

Inclusive Activation

Supporting the social inclusion of people furthest from the labour market

Vienna
5-6 Nov 2018

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Employment and Social Innovation ("EaSI") 2014-2020.

WELCOME WORD

Dear colleagues,

We would like to warmly welcome you to our seminar on inclusive activation organised in cooperation with the Austrian Presidency of the Council of the EU and ESN member, the Department of Health and Social Planning of the City of Vienna.

This seminar will be a great opportunity for exchanging knowledge and practice on major issues facing social services to provide effective and quality support for people furthest from the labour market.

The European Social Network (ESN) has undertaken research and various activities in 2018 to explore how public social services can best support people furthest from the labour market. In a comprehensive questionnaire, we collected the views and practices of our members and external professionals on the most common needs of people furthest from the labour market, how they are providing integrated services and the use of EU funds. Last July, we also responded to an EU consultation on the integration of long-term unemployed into the labour market.

With this seminar, we intend to facilitate mutual learning between more than 150 participants from 25 countries on the challenges and opportunities of different approaches used locally in the provision of adequate services for the inclusive activation of vulnerable people.

ESN believes that the time has come for a shift to 'inclusive activation', from an activation approach solely grounded on employment to a more holistic one, where social, health, education, housing and employment are all considered important to improve outcomes for the social inclusion of vulnerable people.

We hope that this seminar will be a great opportunity for us to learn more about how social services are developing and implementing relevant policy and practice in different European countries, and exchange your experience with ESN members and partner organisations. We encourage you to contribute to the discussions online on [Twitter @ESNsocial](#) using #InclusiveActivation and on our [LinkedIn group Social Services in Europe](#).

Best wishes,

A handwritten signature in black ink, appearing to read 'C. Fillet', with a horizontal line underneath.

Christian Fillet
Chair, European Social Network

BACKGROUND

Since the start of the economic crisis in 2008, unemployment trends in EU Member States changed. New population groups are affected by unemployment and in the first years after the crisis, long-term unemployment¹ rates increased. Moreover, the number of young people not in employment, education and training (NEETs) rose and most vulnerable groups in society, such as people with disabilities, people with mental health issues, migrants and refugees were affected by high rates of unemployment. Public social services experienced increased pressure as more people fell into poverty and ended up in social exclusion.

The European Union has adopted different policy recommendations to tackle the issue of unemployment. The European Commission adopted a first [Recommendation](#) on active inclusion in 2008 and the Council adopted a second [Recommendation](#) in 2016 on the integration of long-term unemployed in the labour market. The recommendation on active inclusion refers to three pillars, namely income support, inclusive labour markets and access to high-quality social services. The Recommendation on the long-term unemployed suggests Member States integrated plans to support into employment people with complex needs. In 2010, the European Commission also adopted the [Europe 2020 Strategy](#) with specific targets on unemployment reduction and in 2015 the [Social Investment Package](#) that emphasised the importance of guaranteeing access to quality and integrated services. In 2017, the [European Pillar of Social Rights](#) was adopted, giving a new momentum to new policies towards the social inclusion of people furthest from the labour market.

ESN members agree that active inclusion grounded only on access to employment does not offer a real opportunity to people furthest from the labour market to be socially included, especially for those in a life situation in which participation in the primary job market is limited.

Public social services are key to support all citizens to make an active contribution to society and participate in civic, social and cultural life in different ways to be socially included.

ESN has been working on issues related to supporting people furthest from the labour market since 2008, when one of our working groups published its first [report](#)² on the role of social services in the active inclusion of vulnerable people. Some of the issues highlighted in the report were also reviewed in a second [report](#)³ published in 2012. ESN members in public services across Europe signalled challenges such as coordination of services and funding.

In June 2018, we developed an online questionnaire to help us identify key issues faced by professionals working on the social inclusion of people furthest from the labour market. The questionnaire was submitted to public social services, local authorities and third sector organisations responsible for different vulnerable target groups in our societies. We received a total of 65 completed questionnaires from 23 European countries. Thanks to the questionnaire we identified most frequent detected needs of most vulnerable target groups, such as income support, education and training, housing support and access to healthcare.

The questionnaire also aimed to identify major barriers in interventions. Respondents identified as major barriers the great number of long-term unemployed, lack of policy integration, inadequate funding, lack of public-private partnerships, lack of services integration in one-stop shops, lack of technological innovation and lack of adequately trained professionals. Thanks to the questionnaire, we also identified issues around the use of EU funds.

We also discovered specific practices implemented by public social services to support people furthest from the labour market find and retain jobs. These practices will be uploaded to ESN's practice library, providing an excellent resource for social services professionals and others to learn about innovative approaches on the social inclusion of people furthest from the labour market.

2 European Social Network (2008). [Realising potential: social services and active inclusion](#).
3 European Social Network (2012). [Active inclusion policies in Europe 2008-2012: the impact of the European Commission's 2008 Recommendation](#).

AIM OF THE SEMINAR

The seminar will enable a broad analysis of the state of play of current activation policies implemented in different countries and an evaluation of how inclusive their approach is and how effectively they support vulnerable people to integrate in the labour market. The seminar will also provide examples of how policies can be translated into practice to support inclusive activation.

Participants will have the opportunity to discuss with European and international policy-makers the key issues that local social services face when it comes to planning and delivering services for people furthest from the labour market. Furthermore, participants will take part in two site visits, two parallel thematic discussions on the use of EU funds and the future role of social economy and entrepreneurship, and three focus groups targeting minimum income recipients, people at higher risk of social exclusion and young people with a disability. The main outcomes of the seminar

and the questionnaire will form the basis of a toolkit that ESN will publish early 2019.

This toolkit will reflect the wider themes and issues showcased during the seminar and will be complemented with examples of practice developed by local public social services on the theme of inclusive activation.



