

 **MSSA**
ONTARIO MUNICIPAL SOCIAL
SERVICES ASSOCIATION

AMES



PROGRAM

**EMPLOYMENT
FORUM**

October 1-2, 2019

**Holiday Inn International Airport Hotel
970 Dixon Road, Toronto**



PROGRAM-AT-A-GLANCE

TUESDAY, OCTOBER 1

9:00 AM – 10:00 AM **OPENING PLENARY:** Looking to the Future of Employment Services in Ontario

10:00 AM – 10:30 AM **REFRESHMENT BREAK with Exhibitors**

10:30 AM – 12:00 PM **BREAKOUT SESSIONS:**

- 1.1** *Youth Development: Strategies for Effectively Working with and Engaging Youth*
- 1.2** *Employment Re-Imagined*
- 1.3** *Job Search Club 101*
- 1.4** *Networking and Information Sharing*

12:00 PM – 1:30 PM **LUNCH & NETWORKING**

1:30 PM – 3:00 PM **BREAKOUT SESSIONS:**

- 2.1** *Youth Development: Strategies for Effectively Working with and Engaging Youth*
- 2.2** *Employment Re-Imagined*
- 2.3** *Job Search Club 101*
- 2.4** *Innovative, Community-Based Wraparound Programs for Sustainable, Career-Track Employment*

3:15 PM – 4:15 PM

KEYNOTE:

The Path to Resilience

Melanie Willard, Author of *Dare to be Raw*



PROGRAM-AT-A-GLANCE

WEDNESDAY, OCTOBER 2

9:00 AM – 10:15 AM

OPENING PLENARY

PANEL DISCUSSION

Interacting with Clients:

Building Stronger and Safer Relationships

10:15 AM – 10:30 AM

REFRESHMENT BREAK with Exhibitors

10:30 AM – 12:00 PM

BREAKOUT SESSIONS:

- 3.1** *Creating Transformation in Service Settings: Getting to the Roots of Tolerance (PART I)*
- 3.2** *Best Practices for Working with ODSP, Employment Ontario, and Moving Clients on the Employment Continuum*
- 3.3** *Breaking the Cycle of Poverty*

12:00 PM – 1:00 PM

LUNCH & NETWORKING

1:00 PM – 2:30 PM

BREAKOUT SESSIONS:

- 4.1** *Creating Transformation in Service Settings: Getting to the Roots of Tolerance (PART II)*
- 4.2** *Best Practices for Working with ODSP, Employment Ontario, and Moving Clients on the Employment Continuum*
- 4.3** *Living in an Experiential World*
- 4.4** *Building Resilience to Stress and Change at Work*



DETAILED PROGRAM

TUESDAY, OCTOBER 1

9:00 AM – 10:00 AM

OPENING PLENARY

Looking to the Future of Employment Services in Ontario

The Provincial government is transforming the delivery of employment services in Ontario to create one efficient, effective, and easy-to-use system. Specific details of this future system remain unknown. However, we know that CMSMs and DSSABs may play a lesser role in connecting clients with employment opportunities, but a greater role in helping individuals stabilize their lives so they are ready for these opportunities. In this presentation, AMES President Michael Simon will discuss what CMSMs and DSSABs can do now to prepare for the new system, elaborating on the following topics:

- What are the core skills encapsulated by the terms “life stabilization” and “pre-employment”?
- What is the interrelationship between life stabilization and pre-employment activities?
- How to develop strong partnerships with Employment Ontario
- How to use technology to track client progress over the long-term in order to collectively demonstrate that the work of CMSMs and DSSABs is making a difference
- Why the work you do right now matters more than ever

**More topics and speakers to be announced*

10:00 AM – 10:30 AM

REFRESHMENT BREAK with Exhibitors

10:30 AM – 12:00 PM

BREAKOUT SESSIONS

1.1 Youth Development: Strategies for Effectively Working with and Engaging Youth*

This workshop is packed with practical and tangible approaches for making services more appealing and effective for marginalized youth. Youth Rising Above founder Jonathan John will share practical strategies for designing, delivering and evaluating programs in ways that are truly youth-informed and youth-empowering. He will also discuss the importance of diversifying your interactions, increasing the quality of your connections, recognizing and praising youth, and reigniting your passion for your work. Huron County Ontario Works will also present about a successful summer engagement program for vulnerable youth that improves life skills, self-awareness, self-acceptance and self-esteem.

