

Conference Review

XII CEFEC Conference

16th-19th June 1999,
Helsinki, Finland



FOREWORD

The last twelve years an annual CEFEC conference has been organised. A lot has happened during these years and the annual conference reports on the progress. We might say that the twelve conferences tell the story of CEFEC; give an overview of the CEFEC actions, processes and products. Of course every year was not as productive as we would have wished. But it is easy to be wise after the event.

In our opinion CEFEC is in a transition period. Strong networks came to the front and the political, ideological and technical aspects of social firms and social enterprises became more and more important. The XII CEFEC Conference reflected this shift. The environment of CEFEC let us see where we are. We think that CEFEC has to take up the new challenges. The keywords are partnership and creativity within the framework of social inclusion and corporate citizenship. Big words? Hot air? We'll see!

We would like to express our gratitude to the organising body FPED-Foundation and the many people who have assisted in making this conference a success, especially Marjatta Varanka, Heikki Vuorio, Arja Suni, Satu Pentikäinen and Pia Pesonen.

Good reading.

Bernard Jacob, Chairman of CEFEC
Gert Rebergen, Secretary of CEFEC

THANKS TO THE COLLABORATORS AND PARTICIPANTS OF THE XII CEFEC CONFERENCE

The FPED-Foundation (VATES-säätiö) had the pleasure to organise the XII CEFEC Conference 16th – 19th June 1999 in Finland.

The theme of the Conference was "Potency of Social Firms and Networks" considered internationally and in local collaboration. Themes discussed in workshops were for example marketing and networks of Social Firms, their management and users' participation. Actual themes were also the mental health issues on the EU Agenda 2000 and employment and equal opportunities of persons with psychosocial disability.

At the CEFEC General Assembly held within the Conference was decided to send to the European Commission a letter, where the importance of the development of Social Firms in European collaboration is highlighted. The General Assembly particularly emphasised the guarantee of the continuous financial support of Social Firms so that a well started development wouldn't come to a stop.

In the Conference participated about 260 international and national guests. The participants came from 20 countries, the most from Europe, but also from such more distant states as USA and Japan. The Conference was attended by about 50 service users with free participation in the programme.

To organise an international conference is always a big challenge. We are particularly thankful to all the interest groups who helped us in this challenging work. We also want to thank all the attendants at the CEFEC Conference. We had a great pleasure to see how active and interactive the meeting of people representing international organisations and networks was at this Conference.

A Happy New Millennium,

FPED-Foundation

Marjatta Varanka

Heikki Vuorio

Arja Suni

Satu Pentikäinen

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XII CEFEC Conference 16th – 19th June 1999, Finland

PROGRAMME

Wed 16th June : FINNISH SEMINAR

Successful Elements of Social Firms - Seminar for Finnish Regional Networks

- 9.00 **Registration**
10.00 **Work Will Change - What Other Changes Will Be Needed?**
Researcher Eerikki Mäki, Helsinki University of Technology, Laboratory of Occupational Psychology
11.40 **Third Sector's Right to Business - Competing Industry**
Master of Laws Juha Laitinen, Pricewaterhouse Corporate
Lunch
13.30 **Successful Communication Methods in the Third Sector**
Consultant *Pirjo Toivonen*, Communication Office Luova ratkaisu Oy
Coffee
15.00 **Panel Discussion: Social Firms' Regional Networking in Finland**
Representatives of Regional Networks
16.00 **Closure**

Wed 16th June: OPENING DAY OF THE CONFERENCE

- 9.00- **Registration**
9.00 -17.00 **Setting up the Exhibition**
12.00 -15.00 **CEFEC Executive Committee Meeting**
17.00 **Opening Session**