1 Long-term unemployed refers to unemployment lasting for more than 12 months.

Programme

Monday | 5 November 2018

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| 08:30 | Registration of delegates and welcome coffee |
| 09:00-09:30 | Welcome (EN & DE), Congress Hall <ul style="list-style-type: none">Christian Fillet, Chair, ESNUlrike Neufang, Director of Division for European and International Affairs, Ministry of Labour, Social Affairs, Health and Consumer Protection, AustriaRichard Gauss, Head of Department for Health Care and Social Welfare Planning, City of Vienna; Executive Director of Vienna Health Fund, Austria |
| 09:30-11:00 | Session 1: Policies and tools for inclusive activation (EN & DE), Congress Hall <p>The aim of the session is to reflect on current activation policies implemented in different countries and to evaluate how inclusive is their approach and how effectively they support vulnerable people to integrate in the labour market. The analysis will start with the OECD presenting major barriers that vulnerable groups have in accessing the labour market and the specific role of social services in supporting them overcoming these barriers. Afterwards, the Budapest Institute will advise on barriers and success factors in the integration of social and employment services based on a recent study. Next, the ILO will comment on the effectiveness of support for vulnerable populations, such as disadvantaged youth. Finally, the World Bank will present examples of tools promoting inclusive activation implemented with public authorities outside Europe to assess potential transfer.</p> <p>Chair: Alfonso Lara Montero, Chief Executive, ESN</p> <ul style="list-style-type: none">A people-centred perspective on employment barriers and policies Herwig Immervoll, Head of Employment-Oriented Social Policies, Organisation for Economic Cooperation and DevelopmentServices integration to support minimum income recipients: success factors and barriers Ágota Scharle, Director and Senior Researcher, Budapest Institute, HungarySupporting young people from disadvantaged backgrounds: the impact of conditionality Niall O'Higgins, Senior Economist, International Labour OrganisationTools supporting inclusive activation: lessons from other continents Alessandra Marini, Senior Social Protection Economist, World Bank |
| 11:00-11:30 | Coffee break |
| 11:30-13:00 | Session 2: Translating policy into practice (EN, DE & ES), Congress Hall <p>The aim of this session is to provide examples of policies and how these can be translated into practice to support inclusive activation. We will first listen to two examples from the local level. To start with, we will find out about the strategy of Guipuzkoa in the north of Spain with an overarching focus on service coordination and public-private partnership. Afterwards, the City of Vienna will illustrate a practice targeting young beneficiaries of minimum income and how they are guided towards integration in the job market. Next, we will discuss whether employment for all is an adequate policy and alternative solutions should be found based on findings from a basic income experiment in Finland. Finally, we will discuss with the European Commission their role in supporting local and national authorities in addressing these challenges.</p> <p>Chair: Anette Scoppetta, Head of Work and Welfare, Deputy Director, European Centre for Social Welfare Policy and Research</p> <ul style="list-style-type: none">An inclusion plan for vulnerable people in Gipuzkoa: the role of strong public/private partnerships Maite Peña, Counselor for Social Policies, Gipuzkoa County Council, SpainEmpowering young people on minimum income schemes in Vienna |

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| | <p>Peter Stanzl, Director of Social Planning, City of Vienna, Austria</p> <ul style="list-style-type: none">Employment for all? Reflections from a basic income experience Marjukka Turunen, Director of Change Management, Social Insurance Institution (KELA), FinlandHow can the EU support national and local public social services in promoting inclusive activation Miriam Toplanska, Policy Officer, DG Employment, Social Affairs and Inclusion, European Commission <p>Questions and answers</p> |
| 13:00-14:00 | Lunch break |
| 14:15-15:30 | Tools for inclusive activation (Two in parallel) <ul style="list-style-type: none">EU funding: how to improve the use of funds to support inclusive activation? (EN & DE), Congress Hall<p>Different European funds are available for projects targeting people furthest or excluded from the labour market. The aim of this thematic session is to discuss current challenges in the use of EU funds. The session will feature the presentation of three projects funded by the European Social Fund (ESF) and the EU Programme for Employment and Social Innovation (EaSi) and specific challenges encountered during the implementation of the three projects.</p><p>Chair: Åsa Lindell, Facilitator, Lorensbergs, Sweden</p><ul style="list-style-type: none">Anja Osojnik, Assistant Director, Centre for Social Work Central Slovenia – East, SloveniaMatthias Shulze-Boing, Jobcentre Director, City of Offenbach, GermanyKonstantinos Papachristopoulos, Member of Management Team of ESTI@ project, City of Athens, GreeceSocial economy and entrepreneurship: the way forward? (EN), Orient Express & Texas Eagle<p>In the last years, initiatives led by third sector organisations and social businesses are flourishing, especially when it comes to supporting people furthest from the labour market. Moreover, there is a new debate on the role of entrepreneurship especially when it comes to helping the long-term unemployed to build their professional careers. The aim of this session is to reflect on the future role of the social economy and entrepreneurship starting from three experiences in Latvia, Portugal and Denmark</p><p>Chair: Angela Jönsson, Facilitator, Lorensbergs, Sweden</p><ul style="list-style-type: none">Juris Osis, Head of the Employment, Social Work and Practice Research Division, Welfare Department, City of Riga, LatviaInês Sequeira, Director of Investment and Social Innovation Unit, Santa Casa da Misericórdia de Lisboa, PortugalAnnemette Kjølby, Service User, City of Aarhus, Denmark |
| 15:30-16:00 | Coffee break |
| 16:00-17:45 | Site Visits <ul style="list-style-type: none">Back to the future: Employment integration programme targeting 200 young people (aged 18 to 24) who are minimum income recipients.Start Wien Jugendcollege: Education programme for 1000 young people and young adults (migrants, asylum seekers or benefits recipients and disadvantaged youth) aged 15 to 21. |
| 18:30 | Official Dinner hosted by the City of Vienna Restaurant 10er Marie - Ottakringer Str. 222-224, 1160 Wien |