Speakers:

- **Jonathan John**, Founder, Youth Rising Above
- **Jen Bonello**, Ontario Works Case Manager, Huron County Social Services
- **Pauline McFadden**, Ontario Works In-House Pre-employment Readiness and Life Skills Workshop Facilitator

**This session is also available in the afternoon from 1:30 – 3:00*



TUESDAY, OCTOBER 1

10:30 AM – 12:00 PM

BREAKOUT SESSIONS *(continued)*

1.2 Employment Re-Imagined*

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.

Speaker: *Catherine Chambers, Teacher-Researcher*

**This session is also available in the afternoon from 1:30 – 3:00*

1.3 Job Search Club 101*

Bruce County created Job Search Club to meet the needs of long-term unemployed clients with complex circumstances and multiple barriers to employment. These hard-to-reach clients were not meeting the requirements of their participation agreements and had difficulty engaging in any meaningful employment or volunteer activities. However, the County also recognized these individuals had to possess enormous strength and resilience to deal with their complex life circumstances. It hoped to tap this potential by redirecting their strengths in positive and productive ways. On the first day of the three-month program, all 12 participants attended. By the end of the club, three participants were meaningfully employed and had gained valuable life skills to support their continued success. During this practical and interactive workshop, you'll learn more about Bruce County's approach and think through the question "Could this work in my jurisdiction?"

Speakers:

- **Crystal Harvey**, *Employment Counsellor, Corporation of the County of Bruce*
- **Christie Jedemann**, *Employment Counsellor, Corporation of the County of Bruce*
- **Catherine Munn**, *Employment Counsellor, Corporation of the County of Bruce*

**This session is also available in the afternoon from 1:30 – 3:00*

1.4 Networking and Information Sharing

This session is designed to give attendees the opportunity to share relevant program/service information while networking. Within facilitated small group table discussions, each participant will describe an innovative or highly successful approach to supporting clients in either life stabilization, training/education or employment pathways. Then, each table will share some of what they've learned with the larger group.

Facilitators:

- **James LaPierre**, *Director, Employment and Social Services, City of Toronto*
- **Laura LePine**, *Director of Social Services, County of Renfrew & Chair, OMSSA EIN Network*



TUESDAY, OCTOBER 1

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LUNCH & NETWORKING

1:30 PM – 3:00 PM

BREAKOUT SESSIONS

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**This session is also available in the morning from 10:30 –12:00*

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BREAKOUT SESSIONS *(continued)*

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**This session is also available in the morning from 10:30 –12:00*

2.4 Innovative Community-Based Wraparound Programs for Sustainable, Career-Track Employment

During this session, the City of Brantford will provide an overview of Homeward Bound, WoodGreen's evidence-based intensive case management model for improving economic and social outcomes of single mothers through skills upgrading, post-secondary education attainment and transition to sustainable employment. Next, attendees will learn how the OFIFC, Friendship Centres and WoodGreen partnered to create Urban Indigenous Homeward Bound, a four-year, culturally-based model for sole-parenting urban Indigenous woman, now operating in seven Friendship Centres across Ontario. Attendees will hear the story of the UIHB program in London, Ontario operated by the N'Amerind Friendship Centre and learn about the importance of culturally-specific wraparound delivery models that best support employment opportunities for Indigenous people.