Thu 17th June: POTENCY OF SOCIAL FIRMS AND NETWORKS

- 9.00 **Opening of the Working Day**
Mr Bernard Jacob, Chairman of CEFEC
CEFEC Themes
Mr Gert Rebergen, Secretary of CEFEC
9.45 **Empowering in Social Context - Women and Marginalized Groups**
Ms Pirkko Lahti, President of Mental Health Europe - Santé Mentale Europe, Board Member of the World Federation for Mental Health
10.30 **Equal Opportunities and Employment of People with Psychosocial Disability**
Ms Brigitte Siebrasse, Representative of European Network of (ex-) Users and Survivors of Psychiatry
Coffee
11.30 **Mental Health on the European Union's Agenda**
Mr Ville Lehtinen, Research Professor, National Research and Development Centre for Welfare and Health
12.00 **Local Initiatives Influencing into National Action Plans (NAPs)**
Mr Esko Hänninen, Counsellor of Social Welfare, STAKES Consortium, Provincial State Office in Southern Finland
Ms Sirpa Juutinen, Senior Project Manager, STAKES Consortium, Provincial State Office in Southern Finland
12.30 **Programmes for Creation of New Jobs**
Suggestions by the EMPLOYMENT & ADAPT Thematic Focus Group on New Jobs
Ms Liesbet De Letter, Programme Officer, Europs, Brussels

Co-operation with European Business Network for Social Cohesion (EBNSC)

Ms Sirpa Juutinen, Senior Project Manager, STAKES, Affiliated Member of EBNSC in Finland

Behavioural Risk Management: Using the Workplaces for the Prevention and Referral to the Treatment of Behavioural Disabilities

Ms Marjo-Riitta Liimatainen, Researcher, ILO/Vocational rehabilitation Branch, Geneva

Lunch

14.30 -16.00

Workshops:

1. CEFEC Development
2. Users' Participation in Social Firms and European Organisations
3. Economical Results of the Social Firms
4. Mental Health on the European Union's Agenda
5. Marketing and Networking
6. Setting up Social Firms
7. Management of Social Firms; workshop cancelled
8. Experiences in European Programmes
9. Constructing Bridges by Art
10. Employment and Equal Opportunities of Persons with Psychosocial Disability

Fri 17th June: WORKING LOCAL - THINKING GLOBAL

- 1.) **The Whole Day Study Visit to Lappeenranta**
In Lappeenranta delegates were able to choose from two different opportunities:
 1. Laptuote Foundation - Social Enterprise
 2. Lappeenkoto and Pallo - A Private Homelike Housing Unit and a Daily Centre for Mental Health Trainees
- 2.) **Study Visit and Workshop in Helsinki**
In Helsinki delegates were able to choose from three different opportunities:
 1. Kotelotyö, KVL - Social Enterprise
 2. IM-Muovi - Social Enterprise
 3. Arla Institute- Arla Small Business Project

Workshop No 11: Learning Organisation and Social Capital

Learning Organisation and the Employment of Persons with Disabilities

Mr Ilpo Vilkkumaa, Managing Director of Rehabilitation Foundation, Chairman of the Board FPED -Foundation

The Role of Social Entrepreneurs in Community Development

Mr Bob Grove, Director Employment Programme, CMHSD Kings College London

Social Capital

Mr Jouko Kajanoja, Senior Researcher, Government Institute for Economic Research

Sat 19th June: CEFEC WORKING DAY

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|--------------|---|
| 9.00 | Reports of the Conference Workshops |
| | Coffee |
| 11.15 | Discussion about the Reports |
| 12.15 | CEFEC Award |
| | Lunch |
| 14.00 -15.30 | CEFEC General Assembly |
| 17.30 | A Sightseeing Cruise to View the Lovely Islands in the Gulf of Finland |
| 19.00 | Closing Party |

SUCCESSFUL ELEMENTS OF SOCIAL FIRMS – SEMINAR FOR REGIONAL NETWORKS

Heikki Vuorio, Project Manager, FPED-Foundation

The first conference day was targeted to Finnish participants. More than 40 persons attended the lectures representing sheltered workshops, disability organisations and social firms.

The first lecture by Mr Eerikki Mäki from the University of Technology dealt with future changes of work and new demands expected from the employees. Mr Mäki told about the activities of a laboratory of occupational psychology promoting the Finnish industrial life and underlined the employee's active role in finding and keeping a job.

Mr Juha Laitinen from Pricewaterhouse Corporation told about the justification of the third sector's business activity and the competing trade. The topic was mainly considered from the viewpoint of taxation.

A lecture of Consultant Pirjo Toivonen was about the means of communication in the third sector's competition. We have here to do with internal and external credibility – the acquisition of capital of credibility.

Heikki Vuorio spoke about the preparations to raise the awareness of employment of people with disabilities. In the seminar was, however, questioned the need of any brand. The question is rather to create a more positive atmosphere of attitudes towards the employment of disabled people and disabled employees.

The day was concluded with considerations concerning the development of regional networks of social firms.