Programme

Tuesday | 6 November 2018

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| 08:45-09:30 | ESN meeting with Austrian organisations (by invitation only), Congress Hall |
| 09:15 | Welcome coffee |
| 09:30-10:15 | Feedback from Day 1 and initial findings of research undertaken by ESN (EN & DE), Congress Hall <ul style="list-style-type: none">Alfonso Lara Montero, Chief Executive, European Social Network (ESN)Paolo Graziano, Professor, University of Padua, Italy |
| 10:30-11:30 | Policy in practice: key populations in focus (three in parallel) <p>Public social services have the statutory duty of supporting vulnerable people in our societies who have complex needs, and with whom social services work to find personalised solutions for them. The aim of the three sessions is to contribute the debate around the best model of care for each target group. A project will be presented per target group and table discussions will follow to allow participants to share their practices and insights.</p> <ul style="list-style-type: none">Minimum income recipients (EN & DE), Congress Hall Rosa Serrano, Project Coordinator, Community of Madrid, SpainPeople at high risk of social exclusion (EN), Texas Eagle & Trans Siberian Zsuzsanna Szollár, Directorate-General for Social Affairs and Child Protection, HungaryYoung people with a disability (EN), Orient Express Vikki Walters, Strategic Lead for Disability Employment, Gloucestershire County Council, United Kingdom |
| 11:30-12:00 | Coffee break |
| 12:00-13:00 | Round table: moving forward policy and practice (EN & DE), Congress Hall <p>The panel discussion aims to pinpoint next steps in terms of policy and practice based on the lessons learned in the plenaries, thematic discussions and focus groups held at the seminar.</p> <p>Chair: Alfonso Lara Montero, Chief Executive, ESN</p> <ul style="list-style-type: none">Wolfgang Mueller, Managing Director for European Affairs, German Federal Employment Agency, GermanyEdwin van Staveren, Manager, Social Development and Environment, City of Deventer, the NetherlandsClaire de Mazancourt, CEO, Institut de l'Engagement, FranceNathalie Renaudin, Public Affairs Director, EdenredMaco Buchinger, Self-advocate, Lebenshilfe Salzburg, Austria |
| 13:00-13:15 | Closure |
| 13:15 | Lunch |

ESN Staff

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|----------------------|---|
| Alfonso Lara Montero | Chief Executive |
| Jeta Bejtullahu | Head of Communications & Marketing |
| Valentina Guerra | Policy Officer |
| William Hayward | Policy & Communications Officer |
| Leyre Merchán Paúles | Policy Officer |
| Edward Shrimpton | Policy Assistant |
| Fernando Vespa | Personal Assitant to the CEO and Office Manager |
| Inès Boursot | Projects & Events Officer |
| Sandra Moreno Ayala | Membership and Administration Assistant |

Speakers: Photos & Bios



Christian Fillet

Chair, European Social Network

Christian was elected as Chair of ESN in 2015. Prior to this, Christian served as ESN's treasurer for six years. He is director of social and health services at the City of Bruges in Belgium and member of the Board of the Flemish Directors Association (VVOS). He specialises in non-profit management, accounting and social law.



Ulrike Neufang

Director of Division for European and International Affairs, Head of EU Policy and Coordination Department, Ministry of Labour, Social Affairs, Health and Consumer Protection, Austria

Ulrike has been Head of EU Policy and Coordination Department at the Federal Ministry of Labour, Social Affairs and Consumer Protection since 2015. She is also a member of the Social Protection Committee and in charge of the preparations for the Austrian Presidency of the Council of the EU. She holds a graduate degree in history and art.



Richard Gauss

Head of Department for Health Care and Social Welfare Planning, City of Vienna & Executive Director of the Vienna Health Fund, Austria

Richard began his career in the budget section of the Ministry of Finance. In 2002, he became head of the Budget - Labor, Social Affairs, Health and Pensions Department. In 2010, he moved to the higher administrative service of the City of Vienna as Division Manager for Financial Management in the Department of Health and Social Affairs.



Alfonso Lara Montero

Chief Executive, European Social Network

Alfonso leads ESN's policy programme co-financed by the European Commission and the annual European Social Services Conference, now in its 27th edition. He has authored and co-authored several publications on social services, children's services, integrated social services, workforce, and planning and evaluating social services. Alfonso is a regular contributor to academic journals, newspapers, and specialist social services magazines.



Herwig Immervoll

Head of Employment-Oriented Social Policies, Organisation for Economic Cooperation and Development

Herwig has led research projects and policy dialogue on inequality trends, income and employment support for working-age people and their families, population ageing, and on social policy responses to the economic crisis. Current ongoing work includes options for adapting social protection to a "future of work", and new approaches to people-centred policy monitoring, dialogue and assessment.



Ágota Scharle

Director and Senior Researcher, Budapest Institute, Hungary

Ágota is responsible for policy design, consultancy and evaluation of public policy interventions. She has over 15 years of professional experience in research and public administration. Her main research interests are employment and social policy, labour supply and the political economy of reform. She recently worked on a comparative analysis of activation and service integration reforms in Europe and a review of reforms related to benefit non-take-up in selected EU member states (for Eurofound).



Niall O'higgins

Senior Economist, International Labour Organisation (ILO)

Niall's main research interests cover various aspects of labour economics (School-to-Work Transition, Human Capital Investment, Youth Labour Markets. He recently authored a major ILO book on youth employment policy 'Rising to the youth employment challenge', and is one of the main authors of ILO's bi-annual publication 'Global employment trends for youth'.



Alessandra Marini

Senior Social Protection Economist, World Bank

Alessandra works on operations supporting social protection programmes in European countries. She is leading support to the design and implementation of the Guaranteed Minimum Income in Greece and Italy. She has worked extensively on social protection programmes in Latin American and the Caribbean, with a focus on Peru and Mexico.



Anette Scoppetta

Head of Work and Welfare, Deputy Director, European Centre for Social Welfare Policy and Research

Anette's areas of interest are labour market and social policies, social inclusion, social change processes, social innovation and regional economic development. She has worked extensively with public authorities responsible for active labour market measures at local, regional and national level as well as the private sector and civil society.



Maite Peña

Counselor for Social Policies, Gipuzkoa County Council, Spain

Maite holds a law degree and practiced as a lawyer since 2000. She was Member of the General Assembly of Gipuzkoa from 2007 to 2011 and spokesperson in the Social Policy Committee. She was Chair of the Board of a local care home from 2007 to 2011 and president of a local social services consortium.

**Peter Stanzl***Director of Social Planning, City of Vienna, Austria*

Peter leads the team social welfare planning at the department for health care and social welfare planning in Vienna. He leads the social planning activities such as strategic planning, service coordination and project management regarding services for persons in need of care and minimum income recipients.

**Marjukka Turunen***Director of Change Management, Social Insurance Institution (KELA), Finland*

Marjukka has been working in the field of social security benefits and services for 18 years. She has worked in KELA as a benefit expert, supervisor, Head of ICT-programme and head of legal unit and now as a director of change management. She leads the implementation of the Basic Income Experiment in Finland.

**Miriam Toplanska***Policy Officer, DG Employment, Social Affairs and Inclusion, European Commission*

Miriam is a policy officer at the social investment strategy unit of DG EMPL, currently working on the active inclusion of people excluded from the labour market and following a number of EU supported projects devoted to social innovation. Previously she was programme manager of the ESF co-financed operational programmes and labour market analyst.

