

## DRAFT AGENDA

8:00 AM – 9:00 AM Registration and Breakfast

9:00 AM – 10:30 AM **Opening Plenary: Moving Clients Forward in the Modern Age**

Service Experts frequently work with clients with highly-complex needs. Before these individuals are ready for change, they must often seek help for mental illness and addiction, and begin to heal from trauma. In this opening plenary, registered psychologist Megan Phillips will discuss how to interact with multi-barrier, change-resistant clients. She will explain how motivational interviewing can determine whether clients are ready for change, allow them to discover their own reasons for change, and help them move through the stages of change until they are ready for employment.

Following this presentation, a panel of experts will explore ways to problem-solve and think more creatively with clients about finding new opportunities on the road to self-reliance. The speakers will analyze labour market trends and share evidence-based research and real-life examples of how clients are finding ways to thrive within new economic models created by global shift from manufacturing to knowledge. Attendees will also hear how best practices and partnerships between Indigenous Friendship Centres and Ontario Works can be replicated across the province.

Later in the day, the concurrent session will discuss motivational interviewing techniques in more depth and further delve into strategies that service providers can implement to help job seekers participate in new economies.

**Speakers:**

- **Megan Phillips, Registered Psychologist**
- **Catherine Chambers, Organizational Learning Specialist and Researcher**
- **Chelsea Krahn, Labour Force Policy Analyst, Ontario Federation of Indigenous Friendship Centres**

10:30 AM – 10:45 AM Break

**Holiday Inn Kingston Waterfront**

10:45 AM – 12:15 PM Concurrent Sessions

**1.1 Motivational Interviewing**

This session builds on the morning plenary by further exploring how to use motivational interviewing, a counselling intervention method that works well with individuals who are unmotivated, unprepared or resistant to change. Learn to use motivational interviewing techniques to start conversations with clients and respond to their reactions and responses in ways that will help them find their intrinsic motivation and resolve their ambivalence about change.

**Speaker:** *Megan Phillips, Registered Psychologist*

**1.2 Harnessing Employment Opportunities in New Economies**

This session delves deeper into the new economic models discussed in the morning plenary. The sharing economy, green economy, and gig economy have created opportunities for job seekers to find sustainable work locally, and globally through virtual models. This session will focus on strategies that service providers can implement to position job seekers to participate within these new economies. Participants will build on existing knowledge and receive a range of resources and practical tools. They will also review examples of strategies that have enabled individuals to overcome persistent barriers.

This vision also included a goal to encourage a transition over time from reactive responses to homelessness to services that focus on more proactive and permanent solutions.

**Speaker:** *Catherine Chambers, Organizational Learning Specialist and Researcher*

**1.3 Coach's Corner**

Learn all about a County Norfolk program that provides career coaching to OW clients after they find a job. Find out how the county's coaches help individuals maintain financial independence by working with clients to identify and solve problems early on, and by helping them develop career advancement and educational plans.

**Speakers:**

- *Dianna Crotta, Career Coach, Haldimand-Norfolk Health and Social Services*
- *Marlene Smith, Career Coach, Haldimand-Norfolk Health and Social Services*

**Holiday Inn Kingston Waterfront**

12:30PM – 1:30 PM Lunch

1:30 PM – 3:00 PM Concurrent Sessions

**2.1 Mental Health and Addictions Support**

Learn more about a program, offered by Addiction & Mental Health Services – Kingston Frontenac Lennox & Addington, that supports individuals who are in recovery from a mental health crisis or addiction and considering entry or re-entry into the workforce. Using their program as a model, the workshop leaders will discuss strategies for helping clients prepare for, find and keep a job. AMHS-KFLA’s approach includes assessing clients’ job readiness and discovering their strengths, motivations and barriers to employment. It also runs a social enterprise business that provides eligible clients with short-term food service or custodial work in a supportive setting.

**Speakers:**

- *David Sider, Vocational Rehabilitation Specialist, Addiction & Mental Health Services – Kingston Frontenac Lennox & Addington*
- *Sara Teillet, Vocational Rehabilitation Specialist, Addiction & Mental Health Services – Kingston Frontenac Lennox & Addington*
- *Holly Jacques, Business Coordinator for Friendship Enterprise, Addiction & Mental Health Services – Kingston Frontenac Lennox & Addington*

**2.2 Digital Inclusion: A Necessity, Not a Luxury**

When it comes to job-search and retention, and even every day survival, computer skills are becoming more critical by the digital minute. In this session, digital literacy and employment services experts will share tips and strategies for helping clients from different generations and ESL clients overcome barriers and build a foundational understanding of digital technology.

**Speakers:**

- *Chuck Dowdall, Executive Director, Kingston Literacy & Skills*
- *Stacy Watson, One-to-One tutoring Coordinator and Educational Needs Assessor, Kingston Literacy & Skills*
- *Sandra Leslie, Manager, ReStart Employment Services, John Howard Society of Kingston and District*
- *Alicia Royce, Youth Employment Consultant, ReStart Employment Services, John Howard Society of Kingston and District*

**Holiday Inn Kingston Waterfront**

**2.3 Connecting Clients and Employers with Technology**

The District of Nipissing Social Services Administration Board has dramatically reduced OW cases using a locally developed and innovative Employment Database that determines a participants level of employability using a skills based assessment that incorporates questions related to the social determinants of health. This information combined with DNSSAB's long standing partnership with the North Bay and District Chamber of Commerce's Get Trained Workers Program allows DNSSAB to effectively match participants with employers and/or training opportunities. Discover the secrets to DNSSAB's success and find out how Niagara Region has customized its approach to create a database that uploads SAMS information and matches OW and ODSP clients to both jobs and training.

***Speakers:***

- *Aimie Caruso, District Coordinator, Employment Services and Client Outcomes, District of Nipissing Social Services Administration Board*
- *Ann Marie Fitzgerald, Manager, Social Assistance and Employment Opportunities, Niagara Region*
- *Michelle Hagar, Supervisor, Social Assistance and Employment Opportunities, Niagara Region*

**3:00 PM – 3:45 PM Closing Speaker: *Comedian Evan Carter***

For four decades Evan Carter's versatility, experience and professionalism has served him well. He moves easily from television, with his own half hour special on CBC, to his many radio appearances on CBC's "The Debaters", "Metro Morning", "Fresh Air", "Later the Same Day", and "Laugh Out Loud." He is also a faculty member of Second City in Toronto.

Evan's interactive keynote will focus on the importance of collaboration in all facets of our lives -- family, work, and self.