CEFEC THEMES

Gert R. Rebergen, Secretary of CEFEC

After twelve years CEFEC is still alive. And we might say still necessarily. Yet do we need normal workplaces for people with a special background, for the disabled? The open and subsidised labour market doesn't do enough for us to make CEFEC redundantly.

Intentionally I use the Words "we" and "us". This plural form collects the consumers/users/employees/expert – by experience, and the non-disadvantaged/professionals. In my opinion there shouldn't be left any room for opposite interests. Everybody must know on which side his bread is buttered. And of course it is possible that the interests do not fall together. However similarity savours of strength and opportunities and even synergy. But let's go back to the CEFEC themes.

Confederation

CEFEC is the Confederation of European social Firms, Employment initiatives and social Co-operatives and other organisations whose aim is to help Integrate people with a psychiatric background and people with other disabilities through providing employment. Examples of employment initiatives are social enterprises, affirmative enterprises, emerging social firms, initiatives in the field of vocational training or supported employment.

CEFEC directs its attention to all with a disability or other disadvantage in the labour market. But a hierarchy exists between the disabilities. 1. Disadvantaged; 2. physical disabled; 3. People with learning disabilities; 4 (or 5 or 6) people with a psychiatric background. That is why CEFEC favours people with psychosocial difficulties/a psychiatric background, above others - a little bit. CEFEC has about 120 members from all European member states and some other countries outside Europe.

CEFEC believes that all people with disabilities have the right for a place in society and in work. People with disabilities have the right for a normal workplace; a workplace where they have the same rights, a normal work contract and the same salary as other people. Or in other words and in short (key words): social inclusion and equal opportunities.

Definition

During the years it became evident that it is difficult to define the term social firm on the European level. In 1996 -Conference in Linz, Austria - some working definitions were agreed. Let us put the imperfection up with it.

A social firm is a business created for the employment of people with a disability or other disadvantage in the labour market. It is a business, which uses its own market-oriented production of goods and services to pursue its social mission.

A significant number of its employees will be people with a disability or other disadvantage in the labour market. Every worker will be paid a market wage or salary appropriate to the work - whatever their productive capacity.

Work opportunities should be equal between disadvantaged and non-disadvantaged employees. All should have the same employment rights and obligations. (The Social Firm Handbook, written by Grove, Harding, Freudenberg and O'Flynn)

Activities

CEFEC supports any organisation that wants to create new workplaces for disadvantaged. There are guidelines available with detailed instruction how to set up a social firm.

- CEFEC tries to provide its members with current information on new developments.
- CEFEC represents the interest of its members.
- CEFEC is a recognised NGO.
- CEFEC is a member of the EDF and takes part in a programme of Mental Health Europe.
- CEFEC has set up a database with information on social firms in several European countries.
- CEFEC encourage the analysis of the political social and economic business environment of social enterprises and Social firms in a country.
- CEFEC publish a newsletter. There are resource centres and webs-site in different countries.
- CEFEC organises a conference every year. Each conference gives the possibility to meet partners in the field and to exchange information.
- CEFEC knows six working groups:
 - Public relations
 - Lobby
 - Economic aspects
 - Legal aspects
 - Finances
 - Studies and task forces.

Papers

The Executive Committee was during 1998/1999 at work on three papers: a strategic, lobbying and position paper. The lobbying and position paper have finished. The strategic paper will be finished autumn this year. However I can present some headlines of it.

CEFEC defines itself as a promotional movement. It promotes the concepts of social firms/enterprises and national support structures. Particularly the necessity of strong national structures as plans, as Foundation, as base of CEFEC occurs to the members of the Executive Committee. This is a difference compared with a few years ago. Also the core values and competencies are formulated to raise awareness on issues of unemployment and employment and the right to work.

To co-operate in developing and supplying support services for people with disadvantages.

To facilitate communication and disseminate information on the basis of equal opportunities to all concerned.

To support any opportunity for work education and training of persons with disabilities. Equal opportunities and the best use of resources (both financial and human resources) are important core values too.

Three themes

Looking at the near future of CEFEC three themes seems to be very important.

1. The internal organisation.

CEFEC needs a resolute, decisive, efficient, useful, effective organisation based on national support structures and active members. Teamwork here with is essential evens a crucial condition.