**Anja Osonik***Assistant Director, Centre for Social Work Central Slovenia – East, Slovenia*

Anja has an extensive experience in social work. She works in a centre for social work and previously worked at the Ministry of labour, family, social affairs and equal opportunities. At the Ministry, she worked in financial social assistance and benefits. She is currently completing a doctoral thesis titled 'The Legal Status of Beneficiaries of Financial Social Assistance'.

**Matthias Schulze-Böing***Jobcentre Director, City of Offenbach, Germany*

Matthias leads the Department for Employment, Statistics and Integration Policies within the municipality of Offenbach am Main. He is Managing Director of Jobcenter Offenbach, a social and employment service organisation. Since 1995, he has also worked as European Liaison Officer for the City and leader of several urban development projects

**Kostantinos Papachristopoulos***Member of Management Team of ESTI@ project, City of Athens, Greece*

Konstantinos is an organisational psychologist has been working for local authorities, developmental agencies, NGOs, consultancy firms, employment/innovation centres and academic/adult education institutions since 2002. He has been the scientific coordinator of more than 15 research and development projects and has participated in working groups of at least 30 European Programmes.

**Juris Osis***Head of the Employment, Social Work and Practice Research Division, Welfare Department, City of Riga, Latvia*

Juris' main field of expertise are questions related to social work measures in the activation of unemployed groups, social entrepreneurship and evaluation of social work practice. Juris is also an associate professor at the Latvian Christian academy, where he teaches courses in social research methodology, sociology and social entrepreneurship.

**Inês Sequeira***Director of Investment and Social Innovation Unit, Santa Casa da Misericórdia de Lisboa, Portugal*

Lawyer by training, Inês left her own law practice in 2009 to support innovation and entrepreneurship in the Municipality of Lisbon and for the Portuguese Government. In January 2018, she joined Santa Casa de Misericórdia, where she leads the project Casa do Impacto (House of Impact), a social innovation incubator/hub which will open its doors in October this year.

**Annemette Kjølby***Service User, City of Aarhus, Denmark*

Annemette is a designer and florist. She took part in a project implemented by the employment service of the City of Aarhus targeting the long-term unemployed. This project provided participants a cash grant that could be used for own initiatives and she used to develop her own successful business.

**Paolo Graziano***Professor, University of Padua, Italy*

Paolo is Professor of Political Science and Public Policy at the University of Padua and Research Associate at the European Social Observatory, Brussels. He teaches Political Science, Comparative Politics, and Public Policy Analysis. Paolo has contributed to the research on activation policies in different European countries by taking part in the project 'LOCALISE: Local Worlds of Social Cohesion'.



Rosa Serrano

Project Coordinator, Community of Madrid, Spain

Rosa is responsible for managing subsidies for non-profit social initiative organisations for actions aimed at carrying out integration projects for people who receive minimum income. Rosa has also been coordinating the Centres for women victims of gender violence in the Community of Madrid for more than five years.



Zsuzsanna Szollár

Directorate-General for Social Affairs and Child Protection, Hungary

Zsuzsanna started working as a Project Manager in the Directorate-General for Social Affairs and Child Protection in April 2016. Zsuzsanna manages the project "Chance for women - training and employment", targeting unemployed Roma people. She knows the culture, identity, social role and traditions of the target group of the project and speaks their language at an intermediate level.



Vikki Walters

Strategic Lead for Disability Employment, Gloucestershire County Council, United Kingdom

Vikki has 20 years of expertise working in the field of employment for vulnerable people and people with disabilities. Most recently she has been responsible for Gloucestershire County Council's Disability Employment Strategy which offers a robust and holistic pathway to help disabled and vulnerable people of all ages and abilities enter employment and which has facilitated culture change across all sectors.



Wolfgang Mueller

Managing Director for European Affairs, German Federal Employment Agency, Germany

Wolfgang is the representative of the German Federal Employment Agency in the Board of the European Network of Public Employment Services and in the EURES Management Board. He is member of several Advisory- and High-Level Expert-Groups in the area of employment, education and migration. Before joining the German Federal Employment Agency he worked for the German Government with the United Nations and NATO.



Edwin van Staveren

Manager, Social Development and Environment, City of Deventer, the Netherlands

Edwin has extensive experience in public social services in the City of Deventer including policy advise to the mayor and project management of an advisory board responsible for the implementation of child inclusion policies at local level. Edwin was also in charge of the working group 'poverty and debt relief' of the G40 network representing Dutch cities with more than 100.000 inhabitants.



Claire de Mazancourt

CEO, Institut de l'Engagement, France

Claire started her career at the Ministry of Transport and Equipment and then as director of strategy at Météo-France. In September 2010 she was charged with setting up the 'Institut de l'engagement' which supports young people achieve their professional career goals and today welcomes 700 laureates per year.



Nathalie Renaudin

Public Affairs Director, Edenred

Nathalie has over 16 years of experience in developing and managing public affairs strategies across the world. She has a wealth of experience in building and promoting strategic public and private partnerships and alliances, as well as designing innovative public affairs tools and solutions. Alongside her role at Edenred, Nathalie is also President of the Social Vouchers International Association (SVIA).



Maco Buchinger

Self-advocate, Lebenshilfe Salzburg, Austria

Maco attended integrated schools and a special school in Linz and Salzburg and worked at several sheltered workshops for people with learning disabilities. He has been working as a self-advocate for people with learning disabilities since 2007. At the moment, he is working on an easy-to-read book on Austrian politics and the history of people with learning disabilities in Austria.



Angela Jönsson

Facilitator, Lorensbergs, Sweden

Angela is a Certified Professional Facilitator. She has worked for many years to create growth in organisations and in leaders. She is specialised in change management, facilitating focus groups and individual coaching. She also has extensive experience in leadership development.



Åsa Lindell

Facilitator, Lorensbergs, Sweden

Åsa is a Certified Professional Facilitator, a lecturer and a moderator with a background as a Communication Director and management consultant. Åsa also leads an inclusion and integration programme in the City of Gotheborg and has been a project leader for a EU financed project targeting people furthest from the labour market.

