

EUROPEAN SOCIAL NETWORK

# Activating Barriered Populations

Lessons Learned from the UK,  
Canada and Elsewhere



# Session Agenda

Introduction and Problem Statement 5 mins

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Coproduction and the Role of Expertise by Experience in the UK 15 mins

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Mobile Navigation: an Alberta, Canada Case Study 15 mins

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Ontario Disability Employment Network: Addressing the Needs of People with Disabilities 15 mins

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Q&A and Closing 10 mins

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## Today's Objectives

- ✓ Identify the features of programs that are successful in activating barriered populations.
- ✓ Discuss what works in addressing the needs of clients with complex and multiple needs (multiple disadvantage).
- ✓ Discuss what works in addressing the needs of people with disabilities.

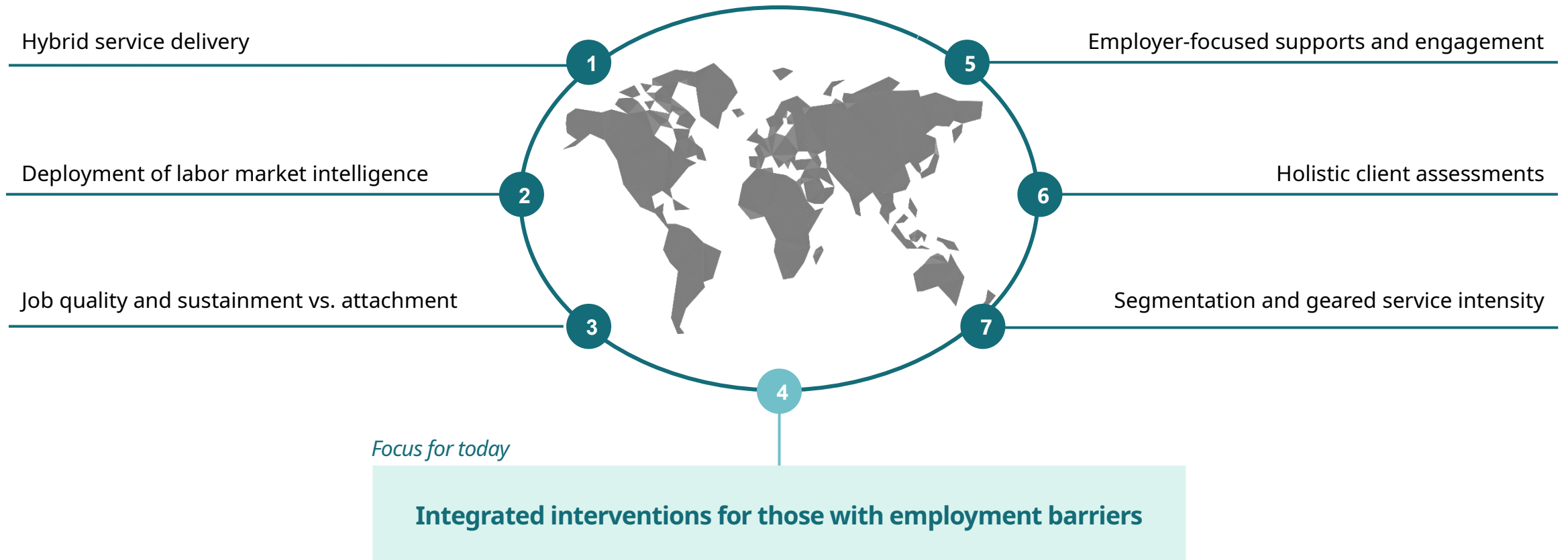


# Introduction & Problem Statement



**Josh Hjartarson**  
Global Human  
Services Leader,  
Deloitte

# Key Trends in Labor Market Activation



# An Emerging Program Architecture

*Based on our research, effectively addressing the needs of multi-barriered/populations experiencing multiple disadvantage requires new program architecture with the following key features:*



**Community commissioning & place-based models** for locally responsive solutions.



**Social Investment approach** to drive social outcomes & accountability with the appropriate time horizons.



**Integrated multi-service response** to enable personalized, properly sequenced supports.



**Skills for whole-person approaches** for case management and system / network leadership.



**Funding models** that **incentivize local collaboration** and coordinated responses.



**Co-production and expertise-by-experience** in system design, delivery and evaluation.

# About our Speakers



## Sean Mullen

**Involvement Manager,**  
Revolving Doors (UK)

- Sean has been working with Revolving Doors and their lived experience members facing multiple disadvantage for five years.
- He has over twenty years' experience in Adult Education and Higher Education, where he worked with many people coming from multiple disadvantaged backgrounds, supporting their journeys back into learning and supporting them back into the world of work or their journey onto Higher education.
- He acts as a coordinator for the National Experts Citizens Group (NECG) which brings statutory services and the voice of lived experience together to improve systems and services for those facing multiple disadvantage.