2. National support structures.

Before, have already said that the Executive Committee believes in the necessity of strong national support structures. The Committee rejoices at the structures or emerging structures in Germany, Italy, and UK. Finland, Portugal, Greece and The Netherlands.

3. Partnership.

As promotional movement CEFEC must invest in partnership. Partnership with stakeholders like;

- a) consumers - users - employees;
- b) European, national (and indirectly regional and local) authorities;
- c) NGO's and networks engaged on employment initiatives.

And last but not least:

- d) Enterprises in the labour market.

About this I should like to give you a personal view.

Corporate citizenship

Perhaps you know I am Dutch. The Netherlands is just a small country but a little bit known because of the so-called poldermodel. This economic model implies that three parties (employers, employees and central government) sit together and talk about, better said: negotiate about income and conditions of employment.

Two premises of the poldermodel are up until now out of order namely income control and freedom for profit making. And that is the main reason why the open labour market is not that interested in people with a psychiatric background or other disadvantage.

Fortunately the last years a counter movement within the open labour market is coming up. The key word is corporate citizenship. Connected issues are for example; corporate social responsibility, corporate governance debate, and stakeholder's value instead of shareholders value. These notions curtail the freedom for profit making. CEFEC has to play its role in this debate. At least that is my opinion.

ANALYSIS OF THE NATIONAL EMPLOYMENT ACTIONS PLANS IN RELATION TO THE THEMES OF THE FOCUS GROUP "NEW JOBS"

Presentation of the Main Elements by Member State

Liesbet De Letter, Programme Officer, Europes

Introduction

Information, contained in the National Action Plans for Employment, is presented by Member State, under the three sub-themes identified by the Focus Group, namely: "New Sources of jobs"; "Social Economy"; "Entrepreneurship". Each sheet contains the corresponding aspects taken from the Plans, with no additional comments, and follows the presentation of the National Action Plans.

Though the information has been inserted under a specific sub-theme, some measures or actions cover two or even all three sub-themes. The extent of complementarity between the measures, and the definition of the context in which they are applied, relate to work to be undertaken by the Member States participating in the Focus Group.

The analysis of the measures presented in the Plans could be used as a tool to help identify the national projects, which are of relevance to the Focus Group. The purpose should be to establish parallels between these projects and the different measures and actions developed within each National Action Plan for Employment.

MEMBER STATE: BELGIUM

New sources of jobs

G.L. 10/ point 2.5.: Other sources of jobs:

Creation of additional jobs by the active use of unemployment allowances to meet society's collective needs, and on the other hand by developing service functions in companies.

- local development in Wallonia: local development agencies and the management of city centres (60 municipalities in all) constitute a promising element for creating local jobs,
- local development in the Brussels region: the labour market and qualifications observatory identifies economic activities rich in employment potential and helps orient resources to support these new sources of jobs.

Social Economy

G.L. 2/3d specific action: "creating insertion companies employing long-term jobless; this will be stimulated by granting subsidies which gradually reduce over time in respect of the salary of the company manager and costs of the supervision of workers".

G.L. 10/ point 2.2.: Social Economy:

Insertion through the social economy is considered a priority. The target group includes people with disabilities and long-term, low-skilled jobless who have social problems (26,000 persons involved).

For 1998, the following is planned:

- allowing better access to public markets without distorting competition,
- defining the field of competence in the management-labour joint committee,
- settling the question of a minimum wage in sheltered workshops for the disabled,
- making permanent the current temporary provisions on the status of trainees benefiting from on-the-job training, providing for tax exemption of profits if they are reinvested with a social object,
- improving the new legal status of a company with a social objective.

G.L. 9/ "Encouraging self-employed economic activity", measures:

1. Better preparation for beginners:
 - creating a status of self-employed/trainee,
 - increasing from 3 to 6 months the provision for maintaining unemployment allowances during the preparatory phase for setting up as a self-employed worker,
 - broad promotional campaign to increase awareness of loans and advantages available to unemployed workers who set up as self-employed workers,
2. Facilitating access to capital markets:
 - introduction by the federal government of a new simplified guarantee mechanism for SMEs to compensate for their lack of capital.
3. Simplification of related regulations and formalities:
 - stimulating and promoting actions to simplify the administrative arrangements within the federal administrations,
 - organising collaboration between administrations and business circles, creating a universally accessible computer-based information service in close collaboration with SME representative organisations to reinforce the support available to SMEs in fulfilling their administrative obligations.
4. Facilitating the passing on of a company from one member of a family to another.
5. Assistance in the hiring of the first personnel.
6. Measures to improve the status of workers in SMEs.
7. Enhancing the value of intellectual and liberal professions.
8. Measures to improve the social status of self-employed workers.