List of Participants

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|--------------------------------|---|-----------|
| Ervins Alksnis | Head of Social Services Office, Riga City Council | LATVIA |
| Claudia Arisi | Global Advocacy Advisor, SOS Children's Villages International | AUSTRIA |
| Robert Bacher | Head of Disability Department, Vienna Social Fund | AUSTRIA |
| Jean-Didier Bardy | Deputy Head of Disabled Persons Provincial House's Medical and Social Coordination Services, Gironde County Council | FRANCE |
| Helena Bezjak Burjak | Head of Board, Association of Centres for Social Work (CSW) | SLOVENIA |
| Livio Biasia | PhD Candidate, University of Bozen-Bolzano | ITALY |
| Ulrike Böhm | Subject Specialist, Vienna City Council | AUSTRIA |
| Soledad Bravo | Responsible for Technical Resources Management in the Territory Section, Barcelona Provincial Council | SPAIN |
| Stefan Brinskele | Manager Director, Craftjobs | AUSTRIA |
| Maco Buchinger | Self-advocate, Lebenshilfe Salzburg | AUSTRIA |
| Elisabeth Buchner | Research Fellow, International Research Centre for Social and Ethical Questions (IFZ) | AUSTRIA |
| Nadežda Buinickienė | Head of Social Assistance Office, Department of Social Affairs and Health, Vilnius City Council | LITHUANIA |
| Maria Camilleri | Assessor/Social Worker, Social Care Standards Authority | MALTA |
| Anna María Candela | Director, Puglia Region | ITALY |
| Francesco Cenedese | Social Protection Analyst, The World Bank | |
| Carmine De Blasio | Director, Consortium of Social Services, Area A5 | ITALY |
| Eric De Houwer | Staff Member, Association of Flemish Cities and Municipalities (VVSG) | BELGIUM |
| Claire de Mazancourt | Director, Institute of Commitment | FRANCE |
| Luc Delaporte | Territorial Unit of Social Action Manager, Seine-Maritime County Council | FRANCE |
| Ian Dewae | Project Manager Social Impact Bond, VDAB - PES | BELGIUM |
| Charikleia Diamantara | Senior Social Policy Officer, Hellenic Agency for Local Development and Local Government | GREECE |
| Eva Erickson | Social Worker, Department of Health and Social Services, Tartu City Council | ESTONIA |
| Lina Farci | Administrative Officer, Danish Agency for Labour Market and Recruitment | DENMARK |
| Christian Fillet | Director, Public Centre for Social Welfare (OCMW) Brugge | BELGIUM |
| Gabriele Föls-Lindemann | Managing Authority/Intermediary Body, Viennese Employees Promotion Fund (WAFF) | AUSTRIA |
| Arthur Forstner | Head of Department, Viennese Employees Promotion Fund (WAFF) | AUSTRIA |
| Anne-Marie Frederiksen | Consultant, Department of Social Services, Aarhus City Council | DENMARK |

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| Michael Fuchs | Social Scientist, European Centre for Social Welfare Policy and Research | AUSTRIA |
| Emmanuel Gagneux | Deputy Director General for Social Policy, Eure County Council National Association of Directors of Social Care and Health of Departments (ANDASS) | FRANCE |
| Ursula Ganal | Subject Specialist, Vienna City Council | AUSTRIA |
| Elsa Gaspar | Community Centre Director, Santa Casa da Misericórdia de Lisboa | PORTUGAL |
| Richard Gauss | Head of Department for Health Care and Social Welfare Planning, Vienna City Council | AUSTRIA |
| Mario Gerada | Manager of Social Enterprise Development, Foundation for Social Welfare Services (FSWS) | MALTA |
| Stanisława Golinowska | Professor, Jagiennonian University Collegium Medicum | POLAND |
| Josee Goris | Senior Policy Officer, Public Planning Service (PPS) Social Integration | BELGIUM |
| Paolo Graziano | Professor, University of Padua | ITALY |
| Karin Gregori | International Relations Officer, Vienna Social Fund | AUSTRIA |
| Mirosław Grewiński | Professor, Janusz Korczak Pedagogical University in Warsaw | POLAND |
| Roland Gurban | Project Office Manager, Directorate-General for Social Affairs and Child Protection | HUNGARY |
| Katharina Hammer | Expert, Vienna Chamber of Labour | AUSTRIA |
| Michael Hanl | Executive Board member, Austrian Professional Association for Social Work (OBDS) | AUSTRIA |
| Karin Heitzmann | Professor, Institute for Social Policy (WU) | AUSTRIA |
| Erika Hess | Head of Department, Viennese Employees Promotion Fund (WAFF) | AUSTRIA |
| Pilar Hilarión | Social Pedagogyst and Nurse, Avedis Donabedian Research Institute | SPAIN |
| Andreas Hlavac | Social Welfare Administration, Vienna City Council | AUSTRIA |
| Eveline Holzmüller | Social Worker, Vienna City Council | AUSTRIA |
| Moluk Homayouni | Project Manager, Context GmbH | AUSTRIA |
| Herwig Immervoll | Head of Employment-Oriented Social Policies, Organisation for Economic Co-operation and Development (OECD) | |
| Nenad Ivanišević | Director, Gerontology Centre Subotica | SERBIA |
| Angela Jönsson | Facilitator, Lorensbergs | SWEDEN |
| Ann Jughmans | Staff Member, Association of Flemish Cities and Municipalities (VVSG) | BELGIUM |
| Alexandra Kargl | Head of Department, Bregenz City Council | AUSTRIA |
| Jūratė Kristina Kasinskienė | Chief Specialist of Social Assistance Office, Department of Social Affairs and Health, Vilnius City Council | LITHUANIA |
| Balázs Kátai | Service Agent, Ministry of Interior | HUNGARY |
| Stavros Katsilis | Secretary General, Directorate of Social Services and Welfare, Igoumenitsa City Council | GREECE |

