

***Building capacity for excellence
in service provision for people
with disabilities***

EPR CATALOGUE OF ACTIVITIES AND SERVICES 2016

This catalogue outlines the main events and other initiatives organised by EPR for members, and other stakeholders, in the coming year, as well as services that members of the network can benefit from. Firstly, an overview of the services and activities available to members is provided, followed by a provisional calendar of activities. This is followed by a brief description of each activity – the topic, target audience, potential impact of participating in the activity, as well as the place and date where already known, with the aim of facilitating planning and prioritising.

Full members can participate in all activities and associate members can participate in a fixed number of activities, as outlined below. Further information about the individual activities and invitations will be circulated amongst members as soon as they are available. These will include a description of the learning objectives and draft agenda.

In order for these activities to be successful we would ask for participants to register for events as soon as they can and to commit to attending, in order to ensure that the event has enough participation to be successful. We encourage participants to engage with their managers about the activity, and if further information is needed, the secretariat is happy to provide it. We also encourage participants to share the learning or results of the activity with colleagues.

EPR activities go beyond traditional mutual learning exchanges. EPR members co-create and pilot innovative products, tools and methods and to better meet the needs of clients, employers and funders. Professionals from EPR members gather to benchmark and analyse effectiveness in service provision over time; improving quality of services and quality of life for clients, as well as positively impacting their daily work experience. Organisations are better equipped to be competitive in a changing market environment.

EPR offers numerous opportunities to network with leading service providers from across Europe. EPR members are committed to high quality service delivery in the fields of vocational education and training, employment reintegration, medical rehabilitation and social care. In addition to the experienced secretariat, EPR initiatives are supported and facilitated by renowned experts in these fields.

Through its public affairs activities, EPR enables service providers to contribute to the social and disability debate and to the strengthening of the social service sector. In addition, EPR facilitates access to EU funding through project development support, partner matching and training sessions.

OVERVIEW OF ACTIVITIES AND SERVICES

THE STANDARD PACKAGE

All members benefit from the “standard package”

All members can participate in the following meetings:

- ✓ Annual Conference and its Workshops
- ✓ Member coordinators’ meetings for exchange and training
- ✓ Strategic Workshop for Directors
- ✓ Annual Public Affairs Event
- ✓ Training sessions on EU initiatives and policy
- ✓ Training on EU funding programmes

All members can access the following services:

- ✓ Advice on EU project funding – applications and processes
- ✓ Support in searching for project partners
- ✓ Tailor-made call for project alerts
- ✓ Support to meet with EU level policy makers

ASSOCIATE MEMBERS

In addition to the “standard package” associate members can participate in additional meeting-based activities (domain and theme specific), up to a total of half of all activities offered that year.

For 2016, 20 activities are offered. 6 meetings are part of the “standard package” (two coordinators meetings counted as one), so associate members can participate in 4 more activities.

Associate members can send one participant to the Workshop for Directors and attend General Assemblies as observers.

FULL MEMBERS

In addition to the “standard package” full members can participate in all of the domain and thematic specific activities and send two participants to the Workshop for Directors.

Full members benefit from the development of an individual development plan on an annual basis with the secretariat, to gauge and meet needs, interests and take them into account in the EPR’s annual work plan as well as facilitate engagement of the organisation in EPR activities.

Full members also have voting rights at the General Assembly and can stand for membership of the board.

ADDITIONAL SERVICES

For an additional fee the secretariat will organise personalised, tailor-made training or other activities for any individual member (helpdesking/consultancy).

EPR events & activities 2016

PROVISIONAL CALENDAR

- **Training sessions on EU developments:** *Online meeting: Wednesday 16th March, 10am-11.30, during coordinators meeting 20 April, during coordinators meeting 24 November.*
- **Centre Coordinators meeting 1:** *19-20 April, Brussels*
- **Exploring web-based tool for skills matching Portalento.es:** *19 April (provisional), Brussels*
- **Development of Employers' Charters:** *Ongoing, online*
- **Benchmarking activity on quality – quality culture** *April (tbc) online, followed by a face-to face meeting.*
- **Job coaching/supported employment training online:** *April-June, online.*
- **Strategic Workshop for Directors:** *11-12 May, Copenhagen*
- **General Assembly:** *11/12 (tbc) May, Copenhagen*
- **National event on community based services and social inclusion** *Josefsheim Gesellschaft, Germany, (date tbc)*
- **Study visit to Fondazione Don Carlo Gnocchi (medical rehabilitation):** *last week of May, Milan.*
- **National awareness raising seminar + workshop on Quality:** *end May – June, Arad, Romania,*
- **Training seminars on EU Funding Opportunities:** *(online - tbc)*
- **Outcome measurement in Vocational Rehabilitation (OMVR):** *16 June (provisional).*
- **National awareness raising event + workshops on employment of people with disabilities:** *17 June, Riga, Latvia.*
- **Building partnership strategies with employers:** *September, Mulhouse or Paris (tbc).*
- **General Assembly:** *20 September, Lisbon (provisional)*
- **Annual Conference – Demographic change:** *21-22 September, Lisbon.*
- **National awareness raising event on mental health services:** *Spain, September/October.*
- **Benchlearning on mental health services:** *date tbc.*
- **Public Affairs event – empowerment:** *23 November, Brussels (p.m.)*
- **Centre Coordinators meeting 2:** *24 November, Brussels (a.m.)*
- **General Assembly:** *24 November, Brussels (a.m.)*
- **Benchlearning on transition from education-employment:** *24-25 November, Brussels.*