MEMBER STATE: GERMANY

New sources of jobs

- The Federal Government has adopted a substantial package of measures to create a favourable environment for information technology. Specific measures include liberalisation of telecommunications, a flexible legal framework for the development of electronic services and promotion of technological developments and innovative applications. New technology oriented businesses are particularly crucial to job creation. D is now one of Europe's leaders in this sector, thanks to the programmes implemented by the Federal Government to boost investment capital for young or small high-tech businesses.
- The Federal Government's action programme on "The service economy in the year 2000" (Dienstleistungswirtschaft 2000) will help to take further advantage of the employment potential of the service sector.

Social Economy

Measures

The introduction of the long-term care insurance scheme has generated new jobs in the care sector. Non-residential care services are on the increase, and there is a growing demand particularly for qualified carers. The introduction of the voucher scheme provided a basis for private households to employ home help and rid themselves of administrative obligations. Work continues on the creation of service centres/agencies providing household services on call.

Entrepreneurship

G.L. 8: Measures: reducing overhead costs for business; contract reforms; (Euro induction act).

G.L. 9: Measures: support for SMEs, including the Internet Support Database (www.bmwi.de); improved access to risk capital for new businesses; improved tax conditions; introduction of the "little PLC" (has made it easier for businesses to make the transition to the legal form of a public limited company); supplementing risk capital with additional financing facilities; from 1999, new insolvency legislation; facilitating business start-ups for unemployed persons (cf. G.L. 3); an updated, practical guide for SMEs; and more in detail:

- Supporting new businesses by providing advisory services, including "coaching services". An initiative to create chairs in Entrepreneurship to prepare graduates for setting up their own businesses has been launched in German universities by the Ministry for Economic Affairs and the German Equalisation Bank. Six chairs specialising in family firms and Entrepreneurship are to be created in German universities by the end of 1998. The Federal Ministry for Education, Science, Research and Technology launched a nation-wide "university Entrepreneurship" competition this year.
- The Federal Government plans to support the launch of an initiative for private support of new businesses based on the American "Business Angels Scheme". The aim of the initiative is to assign mentors (entrepreneurs, senior managers, and university teachers with experience in industry, finance experts and lawyers) to new entrepreneurs and encourage private involvement in the form of management services and capital input. The mentors benefit from the companies' success pro rata to their input of capital and management.

MEMBER STATE: GREECE

New sources of jobs

G.L. 10: Creation of jobs at a local level; taking advantage of new employment sources offered by new technologies and innovations.

Special interventions:

- support of enterprises through the development law,

- support of technology transfer as well as provision of incentives for the employment of young researchers and technicians in enterprises,
- local employment Pacts
- Study of the creation of a Cultural Employment section (June 1998)
- programme for the subsidising of 10,000 new liberal professions created by young (20 and 27 years) people and women, in areas characterised as unemployment hubs,
- Programme for the subsidising of 2,000 new liberal professionals, in which special provision is made for the start-up of business activities by long-term unemployed, in areas characterised as unemployment hubs.

G.L. 4: Agreements among social partners in order to develop the measures that facilitate professional integration.

Special interventions: local Employment Pacts

They constitute a special effort of co-operation between the social partners and the local production agents for the effective reinforcement of employment, in conjunction with local development. Among others, they include plans for supporting employment in medium-sized enterprises, training of the unemployed, creation of new positions of social work for the improvement of the welfare and solidarity services (Municipalities of Achaia, Magnisia, Imathia, Florina- Kozani, Drama and West Athens-Piraeus).

Entrepreneurship

G.L. 8: Reduction of overheads and administrative burdens of enterprises and in particular SMEs, especially during the process of hiring additional personnel

Objective: to facilitate the start up process.

- The adaptation of the Development law to new data:
- the definition of a special zone ("C") which has a degree of support higher than zone "B" and focuses on areas with intense employment problems,
- the definition of a ceiling for subsidies remitted to each new permanent job that is created, 50 as to have a comparatively preferential treatment of investments, which create jobs.