## Cynthia Farmer

**Deputy Minister,**  
Alberta Ministry of Seniors,  
Community and Social  
Services

- Cynthia is the Deputy Minister of Seniors of Community and Social Services. She began her career with the provincial government in 1999.
- Prior to her appointment as Deputy Minister of Seniors, Community and Social Services, Cynthia served as Deputy Minister of Service Alberta and Assistant Deputy Minister in the departments of Community and Social Services, Economic Development and Trade, Alberta Energy, and Alberta Environment and Sustainable Resource Development.
- Cynthia has practiced an enabled co-production for the past 20 years; including embedding Lived Experience as a professional paid role in local systems.



## Jeannette Campbell

**Chief Executive Officer,**  
Ontario Disability Employment  
Network

- Jeannette Campbell is the CEO of the Ontario Disability Employment Network.
- She has 30 years of demonstrated success providing service, program design, evaluation, and partnership development with educational institutions, service agencies, all levels of government, and private sector stakeholders.
- Jeannette has designed projects specifically for youth and people with disabilities in academic settings such as Enactus, Rotman Commerce – Student Life, and the Community Partnership departments at University of Toronto and George Brown College and has a long history of promoting and supporting programs and services to end users, government, and private sectors.



# Coproduction and the Role of Expertise by Experience in the UK



**Sean Mullen**  
Involvement Manager, Revolving Doors

# Open Q&A



**Sean Mullen**

Involvement Manager, Revolving Doors



Do you have any questions about this presentation?





# Mobile Navigation: an Alberta, Canada Case Study



**Cynthia Farmer**  
Deputy Minister, Alberta Ministry of  
Seniors Community and Social Services

# Open Q&A



**Cynthia Farmer**

Deputy Minister, Alberta Ministry of  
Seniors Community and Social Services



Do you have any questions about this presentation?



# Addressing the Needs of People with Disabilities



**Jeannette Campbell**  
CEO, Ontario  
Disability Employment  
Network

# Open Q&A



**Jeannette Campbell**  
CEO, Ontario Disability  
Employment Network



Do you have any questions about this presentation?



# Open Discussion Fireside Chat



**Josh Hjartarson**  
Global Human  
Services Leader,  
Deloitte

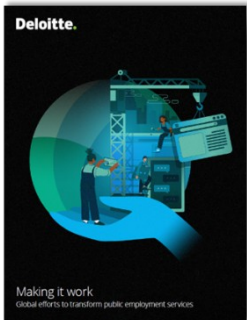
# Open Discussion

Scan the QR code below to participate in our open discussion!



# Our Latest Thought Leadership

We have a robust collection of thought leadership to support our clients in their human and social service transformations. Below is a preview of a select few, spanning across a diversity of topics to help human and social service organizations solve their most complex problems.



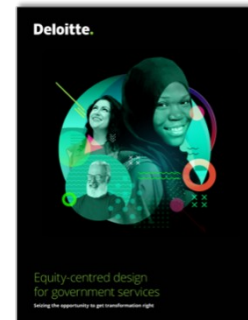
## Making it Work, Global Efforts to Transform Public Employment Services

The report explores what's driving change across public employment services ecosystems in response to numerous and converging pressures and what's defining successful transformation.



## Realizing the Potential of Generative AI in Human Services

In this report, Deloitte explores three principles that can help human services organizations leverage generative AI to transform program delivery and reach people more quickly and equitably.



## Equity-centred Design for Government Services

This report discusses how governments can put equity-centred design into practice while designing and redesigning initiatives to achieve a more inclusive, equitable future for all.

[Explore the Human and Social Services Collection](#)

# Thank You!

*Connect with Deloitte Canada's Human and Social Service Leaders on LinkedIn!*

- *Josh Hjartarson*  
<https://www.linkedin.com/in/joshhjartarson/>
- *Martin Joyce*  
<https://www.linkedin.com/in/martinjoyce/>
- *Alia Kamlani*  
<https://www.linkedin.com/in/alia-kamlani/>







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