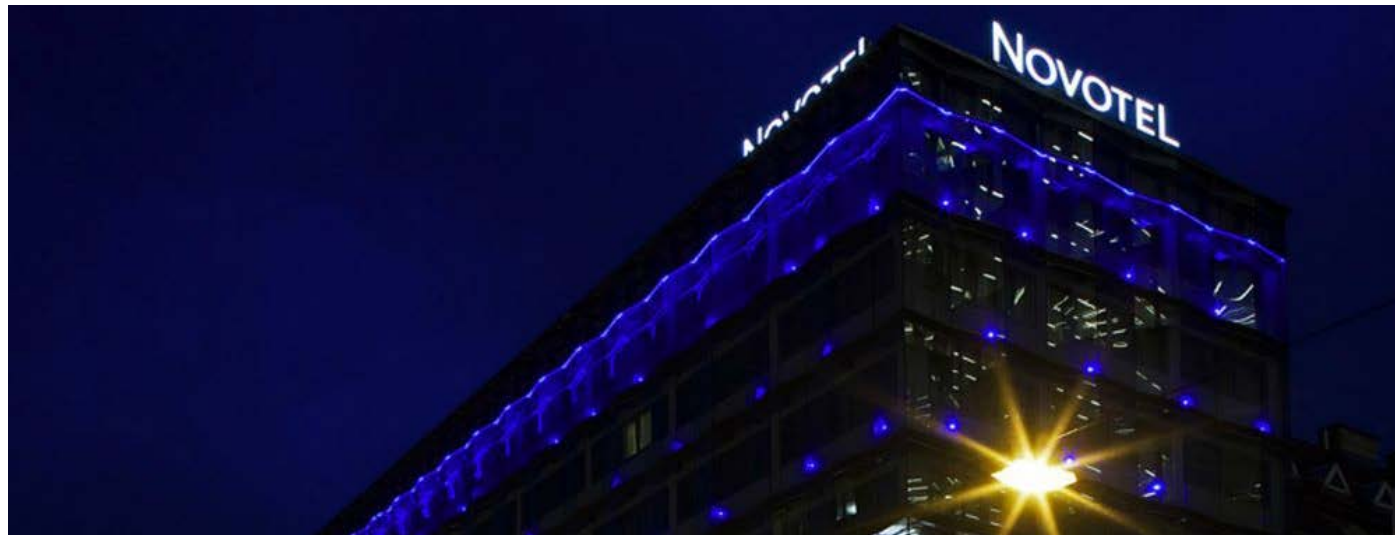
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| Liene Kaulina-Bandere | Deputy Head, State Inspectorate for Protection of Children's Rights | LATVIA |
| Roswitha Kikowsky | Head of Department, Vienna Aid Organisation | AUSTRIA |
| Minna Kivipelto | Research Manager, National Institute for Health and Welfare (THL) | FINLAND |
| Annemette Kjølby Kristensen | Florist, Nordiq House | DENMARK |
| Inge Kool | Head of Social Work Service, Department of Social and Health Care, Tartu City Council | ESTONIA |
| Nace Kovač | President, Slovenia Social Chamber | SLOVENIA |
| Rudolf Kravanja | President, Federal Association for People with Disabilities (ÖZIV) | AUSTRIA |
| Renate Kravina | Social Welfare Administrator, Vienna City Council | AUSTRIA |
| Ilze Kurme | Project Manager, Ministry of Welfare | LATVIA |
| Chris Kuypers | Secretary, National Association of Local Governments for Social Welfare (LCGW) | N E T H E R - LANDS |
| Darja Kuzmanic Korva | General Secretary, Association of Centres for Social Work (CSW) | SLOVENIA |
| Helena Lagercrantz | Project Manager, Nordic Centre for Welfare and Social Issues (NVC) | SWEDEN |
| Bodil Långberg | Board Member, SOS Children's Villages Sweden | SWEDEN |
| Belén Larrión | General Director of Child Protection and Social Inclusion, Gipuzkoa County Council | SPAIN |
| Åsa Lindell | Facilitator, Lorensbergs | SWEDEN |
| Joanna Lizut | Director of Academic Affairs, Janusz Korczak Pedagogical University in Warsaw | POLAND |
| Begoña López González | Head of Observatory of Social Services, Regional Ministry of Rights and Social Services, Asturias Provincial Council | SPAIN |
| Rebeca Madrugá Escudero | Project Manager, Castilla y León Regional Social Services Administration | SPAIN |
| Monika Maier | Social Worker, Association for the Promotion of Work and Employment (FAB) | AUSTRIA |
| Alessandra Marini | Senior Economist, The World Bank | |
| Kenny McGhee | Throughcare and Aftercare Lead, Centre for Excellence for Looked After Children in Scotland (CELCIS) | UK |
| Matthias Meller | Service for Employers Department Manager, Public Employment Service (AMS) Vienna - Young People | AUSTRIA |
| Maria Micallef | Social Worker, Agenzija Sapport | MALTA |
| Inga Millere | Head of Unit, Advisory Unit, State Inspectorate for Protection of Children's Rights | LATVIA |
| Cynthia Misokova | Director, Agenzija Sapport | MALTA |
| Martins Moors | Head of Social Administration, Department Deputy Head, Welfare Department, Riga City Council | LATVIA |
| Wolfgang Mueller | Managing Director, Federal Employment Agency | GERMANY |
| Merja Mustonen | Chief Specialist, Ministry of Social Affairs and Health | FINLAND |
| Ulrike Neufang | Director of Division V/A, Federal Ministry of Labour, Social Affairs, Health and Consumer Protection | AUSTRIA |