Others measures:

- efforts to simplify insertion procedures of SMEs in training and employment procedures.

G.L. 9: Boosting the development of self-employment (by examining the reduction of possible obstacles in the fiscal and social insurance systems).

Special interventions:

- the creation of new enterprises in the framework of the Industry
- Operational Programme, ADAPT, "Young Entrepreneurship Guichets", NOW and YOUTHSTART.
- the reduction of fiscal obstacles (creation of an integrated I.T. fiscal system, TAXIS).

MEMBER STATE: FRANCE

New sources of jobs

G.L. 10: Promoting the emergence of new activities.

Objective: developing socially useful activities at local level, which can employ young people to meet, unsatisfied local needs. The local community organisations or associations will implement these actions.

Content of the measures: financial support from the State, under the "New services, new jobs" programme, for projects creating activities meeting emerging or unsatisfied needs, during the first five years of existence (FF 92,000 per job created for young people); regional and local groupings, non-profit associations and public organisations are eligible for such support.

In addition, other provisions are available to adults (CES "contrat emplois-solidarite" (job-solidarity contract) and CEC "contrats emplois- consolides" (consolidated job contracts)) are also geared to the creation of activities.

Entrepreneurship

Action of the Plan for the development of entrepreneurial spirit includes five guidelines:

- simplifying administrative procedures,
- creating an environment favourable to the creation of companies,
- increasing the number of innovating companies,
- exploiting the possibilities of job creation in new local or community services,
- making the system of employers' tax and social security payments more favourable to employment.

"Encouraging the development of economic activity"

Objective: promoting the creation of durable and viable companies, by young people - job-seekers on minimum income allowances, young researchers and executives- in all fields of activity and particularly, new technologies.

Content of the measures:

A series of support measures/ follow-up of the entrepreneur and financial instruments to encourage risk taking: reimbursable loans, risk capital, financial engineering, fiscal scheme for life assurance re-oriented to investment in the capital of companies, etc.). Establishing a think-tank on the status of an entrepreneur, including protection in the event of unemployment.

MEMBER STATE: ITALY

New sources of jobs

G.L. 2: Prevention of long-term unemployment:

programme for employment insertion: intended for job seekers (unemployed for more than 30 months) between 21 and 32, residing in Obj. 1 zones. This programme will offer assistance to 100,000 jobless in 1998.

The programme provides for:

- stage or traineeships - work for lowly skilled people
- socially useful projects organised by focal administrations.
- socially useful work: intended for people who are at risk of social exclusion in Obj. 1 regions and who no longer receive unemployment allowances. This activity intended to encourage self-employment.
- territorial pacts: promotion of employment in disadvantaged regions based on mutual consultation of social partners, economic actors and public and private organisations
- local contracts (contratti d'area): mobilisation of resources at local level for the economic and social development of Obj. 1 regions, in order to create employment opportunities.

Entrepreneurship

G.L. 9 "Encouraging self-employed work"

- Creation of companies by young peoples (L. 44/86): incentives and a system of support services (training, mentoring, guidance). In 1998, 25,000 jobs will be created and it is expected that 80% of companies established will proved to be viable.
- Programme for encouraging self-employment in southern regions and in certain disadvantaged zones in the north (as from 1995): the programme provides for financial assistance partly as loans and partly as non-reimbursable grants. In 1998, 350 jobs will be created.

G.L.11 "Tax system"

- Reform of the tax system: in 1998, a tax on regional activities was introduced (URAP). To reduce fiscal pressure on self-employed workers and the activities of small companies, this tax is reduced by half for companies in disadvantaged zones that have been created by young, disabled or jobless people.

Social economy

G.L. 10 Promoting job creation at local level in the social economy and in new activities:

1.8% of all jobs are associated with the social economy. In 1998, a reform of the « welfare state » was considered to take account of the impact of the social economy. This reform provides for a reorganisation of agencies active in the sector, particularly "non-profit" organisations and voluntary associations. A reduction of the tax system applied to "non-profit organisations" is currently being considered.

MEMBER STATE: THE NETHERLANDS

New sources of jobs

G.L. 16: Work and care: Creation of 1800 childcare jobs as part of a scheme to get long-term unemployed back to work. Creation of 26 thousand extra places for after-school childcare.

Social Economy

G.L. 10: In line with the European initiative, a partnership for social cohesion forms of public-private co-operation has been encouraged in order to strengthen the urban economic structure.

