereas the number of partially adapted dwellings does not amount a third.
2. The disabled living in both Liepaja city and Siauliai city often uses information/consultation as one of social services that help them to integrate into society. In Siauliai city the number of disabled persons who are provided with several kinds of social services is twice as much as Liepaja city. The majority of the disabled living in Radviliskis city/region is provided with in-home care services; the majority of the disabled living in Siauliai region – information/consultation services, the means of technical assistance and stationary services.
3. The majority of the disabled living in Liepaja city, Siauliai city and Radviliskis city/region does not experience the lack of rendered social services. However, Siauliai region experiences a lack of environment cleaning-up services.
4. The majority of the disabled living in Liepaja city has enough information concerning healthy lifestyle adapted to them, whereas in Siauliai city this figure does not amount a third. Similar groups of the disabled in both cities have not participated in healthy lifestyle trainings, but they have heard about them. However, in Liepaja city the number of the disabled who are interested and participate in abovementioned trainings is by 10 % higher than in Siauliai city. Less than a quarter of the disabled living in Radviliskis city/region and less than a third of the disabled living in Siauliai region has enough information regarding healthy lifestyle. The majority of the disabled living in Radviliskis city/region has not participated in healthy lifestyle trainings because they do not know about such possibility. In Siauliai region this figure does not amount a third.
5. Almost a half of the disabled living in Liepaja city has a job – it is by 10 % more than in Siauliai city. The majority of the disabled living in Liepaja city does not experience discrimination at work on the part of their colleagues, whereas in Siauliai city this figure is by 10% less. Workplace of the majority of the disabled living in Liepaja city is adapted to persons with movement or other disability, whereas in Siauliai city this figure does not amount a half. Only more than a third of the disabled living in Radviliskis city/region has a job; the majority of them do not experience discrimination at work because of their disability, however only a small part of disabled workplaces is adapted to persons with movement or other disability. However, in Siauliai region the following tendencies showed up: road infrastructure of only a half of the disabled is adapted to persons suffering from movement disorders; only more than one third of the disabled does not experience discrimination at work because of their disability; less than a third of the disabled's workplaces is adapted to persons with movement or other disability.
6. Slightly more than a half of the disabled living in Radviliskis city/region and the larger half of the disabled living in Siauliai city and in Siauliai region do not experience

discrimination because of their disability when they visit cultural services rendering organizations. In Liepaja city this figure is by 10 % less.

7. The disabled living in Liepaja city often use the services provided by cultural institutions and visit public events 1–2 times per 3 months, whereas the disabled living in Siauliai city, Radviliskis city/region and in Siauliai region – 1–2 times per 6 months. More than a third of the disabled living in Radviliskis city/region do not use the abovementioned services and do not visit public events.
8. The majority of the disabled living in both Liepaja city and Siauliai city, in Radviliskis city/region and Siauliai region face difficulties trying to get into public catering institutions and private profit-making companies.
9. The majority of the disabled living in Siauliai city and Radviliskis city/region face difficulties trying to get into public buildings when an entrance ramp intended for persons suffering from movement disorders is too steep or too narrow; in Liepaja city the abovementioned figures are twice as little. More than a third of Siauliai city public buildings visited by the disabled do not have an equipped access for persons suffering from movement disorders.
10. The majority of Siauliai city and Radviliskis city/region public buildings and the larger part of Siauliai region and Liepaja city public buildings visited by the disabled do not have inside toilets, changing rooms, ramps and lifts adapted to the disabled.
11. The majority of the disabled living in Siauliai city define such problematic aspects of the accessibility of public transport as motor public transport unadapted to persons suffering from movement disorders; almost a quarter defined such aspects as rail public transport unadapted to persons suffering from movement disorders. These problematic aspects were most relevant both in Radviliskis city/region and Siauliai region. In Liepaja city the abovementioned problematic aspects with regard to the accessibility of public transport were less relevant for the disabled – they were defined by only quarter of the disabled.
12. Difficulties which occur travelling by public transport negatively influence the frequency of visit of gatherings of persons with disability and cultural institutions by the larger part of the disabled living in Siauliai city, Radviliskis city/region, Siauliai region. The disabled living in Liepaja city brought into focus the impact of unadapted public transport on their visit of public events.
13. Underfunding, as one of problematic aspects that determine the extent, accessibility and quality of social services, has a negative impact on the activity of all Siauliai city and Radviliskis city/region organizations, of the majority of Siauliai region organizations and of a half of Liepaja city social services the disabled rendering organizations.
14. The larger half of the employees of Siauliai city, Radviliskis city/region, Siauliai region social services the disabled rendering organizations, who work directly with the disabled, face difficulties to find out what reasons determine the problems of a disabled person. Whereas twice as little of the employees of Liepaja city social services to the disabled rendering organizations face the abovementioned problems.
15. Liepaja city social services to the disabled rendering organizations experience difficulties working with persons suffering from hearings and movement disorders; Siauliai city organizations – with persons suffering from speech and mental disorders; Radviliskis

city/region organizations– with persons suffering from speech and mental disorders; Siauliai region organizations – with persons suffering from mental and speech disorders.