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| Markus Neuherz | Managing Director, Umbrella Association for Vocational Integration Austria | AUSTRIA |
| Claus Neuner | Specialist in Public Social Administration, Vienna Social Fund | AUSTRIA |
| Raquel Nieto García | Planning Coordinator, Castilla La Mancha Social Welfare Department | SPAIN |
| Maria Nimführ | Pensioner, Austrian Association for Morbus Bechterew, Vienna Regional Office | AUSTRIA |
| Piotr Nowak-Skyrpan | Head of Research Department, Masovian Social Policy Centre | POLAND |
| Vasileios Ntakouris | Director, Fyli City Council | GREECE |
| Niall O'Higgins | Senior Research Specialist, International Labour Organisation (ILO) | |
| Sònia Oriola Rosinach | Head of Social Welfare and Healthcare Department, Catalan Association of Municipalities (ACM) | SPAIN |
| Juris Osis | Head of Employment Division, Department of Welfare, Riga City Council | LATVIA |
| Leila Osman | Psychologist, Pro Mente Austria | AUSTRIA |
| Anja Osojnik | Assistant Director, Centre for Social Work Central Slovenia – East | SLOVENIA |
| Graham Owen | Director of Social Services, Trosa City Council, Association of Directors of Social Welfare Services (FSS) | SWEDEN |
| Konstantinos Papachristopoulos | Organisational Psychologist, Athens City Council | GREECE |
| Christoph Parak | Managing Director, Umbrella Organisation for Social Enterprises Vienna | AUSTRIA |
| Oana Parvulescu | Director, Social Care Directorate, Arad City Council | ROMANIA |
| Katrin Paulusberger | Education Manager, BFI Salzburg Education GMBH | AUSTRIA |
| Maite Peña | County Counselor for Social Policies, Gipuzkoa County Council | SPAIN |
| Julia Peterbauer | International Relations Officer, Vienna Social Fund | AUSTRIA |
| Lorraine Polidano | Service Area Leader, Social Worker, Agenzija Sapport | MALTA |
| Crina Pop | Policy Officer, Social and Medical Services Department, Cluj-Napoca City Council | ROMANIA |
| Jevgenia Poska | Social Worker, Tartu City Council | ESTONIA |
| Peter Prenner | Economist, Vienna Chamber of Labour | AUSTRIA |
| Alex Reiff | Special Agent, Salzburg Provincial Council | AUSTRIA |
| Nathalie Renaudin | Public Affairs Director, Edenred | BELGIUM |
| Christiane Rennert | Social Planner, Cologne City Council | GERMANY |
| Regina Rieder | Regional Manager, Association for the Promotion of Work and Employment (FAB) | AUSTRIA |
| Andreas Rubchich | Project Manager, Viennese Employees Promotion Fund (WAFF) | AUSTRIA |
| Carlos Santos Guerrero | Deputy Director General of Social Services and Economic Management, Galicia Provincial Council | SPAIN |
| Elizabeth Scerri | Monitor, Social Care Standards Authority | MALTA |
| Michaela Schafferhans | Senior Consultant, Prospect Research & Solutions | AUSTRIA |
| Ágota Scharle | Senior Researcher, Budapest Institute for Policy Analysis | HUNGARY |

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| Kristin Scharpé | Coordinator, Mechelen Social House, Association of Flemish Directors of Social Services (VVOS) | BELGIUM |
| Bruno Schernhammer | Expert for Labour Market Policy, Viennese Employees Promotion Fund (WAFF) | AUSTRIA |
| Michaela Schertler | Psychosocial Counselor, Viennese Employees Promotion Fund (WAFF) | AUSTRIA |
| Verena Schriebl | Expert, Federal Ministry of Labour, Social Affairs, Health and Consumer Protection | AUSTRIA |
| Jana SchultheiB | Subject Specialist, Vienna City Council | AUSTRIA |
| Matthias Schulze-Böing | Director, MainArbeit, Association of Local Employment Policy | GERMANY |
| Claudia Schuschu | Project Manager, Association for the Promotion of Work and Employment (FAB) | AUSTRIA |
| Anette Scoppetta | Deputy Director, Head of Work and Welfare, European Centre for Social Welfare Policy and Research | AUSTRIA |
| Inês Sequeira | Investment and Social Innovation Director, Santa Casa da Misericórdia de Lisboa | PORTUGAL |
| Rosa Serrano | Technical Manager of Subventions to Entities, Madrid Provincial Council | SPAIN |
| Isidre Sierra | President of Social Welfare and Healthcare Department, Catalan Association of Municipalities (ACM) | SPAIN |
| Maria Simões | Community Centre Director, Santa Casa da Misericórdia de Lisboa | PORTUGAL |
| Davide Sironi | Social Policy Manager, Lombardy Region | ITALY |
| Danielle Snoop | Policy Maker, Association of Directors of Social Services (Divosa) | N E T H E R - LANDS |
| Maria Spirk | Project Manager, Association for the Promotion of Work and Employment (FAB) | AUSTRIA |
| Peter Stanzl | Social Planning Director, Vienna City Council | AUSTRIA |
| Bettina Steffel | Subject Specialist, Vienna City Council | AUSTRIA |
| Gabriele Strassegger | Expert, Austrian Federal Economic Chamber | AUSTRIA |
| Margareta Streffel | Volunteer | |
| Zsuzsanna Szollár | Project Manager, Directorate-General for Social Affairs and Child Protection | HUNGARY |
| Zsofia Szönyi | International Relations Officer, Directorate-General for Social Affairs and Child Protection | HUNGARY |
| Stijn Tanghe | Policy Advisor Social Economy, W13 | BELGIUM |
| Simon Theurl | Labour Market Expert, Vienna Chamber of Labour | AUSTRIA |
| Peter Tischler | Administrator, Salzburg Provincial Council | AUSTRIA |
| Kristina Töller | Counselor, Viennese Employees Promotion Fund (WAFF) | AUSTRIA |
| Miriam Toplanska | Policy Officer, The European Commission | |
| Ágnes Mária Tóthné Ács | Service Agent, Ministry of Interior | HUNGARY |
| Florence Treyvaud Nemtsov | International Project Manager, SOS Children's Villages International | AUSTRIA |

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|----------------------------------|---|---------------------|
| Marjukka Turunen | Change Management Director, Kela | FINLAND |
| Nalan Üker | Programme Director, International Blue Crescent Relief and Development Foundation | TURKEY |
| Israel Ureña Mallen | Social Worker, Barcelona Municipal Institute of Social Services | SPAIN |
| Marcel van Druenen | Programme Manager, Association of Directors of Social Services (Divosa) | N E T H E R - LANDS |
| Edwin van Staveren | Societal Developments and Environment Manager, City of Deventer, Association of Directors of Social Services (Divosa) | N E T H E R - LANDS |
| Stephen Christopher Vella | Corporate Services Director, Foundation for Social Welfare Services (FSWS) | MALTA |
| Georgios Vellis | Local Development Officer, Fyli City Council | GREECE |
| Manuela Vollmann | Executive Director, ABZ*Austria | AUSTRIA |
| Tobias Voltan | Counselor, National Council Order of Social Workers | ITALY |
| Norman Wagner | Economist, Vienna Chamber of Labour | AUSTRIA |
| Vikki Walters | Strategic Consultant for Disability Employment, Gloucestershire County Council, Association of Directors of Adult Social Services (ADASS) | U N I T E D KINGDOM |
| Sandra Walther | Social Worker, Swiss Cities' and Towns' Social Policy Group | SW I T Z E R - LAND |
| Judith Wiesinger | Subject Specialist, Vienna City Council | AUSTRIA |
| Heimo Wilfan | Manager, Vienna Social Fund | AUSTRIA |
| Viera Zahorcova | Director, Slovak Union of Supported Employment | SLOVAKIA |
| Joseba Zalakain | Director, SIIS Research and Documentation Centre | SLOVAKIA |

PRACTICAL INFORMATION



TIMES AND VENUE

The seminar will take place on the **5th-6th of November** at **Novotel Hotel Wien Hauptbahnhof** Canettistrasse 6, 1100 Vienna, Austria.