Please consult the EPR website for the most up-to-date information: www.epr.eu. Further information about the individual activities and invitations will be circulated amongst members as soon as they are available. These will include a description of the learning objectives and draft agenda.

DESCRIPTION OF EVENTS AND ACTIVITIES

VOCATIONAL REHABILITATION AND EMPLOYMENT

See also the Outcome measurement in Vocational Rehabilitation (OMVR) group

▪ **Building partnership strategies with employers**

The main contact with employers by service providers is usually with a view to job finding and identifying suitable work placements. However, within service provider organisations there are many competencies that can create a more sustainable and strategic partnership approach with employers. Service providers can offer a range of services that meet the needs of employers, those being considered as clients. Developing meaningful and productive partnerships with employers can be seen as a positive and effective pathway to (re)integrate people with disabilities into the open labour market. This issue was also the focus of the Learnabil-IT project, parts of which will feed into the programme of this benchlearning event.

September, Mulhouse or Paris (tbc).

▪ **Development of Employers' Charters - Online**

This activity aims at practically supporting EPR members to engage in the development of an Employers' Charter, through expert advice (Mike Evans) and exchange with peers. The format is flexible, with online session(s) of +/- 30 minutes organised upon request and as needed by participants. The activity includes advice and discussion on how an Employers' Charter can fit into the centre's Employer Engagement strategy, on its resources and contents, on how it can be presented to Employers, and on how it can be practically deployed so as to benefit maximally to the service, the employer and the job seeker. It follows a webinar in December 2015 and is part of the continuing thematic community on 'Cooperation with Employers'.

The sessions will be linked to the webinars on job coaching (below).

▪ **National awareness raising event and workshops on employment**

This one-day public event aims to present and discuss EU policies and objectives as well as practical European and local initiatives in relation to employment of people with disabilities. It will address Latvian stakeholders primarily, but also interested EPR members; raising awareness of barriers to the employment of people with disabilities, the value of employment and solutions to facilitate employment. The event aims to strengthen the relationship and profile of members in the national landscape, promote EPR and present good practice from the membership.

Riga, Latvia, 17 June, Latvian Parliament premises. This conference will have Latvian-English interpretation.

▪ **Exploring web-based tool for skills matching Portalento.es - Video ENG Subtitles**

The Portalento website was presented by ONCE at the EPR annual Conference 2015 and raised particular interest among members. This activity aims to support interested organisations in their effort to create and pilot an innovative website addressed to job-seekers as well as employers (Portalento-type).

1st meeting What are the key elements, success factors, requirements, challenges and recommendations and key technical specifications? With the creators of the site.

Provisionally scheduled for 19 April. 2nd meeting online, after organisations have considered the feasibility of piloting. The technical dimension will then be further explored.

EDUCATION

▪ Benchlearning on transition from education-employment

EPR members contributed in 2014 to a study on services and practices supporting the transition of youngsters in Europe. Most practices related to transition from education to employment, a crucial element for a successful (re)integration process towards participation in society and independent living. This event intends to build on this study and offer EPR members the opportunity to practically exchange experience and expertise on successful and innovative practices.

To take place following the public affairs event and centre coordinators meeting, November 24-25, Brussels.

SOCIAL CARE & HOUSING

*See also ICT workshop on independent living, and Annual Conference – **Demographic change** - which would cover topics in this field.*

▪ National event on community based services and social inclusion

Drawing from the 2015 study on mainstreaming, this public event will examine the barriers to the development of community-based services and examine good practices in different fields. It aims to promote mainstreamed services as well as community participation and will hear from experts as well as good practice of EPR members, promoting EPR members and the network itself.

Josefsheim Gesellschaft, Germany, (date tbc).

▪ National awareness raising event on mental health services

This public event will allow Intrac (Spain) and their local partners and stakeholders to discuss EU and local policies and initiatives related to services to people with mental health problems. The precise theme will be decided by the organiser depending on local interests. It is an opportunity for members to tackle country-specific issues, network with relevant stakeholders and raise their profile at national level, as well as promote the EPR network.

