

# Integral Tech Solution for Supported Employment



# Ayho

In collaboration with

**SAMSUNG**



**Ana Juvino**  
*Fundación ONCE*



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# Supported Employment

Supported employment is a **methodology** that facilitates the labor inclusion of persons with disabilities with high support needs, who face **greater difficulties accessing the labour market.**

Through **orientation and individualized support**, delivered by job coaches, supported employment provides the **necessary support for workers with disabilities** to perform their tasks under conditions similar to those of other workers in similar positions.

# What is *Ayho* ?

- Project developed in collaboration with **Samsung and the Spanish Association of Supported Employment**
- Aimed at **facilitating the labour inclusion** of persons with disabilities with higher support needs under the formula of **supported employment**.
- Accessible cross-platform application:
  - **Android and iOS apps** for smartphones and tablets
  - **Web platform**

# Who is **Ayho** for?

**Workers with  
disabilities**



**Service providers:  
trainers and job  
coaches**



**Employers:  
natural supports**

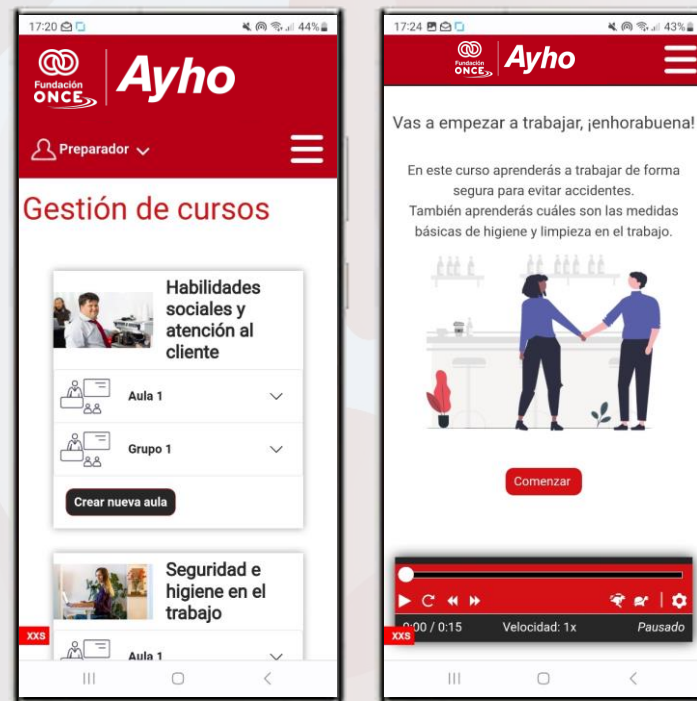


# Benefits of *Ayho*

- It promotes the use of **technology**.
- It offers transversal **pre-employment training** contents, useful for any sector.
- It facilitates workers' **task performance**.
- It increases workers' **motivation and autonomy**.
- It facilitates **supported employment management** for job coaches and natural supports in the company.
- Improves **communication** among all participants in the supported employment process.

# Features for...

## Pre-employment Trainers

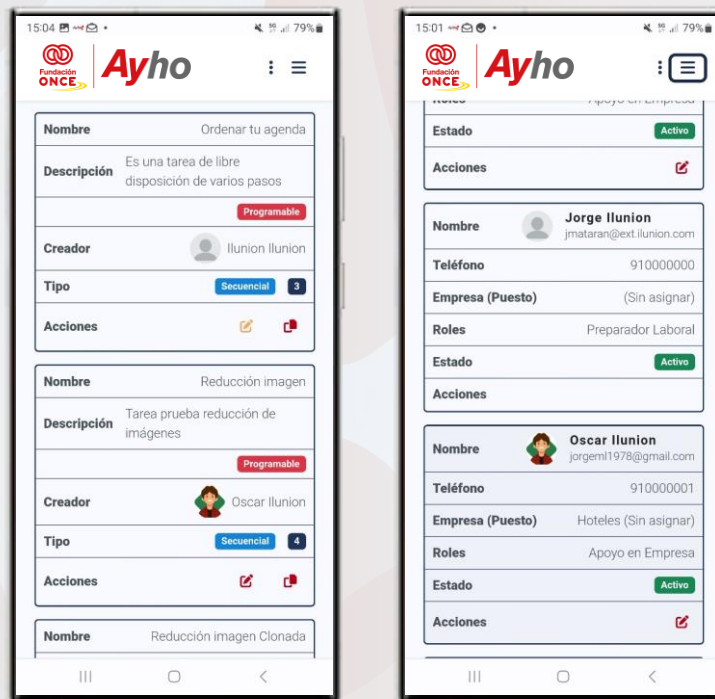


- ✓ Cross-cutting and interactive training contents
- ✓ Currently including 2 courses:
  - Workplace health and safety
  - Communication skills and customer service
- ✓ Versatile to be used in different training contexts