Speakers:

- **Lauren Howse**, *Urban Indigenous Homeward Bound Program Coordinator, Ontario Federation of Indigenous Friendship Centres (OFIFC)*
- **Lorie Arias**, *Assistant Executive Director & Program Coordinator, Homeward Bound Program, N'Amerind Friendship Centre*
- **Joshua Litwin**, *Manager, Community of Practice, Homeward Bound*
- **Lori Bruner**, *Executive Director, Brant Skills Centre*
- **David Vujasinovich**, *Community Development Coordinator, Health and Human Services, City of Brantford*



TUESDAY, OCTOBER 1

3:15 PM – 4:15 PM

KEYNOTE



The Path to Resilience

Melanie Willard, Author of *Dare to be Raw*

What helping professionals experience on the frontlines takes a toll on all aspects of their lives and on the public they serve. After years of serving on the frontlines of crisis and disasters across North America, Melanie Willard personally experienced what can happen when these stressors accumulate and become toxic. She suffered from burnout, compassion fatigue, and PTSD which led to reckless behaviour, drug addiction, the loss of her marriage and the life of her husband. In 2016, she published her award-winning memoir *Dare to be Raw* and she now speaks to organizations, helping professionals and first responders about self-care, resilience, crisis intervention and leadership. In this remarkable keynote presentation, Melanie helps break the silence and stigma attached to human suffering and inspires others to continue making an impact on the world around them.



DETAILED PROGRAM

WEDNESDAY, OCTOBER 2

9:00 AM – 10:15 AM

OPENING PLENARY

PANEL DISCUSSION

Interacting with Clients: Building Stronger and Safer Relationships

During this special interactive session, a panel of experts will introduce and explore:

- How bias can influence outcomes in employment and entrepreneurship and what to do about it
- Cultural safety and trauma-informed practice in the Indigenous context
- How motivational interviewing can help build compassionate, accepting and collaborative communication with clients that strengthens their personal motivation

Speakers:

- **Catherine Chambers**, *Teacher-Researcher*
- **Diane Smylie**, *Provincial Director, Ontario Indigenous Cultural Safety Program, Southwest Aboriginal Health Access Centre*
- **Leila Monib**, *Provincial Practice Lead, Southwest Aboriginal Health Access Centre*
- **Dominique-Michelle Legacy**, *Transitional Case Manager, Southwest Ontario Aboriginal Health Access Centre*
- **Wendy Beales**, *Family Therapist, Family Services Division, Region of Durham*

10:15 AM – 10:30 AM

REFRESHMENT BREAK with Exhibitors

10:30 AM – 12:00 PM

BREAKOUT SESSIONS

3.1 Creating Transformation in Service Settings: Getting to the Roots of Tolerance (PART I)*

Are we all tolerated equally? Many health and social service leaders across Canada are asking this critical question in their efforts to improve the quality of services for all clients. We all know that attitudes like tolerance, appreciation, and repulsion are connected to behaviours. This connection is the foundation for understanding how and why cultural safety is needed for transformation in health care and social services today. This workshop will explore the connection between attitudes and behaviours through engaging and thought-provoking activities and exercises. Participants will have the opportunity to explore models of cultural safety, stereotyping, and the Indigenous-specific colonial narratives that inform dominant attitudes in Canada. They will be able to reflect on their own attitudes and beliefs, and apply this knowledge and insight to specific and relevant scenarios. This part of the workshop is often full of “a-ha” moments for the whole group! Participants will come away with a deeper understanding of the connection between attitudes and behaviours and a greater appreciation for the ways that this can play out differently in relationships with Indigenous clientele. “Getting to the Roots of Tolerance” provides participants with a unique experience to step out of the everyday and look at the roots of the issues that impact their work, the efficacy of service provision, and clients’ quality of care.

Speakers:

- **Diane Smylie**, *Provincial Director, Ontario Indigenous Cultural Safety Program, Southwest Aboriginal Health Access Centre*
- **Leila Monib**, *Provincial Practice Lead, Southwest Aboriginal Health Access Centre*

**Part II of this session will be offered in the afternoon from 1:30 – 3:00*



WEDNESDAY, OCTOBER 2

10:30 AM – 12:00 PM

BREAKOUT SESSIONS *(continued)*

3.2 Best Practices for Working with ODSP, Employment Ontario, and Moving Clients on the Employment Continuum

This session is about Niagara Region's approach to working with marginalized clients. Speakers will discuss the region's strong working relationship with ODSP and share best practices and success stories for working with ODSP offices and individuals transferring between the two income support programs. They will also share best practices for working with Employment Ontario and address community placement and supports to assist individuals move on the employment continuum.