Spain, hosted by Intrac in September/October (date tbc).

▪ Benchlearning on mental health services

This benchlearning activity will allow EPR members to exchange on best practices in mental health services with professional facilitation. The focus of the event will be either Recovery, with practical sharing and training on the WRAP® method (Wellness Recovery Action Plan) with professional expert intervention, or the IPS (Individual Placement and Support).

Spain, September/October (tbc).

MEDICAL REHABILITATION

▪ Study visit to Fondazione Don Carlo Gnocchi

This site visit will take place at the Fondazione Don Carlo Gnocchi, a leading organisation in the field of medical rehabilitation and research. At the Foundation's headquarters in Milan, Italy, participants will have the opportunity to tour the facilities and laboratories, discussing methods and priorities with key staff. Members will discuss the place of medical rehabilitation in the different health systems and plan future cooperation and activities.

Milan, last week of May 2016 (two half days).

- **Follow up activity to study visit**

2nd half 2016. To be developed by participants during the visit, addressing a topic of common interest related to medical rehabilitation.

QUALITY

- **National awareness raising seminar and workshop on Quality**

This public event will inform local stakeholders about the relevant European frameworks of quality for Social Service Providers, the key Quality principles in the social sector, and the challenges and benefits of implementing a quality system in social services provision for persons from vulnerable groups. The afternoon workshop will show how a quality dimension or principle can be concretely implemented in the service provision, in order to make international human rights principles found in the CRPD or the CRC a reality for the service users. This event is also open to EPR members, good practice from the EPR network will be showcased and the event will raise awareness of the EPR network in a country where EPR currently does not have members.

This event will have Romanian-English interpretation.

Romania, Arad, end May – June

- **Thematic Stakeholder Committee on Quality** (Technical working group)

In 2016 again, the Thematic Stakeholder Committee on Quality takes the form of a technical working group, composed of a group of professionals committed to European quality in social services with experience in quality management. They will provide different perspectives to the building of an updated, improved version of the EQUASS system, which will focus even more on supporting development in service provision, and a natural progression between the Assurance and Excellence levels.

The composition of this working group is already set. 4 EPR members are contributing: Astangu, Durapart, Josefs-Gesellschaft and VRC

Lisbon – dates: 21st-22nd April

- **Benchmarking activity on quality – quality culture**

This series of meetings will support EPR members in examining four key questions about the quality culture of a service or department: 1. Do we know where we are going? 2. Are we listening to the market / environment? 3. Are our people aligned, engaged, and capable? 4. Do we have the values, systems and processes in place to execute? The analysis highlights specific behaviours to make the results both relevant and actionable in the participating organisation.

Online: April 2016 (tbc) followed by a face-to face meeting. Interested members are being consulted to fix dates.

ICT/Assistive Technologies / Products and Innovation

- **Workshop on ICT for independent living**

One of the workshops at the Annual Conference will examine technological solutions for independent living with a focus on older people. Participants will have the opportunity to interact with an expert in the field.

Lisbon, 21st or 22nd September

- **“Product” mapping and analysis**

The mapping exercise aims at identifying and classifying products/tools/practices developed by EPR members in a catalogue/database. In 2016 an assessment method will be developed to identify “products” that could benefit from further development, such as being adapted for cross border transferability or developed in a different field. This catalogue/database will help EPR members to increase, share and transfer their expertise within the network and with identified relevant partners.

- **Innovation Prize**

The EPR innovation prize call is launched in order to collect and promote good practices. The winner as judged by the centre coordinators is awarded during the Annual Conference. The practices collected will be published on EPR website (with authorisation) and included in the “product” mapping.

OUTCOME MEASUREMENT / QUALITY OF LIFE

- **Outcome measurement in Vocational Rehabilitation (OMVR)**

- ➞ **Europe-wide group**

The OMVR group at European level has achieved substantial work and will continue gathering data in the participating centres. New organisations are invited to join and will be supported to do so. For some centres, the collection of data about Quality of Life Impact of Services (QOLIS tool) will happen beyond their own centre, as the tool has been adopted by several Ministries in the framework of national outcome measurement programmes. In 2016, EPR (with Donal McAnaney) will review the benchmark 2010-2015 with each individual member, and will create a benchmark for 2016. Next to this, the easy-read and simplified-scale versions of the tools will be further deployed in the interested centres.

Provisional date: Riga, 16 June, preceding awareness-raising event on employment. Members in the group will be consulted to confirm the date.

- ➞ **French group**

The FAGERH has engaged in a national exercise of applying the QOLIS tools with the view to create a national benchmark and show the added-value of FAGERH members in the French rehabilitation landscape. There are close interactions between the works of the FAGERH group and the European group, CRM being part of both, and the French group acting as a laboratory, enabling quick identification of possible improvements of the tools benefitting to the European group.