- In order to combat the relatively high level of unemployment in the cities, in particular amongst the lower skilled and some immigrant groups, programmes for subsidised work have been implemented.
- A central element to this programme is the creation of 40,000 local authority and health-care jobs
- The Job Seekers Employment Act (WIW) brings together a number of regulations with respect to subsidised labour and gives local authorities more freedom to offer customised work in reintegrating the unemployed in the labour market.
- As from 1 January 1998, a regulation relating to domestic cleaning services has been introduced. This anticipates structural state funding to the tune of maximum 19,000 guilders per job. The resulting additional employment will benefit lower-skilled job seekers.

Entrepreneurship

G.L. 9: A number of so-called starter incentives are currently in place in the Netherlands to stimulate the setting up of new businesses (business start-up allowance and beneficial depreciation schemes). Starters currently receiving benefit can continue to do so, in part, on the basis of the National Assistance Act. Specific burdens placed on small and medium sized firms have been removed.

- Encourage the development of self-employment by giving more attention to self-employment in educational programmes, for example through the use of high tech centres.
- Facilitation of business start-ups smoothes the way. For example, by providing credits, plus advice and guidance.
- High tech start-ups. Recently the initiative for ICT start-ups "twinning network" was created.

MEMBER STATE: AUSTRIA

New sources of jobs

G.L.9: National aim: to extend - according to need - those elements in the health and social care system which concentrate on providing help and care for elderly people. Special attention has to be devoted here to the problem of the "grey labour market" (i.e. jobs which are not fully secured under labour and social law).

There will also be detailed analysis of employment potential in industry-related services and Independent occupations, seeking causes for the low level of demand. Subsequently, moves will be made to break down obstacles (this applies also to the sectors "new technologies" and "environmental technologies").

Measures

- Recently come into force / just decided
- examination of employment opportunities in industry-related services;
- self-employed bookkeeper: a new service occupation
- care and health
- agreement between federal authorities and provinces on care provision;
- people in low-intensity employment to be covered by the social insurance scheme;

- the major providers of social care services (e.g. Caritas, Volkshilfe, Hilfswerk) to be authorised to enter into collective employment agreements

Planned

- *social, care and medical services*
 - federal authorities to assume a share of the personnel costs in this area; special schemes for persons undergoing retraining and persons re-entering the labour market;
 - enhanced use of transfers (care allowance) to create additional regular (i.e. subject to tax and social insurance provisions) employment relations, provided that this does not jeopardise the provision of care by family or friends;
 - carers to be included in the social insurance scheme;
- *easier access to social occupations;*
 - increased investment in infrastructure for care provision for children and the elderly, as a key to boosting the rate of employment among women;
 - easier access to occupations
- *examination of ways of facilitating access to certain independent Occupations, albeit retaining the current system of occupational self-management;*
 - concession bodies not to be staffed exclusively by representatives of the occupational group and/or State certification procedure;
 - examination of ways of 'liberalising occupational regulations (e.g. approval of new forms of company structure for independent occupations and of co-operative forms between certain of the independent occupations and certain industrial firms; admissibility of informative advertising; examination of fee-charging systems);
- *creation of jobs in the new technologies*
 - accelerated Telecom liberalisation (networks to be opened up to new service providers);
 - facilitation of computerised systems in libraries, museums, for university theses, etc.;
 - encouragement of hi-tech telecommunication networks in rural areas, particularly in areas with low population density;
 - more legal certainty regarding the economic utilisation of the Internet;
 - authorise private television stations;
 - make use of opportunities offered by biotechnology and genetic engineering (particularly in the field of medicine) in order to strengthen Austria's position as a centre of economic activity;
 - establishment of a clear legal framework;
 - objective and comprehensive information on the risks inherent in and the responsible use of such technology;
 - support for independent research in this field;
 - Multimedia Business Austria" programme to underpin the growth of the Austrian multimedia industry;
 - create jobs in environmental technologies and by way of environment-oriented innovation: further internationalisation of the
 - Austrian environmental technology data bank" on the Internet (information transfer), more support for the water/ environment/ energy technology" cluster as part of an export drive
- *support structures provided by consultant firms. Examples (joint projects run by the provinces, local authorities and other providers):*
 - business start-up centres;