# Features for...

## Job Coaches

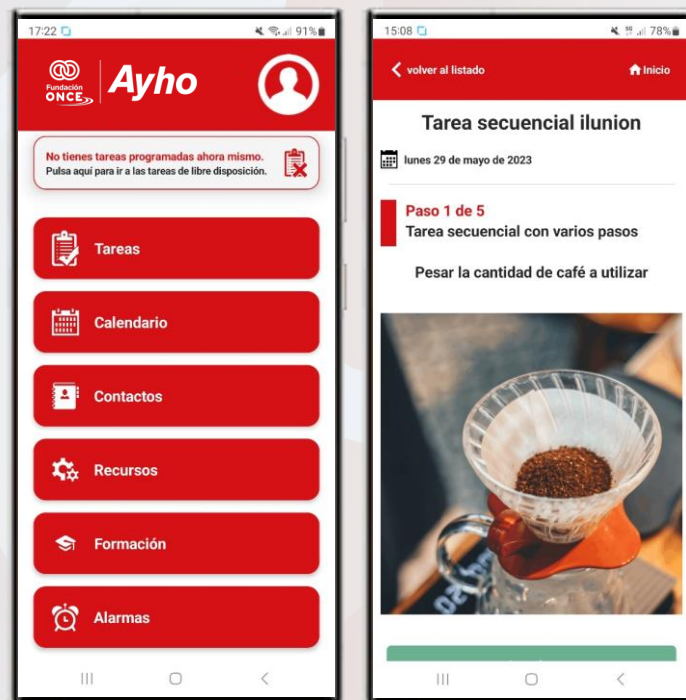
## Natural supports in companies



- ✓ Creating user profiles
- ✓ Describing tasks step by step (using texts, images or videos)
- ✓ Assigning tasks to workers
- ✓ Organizing workers' schedule
- ✓ Setting alarms
- ✓ Providing extra resources
- ✓ Follow-up satisfaction and performance questionnaires

# Features for...

## Workers with disabilities



- ✓ Getting support to do a better job.
- ✓ Taking courses before starting to work
- ✓ Following step by step directions to learn a new task
- ✓ Knowing what you have to do at any time
- ✓ Telling the job coach and natural support when struggling to perform tasks



# Methodology



- **User-centred** design
- Ensuring the development **responded to the specific needs** and preferences of users.
- Key **involvement of service providers**

# Origin of **Ayho**

**E**caTIC  
Empleo con Apoyo TIC

- Built upon a **previous project** developed in **2013**
- Barriers turned into **learnings**:
  - ✓ **Ahead of its time**
  - ✓ **Paper-based** monitoring and support systems
  - ✓ **Digital gap** (both professionals and workers)
  - ✓ Supported employment ecosystem **not technologically prepared**

# Workflow

Survey on digital transformation in supported employment

Needs assessment with 19 organizations: 15 interviews, 2 focus groups and 2 field visits

Transfer of training content from 15 organizations

Technological development: web and mobile applications

User testing: Phase I (8 organizations) and Phase II (5 organizations)

5-month Pilot Phase – 30 organizations

**OFFICIAL LAUNCH IN MAY 2024**



# Conclusions Pilot Phase *Ayho*

- Intuitive and useful tool
- Benefits for JC and T: it improves efficiency and work processes
- Benefits for W: autonomy, security, motivation, and satisfaction
- Profiles, stages, and positions with the greatest benefits
- Limitations and solutions for different use cases
- Additional use contexts: independent living, job guidance...
- Barriers to use among trainers with low digital skills
- Organizations' fear of asking employers to use it

# Ayho Community

- More than **150 organizations** and over **800 registered users**
- **Dissemination** activities
- **Training** sessions
- **Monitoring and support** by Fundación ONCE
- **Communication campaign** aimed at employers



# Communication campaign

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ASOCIACIÓN ESPAÑOLA  
DE ENTRENAMIENTO  
DEPORTIVO



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# Ayho

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