Paris, 14-15 March

EMPOWERMENT

- **Comparative study and recommendations**

As with the comparative studies carried out in 2014 and 2015 on Transition services and on Services in the Mainstream environment, EPR will draft a comparative study in 2016 on “Empowerment of people with disabilities”. EPR members will be encouraged to submit good practice to be featured and analysed. An expert researcher will carry out the analysis and develop key findings including practice-oriented and political recommendations. The final report aims at providing European and national stakeholders with a compendium of good practices in a comparable format and supported with evidence, promoting EPR and its members, as well as providing political recommendations based on members’ experience. The report and some of the good practices will be presented at the annual Public Affairs event with key EU stakeholders.

Members will be contacted in the second quarter of 2016.

▪ **Public Affairs event**

This annual event launches the comparative study, showcases good practice from the EPR network and presents policy proposals based on members' experiences to key actors in Brussels. Members introduce their services, challenges and recommendations. EU decision makers and EPR partners are invited to respond to the individual practices and policy proposals and to exchange ideas with the audience. The aim is to strengthen EPR's public affairs work, raise awareness of the positive impact of empowerment and encourage organisations to learn from good practice.

Brussels 23 November, p.m.

This event is linked to a Centre Coordinators meeting and General Assembly.

(The General Assembly is the decision-making body of EPR. Its main task is to set the strategic, financial and organisational framework of EPR, to discuss and approve EPR policies and activities. The General Assembly consists of the Chief Executives/Directors of the full members. The associate members are invited to participate in the meetings of the General Assembly as observers.)

Brussels 24 November, a.m.

PROFESSIONAL DEVELOPMENT

▪ **Job coaching/supported employment training**

This webinar will be split into 4 to 6 sessions of +/- 1.5 hour each to facilitate participation. To ensure practical value, participants will be asked to implement a chosen initiative in their services in-between two sessions, and to report on the exercise at the following session. The webinar will be led by Mike Evans and will go in depth into the key principles and actions that can be implemented to increase the results of supported employment services. The webinar will enhance the job-finding skills and marketing skills of the job coaches and supported employment managers.

Online, 4 to 6 sessions between March – June.

▪ **Training seminar on EU Funding Opportunities** *(To be confirmed if online)*

The training seminar in two parts will improve understanding and knowledge about funding possibilities for European projects, in order to develop better, more successful proposals. The training will feature an introductory session about EU funding programmes (EaSI/PROGRESS programme and the ERASMUS+ strategic partnerships, as well as the strand "Promote rights of persons with disabilities" of the Rights, Equality and Citizenship Programme) and general guidelines. The second session will focus on practical cases and will allow participant to improve their skills in developing a project proposal.

▪ **Training sessions on EU policy**

These training sessions are designed to inform EPR members about relevant EU policy initiatives and legislation, how they might impact their daily work and how they could influence the processes. The first meeting will be an online training session and two short sessions will take place in the coordinators' meetings.

Online meeting: Wednesday 16th March, 10am-11.30. The programme for this meeting is available¹ and the link for registration can be found in the programme.

April and November: Discussions in coordinators' meeting:

¹ http://www.epr.eu/images/EPR/documents/Professional_Development/2016/EU_Policy/Programme_webinar_EU_initiatives.pdf

ORGANISATIONAL DEVELOPMENT

▪ Workshop for Directors

The Workshop for Directors is an annual event that brings in an outside expert to provide an interactive training session for directors and key staff. The topic relates to management, leadership or organisational development and participants have the opportunity to apply theories to their own contexts, making a concrete impact on their organisation. This year it will take place in Copenhagen and will include ample time for networking. A General Assembly will also take place on these days.

Copenhagen, 11-12 May.

CROSS-CUTTING EVENTS

➤ Annual Conference – Focus topic : demographic change

The Annual Conference is the central event for the EPR network, bringing together all EPR members as well as key sectoral stakeholders to discuss and debate new policies, strategies and practices showcasing the role of rehabilitation services in an inclusive society. Alongside interactive plenary sessions, training workshops enable participants to examine and apply management theories, service models or products. Good practice and innovation from among the members is showcased, including through a products market and the innovation prize presentation. The event is also an excellent opportunity for networking and relationship building. This year the conference will take place in the beautiful city of Lisbon.

Lisbon, 21-22 September

➤ Centre Coordinators meetings

These meetings are the occasion for the main contact people from the EPR members to gather to discuss developments and activities in the network, examine key EU initiatives, exchange project ideas, share good practice and network.

Meeting 1: The agenda will include the Accessibility Act – what could this legislation mean for service providers and for persons with disabilities? Discussion with the participation of the European Disability Forum.

Brussels, April 19-20 (timing tbc)

Meeting 2: 24th November, a.m.

For more information about any of the above events please contact the secretariat:
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