The seminar will start on **Monday 5th November** at **09:00** and will finish on **Tuesday 6th November** at **13:15**. **Registration** will open at **08:30 on the 5th of November**

DINNER ON 5th NOVEMBER

The City of Vienna will host a dinner reception on the 5th of November. The dinner will start at 18:30 and takes place at Restaurant 10er Marie located at Ottakringer Str. 222-224 1160, Vienna.

Buses from the site visits to the restaurant and back to the Hotel will be arranged by ESN.

TRAVEL

Please book your travel arrangements as soon as possible, making sure that you can attend the whole seminar.

HOW TO GET TO THE VENUE

Address

Novotel Hotel Wien Hauptbahnhof
Canettistrasse 6, 1100 Wien, Austria

From Vienna International Airport to Hotel Novotel Wien Hauptbahnhof

Vienna International Airport is located 20 kilometres (12 miles) southeast of Vienna City. The Hotel Wien Hauptbahnhof is easily accessible by public transport from the airport and is located only 8-10 minutes walking distance (450 metres) from Vienna Central Station/Hauptbahnhof (see map below):

By train: Commuter trains (operated by the public transport company in Vienna, ÖBB (www.oebb.at) to Vienna depart every 30 minutes from Vienna airport railway station. Total travel time between the airport and Vienna Central Station/Hauptbahnhof is 15 minutes.

By bus: Vienna Airport Lines (www.viennaairport-lines.at) connects Vienna Airport with Vienna Central Station/Hauptbahnhof with a departure every 30 minutes. Total travel time is 20 minutes.

PRACTICAL INFORMATION ABOUT VIENNA

Language: German

Currency: Euro

Time zone: Central European time zone (CET = GMT / UCT + 1)

Power plug: standard voltage of 230V, Schuko/Type F sockets

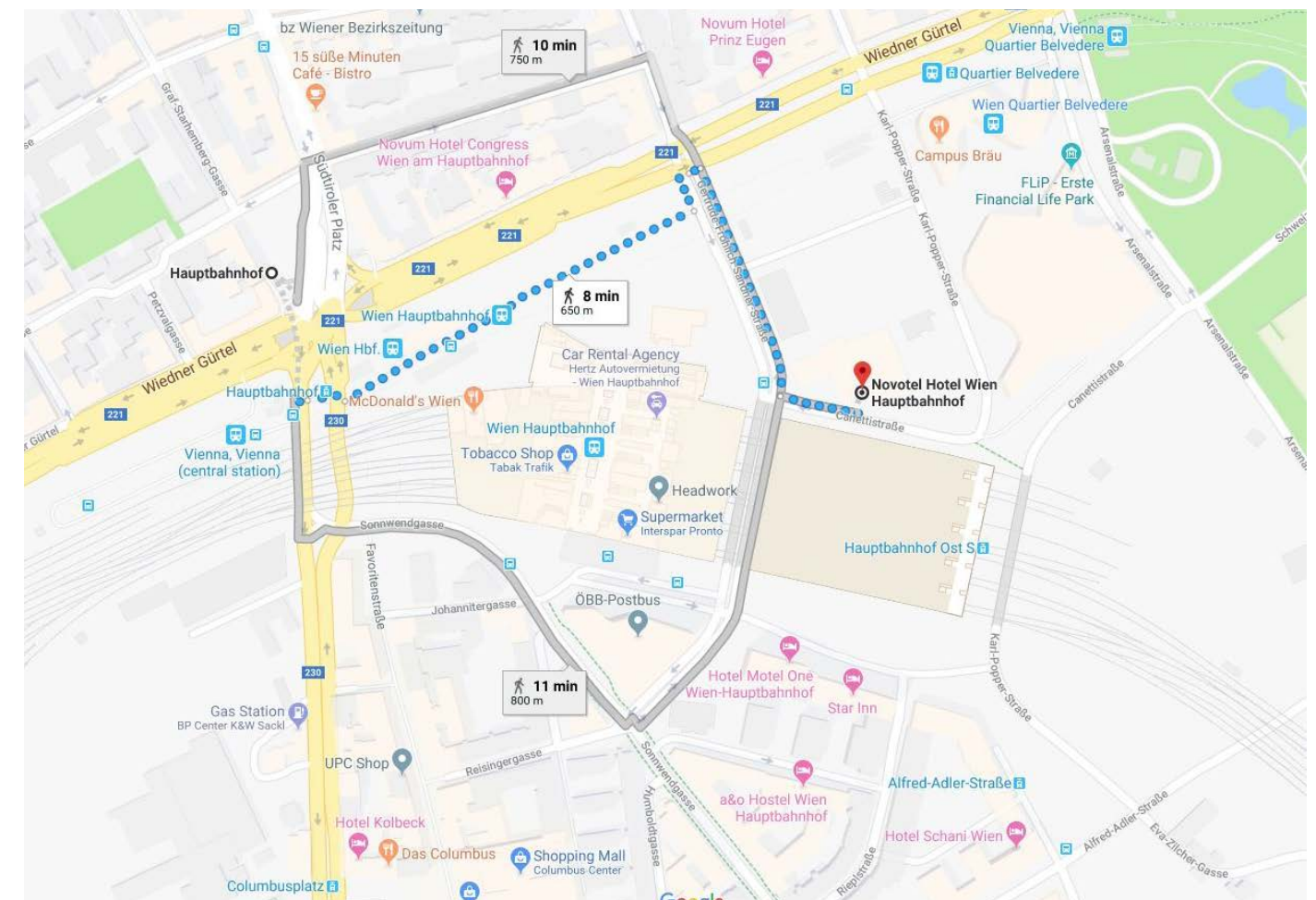
Emergency Numbers:

European emergency number: **112** (assistance in all European languages)

Austrian Ambulance: **144**

Austrian Police: **133**

If needed you can contact Ines Boursot (Projects & Events Officer at ESN) at +32 (0) 479 176 743 (this phone line will be on from the 4th November at 2pm)



From Vienna Central Station/Hauptbahnhof
to Novotel Hotel Wien Hauptbahnhof
8-10 minutes' walk

Get involved!

#InclusiveActivation



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