16. An access to the premises adapted to persons suffering from movement disorders is equipped in the larger part of Liepaja city organizations rendering different services to the public, in more than a quarter of Siauliai city organizations rendering different services to the public, only in a third of Radviliskis city/region organizations rendering different services to the public, and only in slightly more than a quarter of Siauliai region organizations rendering different services to the public.
17. The larger half of Liepaja city organizations rendering different services to the public, only more than a quarter of Siauliai city organizations rendering different services to the public, only slightly more than a third of Radviliskis city/region organizations, and only slightly more than a half of Siauliai region organizations rendering different services to the public cooperate with disabled people’s non-governmental organizations arranging various campaigns, events etc.
18. Workers with disability work in the larger part of Liepaja city different services to the disabled rendering organizations, in slightly more than a third of Siauliai city organizations and in a small part of Radviliskis city/region different services to the disabled rendering organizations. Total number of employed disabled persons in Siauliai region does not amount a third.
19. A fact that a new worker has disability would influence an employment decision of the heads of a third of Liepaja city organizations, of the larger part of Siauliai city organizations, of more than a third of Radviliskis city/region organizations rendering different services to the public. Total number of the heads who share the same opinion in Siauliai region amounts more than a quarter.

THE GUIDELINES FOR THE ENCOURAGEMENT OF SOCIAL INTEGRATION OF THE DISABLED AND THE ACCESSIBILITY OF SOCIAL SERVICES

The similar or the same problematic aspects were identified within both research conducting territories, however in Lithuania they are met more often and manifest themselves to greater extent than in Latvia. Taking this aspect into account general guidelines for the encouragement of social integration of the disabled and the accessibility of social services for a target group in both research conducting territories were prepared.

The strengthening of the social integration of the disabled and the accessibility of social services in Siauliai city, Radviliskis city/region, other territorial entities of Siauliai region (Lithuania) and Liepaja city (Latvia)

Guidelines	Target group
<p>1. <i>Non-stationary social services should be provided as close to a place of residence of a disabled person as possible. So, it is necessary:</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>to even the differences of non-stationary social services and to achieve that the services of day care centres, in-home care services would be accessible in the</i> 	<p><u><i>The disabled</i></u></p> <p><i>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</i></p>

<p>territories of all municipalities (at least to country average);</p> <ul style="list-style-type: none"> ❑ to increase the development of non-stationary social services in order such services as child day care centres, disabled people's leisure centres or in-home care services would be accessible in each municipality; ❑ to increase the development of new different forms of social work. 	
<p>2. The designing of buildings, environment and products in accordance with the principles of universal design would not only satisfy the needs of many people and correspond to possibilities but also help to save finances that could be allocated for the reconstruction of buildings in order to adapt them to the needs of the disabled.</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>
<p>3. Universal design buildings and products would help to avoid the exclusion of the disabled, the exclusion of the elderly, would increase equal possibilities of these persons and the safety of use of buildings and products, and would help the disabled to remain independent while choosing their activity in public life.</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>
<p>4. In order to secure the use of hand-language it is necessary to arrange, develop and implement the means including hand-language research, use, dictionary preparation, the development of services of hand-language interpreters.</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>
<p>5. It is necessary to inform the society about the disabled, their problems and the importance of their social integration and integrated training in their life.</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>
<p>8. In order to solve the disabled's problems more effectively it is necessary to encourage greater cooperation, exchange of information among various institutions, i.e. it is very important to combine and to join the activities of all institutions providing different assistance to the disabled and members of their families and to rest upon common values and</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>

common assistance providing standards.	region.
<p>9. The cooperation of governmental institutions and social partnership with non-governmental organizations that protect the interests of the disabled and members of their families and provide them with different social services is very important, i.e., if a worker identifies a need of a client for certain social services, the latter should be sent a relevant public organization, charity or support funds, social centre etc.</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>
<p>10. In order to achieve effective integration of the disabled in the education sphere it is necessary to create the network of the cooperation of education institutions and authority bodies in order to provide support and consultations to the disabled when they transfer from general education institution to vocational training schools or higher schools, and later from educations institutions to the labour market.</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>
<p>12. The improvement of the legal base that regulates the accessibility of physical environment. On the ground of construction regulations all new buildings, rebuilt buildings or renovated buildings communication systems should be adapted to the disabled. However, owing to unclear fine regulations and the absence of certain institutions the inaccessibility of physical urbanistic environment and transport infrastructure is still relevant. With this in mind provision is made for the formation of legal acts regulating the order of the assignment of responsible institutions and infliction of fines, correction.</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>
<p>13. Business companies do not often know what to expect from a disabled person. For this reason biased attitude is being formed. Taking this into account it would purposeful to organize different informative events, meetings and contact fairs during which companies which employed the disabled would share good experience of the disabled employment.</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>
<p>16. Disability often restricts the possibilities of the disabled to perform more difficult physical tasks independently. So, they need help of healthy persons which can be provided by volunteers. Information about volunteerism or its performance will improve the communication of the disabled and healthy members of the society, their mutual understanding.</p>	<p><u>The disabled</u></p> <p>The guidelines are applied partially aiming at the disabled living in Liepaja city, however particularly at the disabled living in Siauliai city, Radviliskis city/region, and other territorial entities of Siauliai region.</p>

„The possibilities of social integration of the disabled and the accessibility of social services in some Latvia-Lithuania cross border territorial units“