Speakers:

- **Ann Marie Fitzgerald**, Manager, Social Assistance and Employment Opportunities, Niagara Region
- **Michelle Hagar**, Supervisor, Social Assistance and Employment Opportunities, Niagara Region

**This session is also available in the afternoon from 1:30 – 3:00*

3.3 Breaking the Cycle of Poverty

The County of Lambton and City of Kingston come together in this workshop to discuss their highly successful approaches that support client's in life stabilization, self-discovery, employment readiness and acquire the skills necessary to move out of poverty to full self-sufficiency. Lambton will share 10 years of powerful Lambton Circles® outcomes data and explain how and why Lambton Circles® became so effective at helping individuals achieve economic self-sufficiency. Next, the City of Kingston will explain how it offers a path that clients can follow from "SAIL for Clients" to "Getting Ahead" to "Circles" and demonstrate and discuss the benefits of offering programs that are linked together in a way that offers individuals the opportunity to progress toward independence at their own pace.

Speakers:

- **Kim Godin**, National Circles Coordinator, County of Lambton
- **Helen Maberly**, Manager, Family and Community Health, Kingston Community Health Centre
- **Madison Hainstock**, Circles Kingston Coordinator, Loving Spoonful
- **Sharon Smith**, Ontario Works Supervisor, Housing and Social Services Department, City of Kingston

NOTE: Session 3.4, Intensive Case Management has been removed from the program due to unforeseen circumstances. Details on additional sessions will be added to the program once available.

12:00 PM – 1:00 PM

LUNCH & NETWORKING



WEDNESDAY, OCTOBER 2

1:00 PM – 2:30 PM

BREAKOUT SESSIONS

4.1 Creating Transformation in Service Settings: Getting to the Roots of Tolerance (PART II)*

Are we all tolerated equally? Many health and social service leaders across Canada are asking this critical question in their efforts to improve the quality of services for all clients. We all know that attitudes like tolerance, appreciation, and repulsion are connected to behaviours. This connection is the foundation for understanding how and why cultural safety is needed for transformation in health care and social services today. This workshop will explore the connection between attitudes and behaviours through a variety of engaging and thought-provoking activities and exercises. Participants will have the opportunity to explore models of cultural safety, stereotyping, and the Indigenous-specific colonial narratives that inform dominant attitudes in Canada. They will be able to reflect on their own attitudes and beliefs through an individual activity, and then apply this knowledge and insight to specific scenarios. The scenarios will deal with service situations that are relevant to the participants' experiences. This part of the workshop is often full of "a-ha" moments for the whole group! Participants will come away with a deeper understanding of the connection between attitudes and behaviours and a greater appreciation for the ways that this can play out differently in relationships with Indigenous clientele. "Getting to the Roots of Tolerance" provides participants with a unique experience to step out of the everyday and look at the roots of the issues that impact their work, the efficacy of service provision, and clients' quality of care.

Speakers:

- **Diane Smylie**, Provincial Director, Ontario Indigenous Cultural Safety Program, Southwest Aboriginal Health Access Centre
- **Leila Monib**, Provincial Practice Lead, Southwest Aboriginal Health Access Centre

***Participants must have attended session 3.1 from 10:30 to 12:00 to attend this session**

4.2 Best Practices for Working with ODSP, Employment Ontario, and Moving Clients on the Employment Continuum

This session is about Niagara Region's approach to working with marginalized clients. Speakers will discuss the region's strong working relationship with ODSP and share best practices and success stories for working with ODSP offices and individuals transferring between the two income support programs. They will also share best practices for working with Employment Ontario and address community placement and supports to assist individuals move on the employment continuum.

Speakers:

- **Ann Marie Fitzgerald**, Manager, Social Assistance and Employment Opportunities, Niagara Region
- **Michelle Hagar**, Supervisor, Social Assistance and Employment Opportunities, Niagara Region

***This session is also available in the morning from 10:30 – 12:00**



WEDNESDAY, OCTOBER 2

1:00 PM – 2:30 PM

BREAKOUT SESSIONS *(continued)*

4.3 Living in an Experiential World

The City of Greater Sudbury uses an experiential approach to help clients achieve certification in entry level occupations while coaching them in life, social and essential skills. The speakers will reveal the secrets to Sudbury's successful formula for supporting adults from pre-employment activities to job placement.

Speaker: *Vivienne Martin, Social Service Program Manager, City of Greater Sudbury*

4.4 Building Resilience to Stress and Change at Work

Social Services staff are dealing with change, uncertainty, budget constraints and tight timeframes along with a variety of external stressors. These factors significantly impact an individual's ability to thrive, and sometimes simply cope, at work. The ability to deal with daily occupational demands, and manage fear of change and other worries such as job security and employee rivalry, is important for success at work and also enhances general well-being. This workshop will focus on how staff can improve their resilience and reduce the negative impact of these types of concerns.

Speaker: *Megan Phillips, Registered Psychotherapist*



VENUE & ACCOMMODATION

OMSSA's 2019 Employment Forum is taking place at:

Holiday Inn International Airport Hotel
970 Dixon Road
Toronto, Ontario
M9W 1J9

ACCOMMODATION

A block of rooms is now available at:

Four Points Sheraton
 6257 Airport Road
 Mississauga, Ontario
 L4V 1E4

This hotel is a four (4) minute drive to the Holiday Inn International Hotel where the forum is being held.

Book your room by **September 20, 2019** (based on the availability of the block), to be eligible for the group rate of **\$149++/night** by calling **1-800-565-5769** or directly at **905-678-1401**, and identify yourself as being with Ontario Municipal Social Services Association, or **book your room online**.

Parking is \$10/day and guests will receive 15% off meals within the Moments Restaurant at the hotel.

If you have any questions about booking your hotel or about the Forum, please email education@omssa.com.

FEES AND REGISTRATION

MEMBER RATES

Available to any staff member of an OMSSA member organization (one of the 47 CMSMs and DSSABs in Ontario).

	Member Early Bird Rate (By September 16)	Member Rate (After September 16)
Full Registration (October 1-2)	\$475 + HST	\$575 + HST
One-Day Registration (October 1 OR 2)	\$260 + HST	\$360 + HST



NON-MEMBER RATES

	Non-Member Early Bird Rate (By September 16)	Non-Member Rate (After September 16)
Full Registration (October 1-2)	\$570 + HST	\$670 + HST
One-Day Registration (October 1 OR 2)	\$300 + HST	\$400 + HST

NOT-FOR-PROFIT (NFP) AND STUDENT PASSES

For students or small, community-based agencies delivering human services. Student pass requires a current, valid student ID.

	NFP / Student Early Bird Rate (By September 16)	NFP / Student Rate (After September 16)
Full Registration (October 1-2)	\$325 + HST	\$425 + HST
One-Day Registration (October 1 OR 2)	\$175 + HST	\$275 + HST

SPEAKER RATES

Available only to those scheduled to speak at plenary or breakout sessions at the Forum.

	Speaker Flat Rate
Speaker Registration (October 1-2)	\$210 + HST

CANCELLATION AND SHARING POLICY

Requests for refunds to the event will be honoured, less a \$50.00 administration fee, provided a written notice of cancellation and request for refund is received more than 10 business days prior to the event (on or before September 16, 2019). No refunds will be issued within nine business days of the first day of the event (on or after September 17, 2019). Conference registrations cannot be shared. A substitution will be accepted up to and including the first day of the event. OMSSA reserves the right to change or cancel the program without notice and will only be responsible for refunding the registration fee. OMSSA is not in any way responsible for travel or accommodation costs or losses related to the event.



SPONSORSHIP AND EXHIBIT OPPORTUNITIES

Through the forum, OMSSA aims to connect members and delegates with resources to help them better prepare their clients for employment.

OMSSA is welcoming and inviting a variety of private and public sector organizations to exhibit at the forum to showcase and connect delegates with additional tools and resources to better assist their clients.

Register now as an Exhibitor, Sponsor to build your employment services network:

[Access Sponsor and Exhibit brochure and pricing](#)