- extend facilities under the labour market and regional support system: development of regional and labour-market policy concepts;
- enhanced environmental counselling: support structures run by local authorities and the provinces for ecological tasks.
- *creation of jobs in education; if possible, reduction of moonlighting among full-time teachers;*
- *examination of employment opportunities in agriculture and forestry: pilot projects on biomass, biofuels, etc.*

Entrepreneurship

G.L. 8: In 1997, Austria introduced a simplified procedure for newly created firms (especially a reduction in the time taken to set up a new firm);

Measures planned

creation of one-stop-shops for new business start-ups and plant authorisations; unified plant law, with the aim of shortening and simplifying authorisation procedures; accelerated procedures for granting funds (e.g. where the EU is an additional source of funding or the funding provider); enhanced use of information and communications technologies at the public administration interface; making it easier for SMEs to have access to modern technologies: EDI programme - public works and procurement tendering documents to be standardised.

G.L.9: National aim

Steps will be taken to encourage new business start-ups by facilitating market access, information search arrangements and funding, and by boosting the public status of self-employment.

Measures: Recently come into force / just decided

- 1997 reform of trade regulations and business premises law
 - simplified access to a trade;
 - broader scope of "trade" ;
 - shorter approval procedures;
- creation of a new stock exchange sector for SMEs (fit");

Reference

- equity capital enhancement
- seed-financing: strengthening of the current programme to encourage new business start-ups in the innovative technologies; current programme to be extended using funds from the technology "billion";
- "Business Angels Stock Exchange" extension of the Business Angels Initiative for investors and companies; cover available from the technology billion";
- financing for a high-tech venture fund; financing in the form of "a public-private partnership"; now at the start-up stage, cover available from the "technology billion";
- AMS (labour Market Service) business start-up programme;
- more stress on entrepreneurial thinking in all areas of education and training (e.g. practice firms, junior firms, business elements in school management) .

Planned

- business training even in non-business-oriented courses/schools
- (technology, natural sciences, etc.) and creation of university chairs for business start-ups;
- new forms of external and participatory financing (e.g. existing Bürges proposal on profit capital);
- facilities for self-employed people to continue to be insured under the AIV (age and disability insurance) scheme and/or continued contributions to ensure scheme membership;
- easier facilities for company transfers: favourable loan scheme for employees wishing to purchase firms;
- business start-up hotline: focal point in the ministry to provide
- un-bureaucratic assistance and contacts to various departments; advertising campaign in conjunction with the hotline with a view to boosting the image of the self-employed and making people more aware of the opportunities available;
- improved framework conditions (e.g. virtual start-up centre, entrepreneurial college) to prepare for a business-plan competition run by the innovation agency;
- equal opportunities: special advice centres for new potential female entrepreneurs; make existing start-up counselling for women more attractive;
- extension of the Minerva programme.

MEMBER STATE: PORTUGAL

Social Economy

G.L. 10: Examining ways to explore the possibilities for creating employment, in the social economy and new activities related to needs not satisfied by the market, and analysing obstacles that can limit them.

Objective: exploring the job creation potential related to SMEs as new sources of employment, neighbour services, social networks and generally in the social employment market, either in traditional sectors or in new-activities.

Priorities

- reinforcing co-ordination between sectional and regional development policies.
- developing partnerships at the regional and local levels,
- combating inequality, particularly poverty and social exclusion,
- promoting the creation of jobs in rural areas and in fishing communities.

New instruments

- implementing the programme of regional employment networks,
- implementing territorial employment pacts,
- launching the programme for promoting temporary employment in public administrations,
- generalising the development of insertion companies to fight poverty and social exclusion,
- creating a fund to support innovative projects (FAPI), in the fields of the environment, culture and promotion of national heritage,
- launching a Cheque-service scheme in the social employment market,

- launching the PEDIP measure, for supporting the transfer of industry to rural regions,
- launching a programme to support job creation in the social economy, particularly in the co-operative sector,
- creating a tax status for the co-operative sector more favourable to job creation,
- promotion of the programme to support social-local development,
- promotion of the Cidades Digitais programme, in the creation of skilled job.

Entrepreneurship

G.L. 8: Paying particular attention to considerably reducing social and administrative charges of companies, notably of SMEs to facilitate the insertion of additional workers.

Objective: reducing obstacles to the creation of companies.

Priorities:

- Simplifying the process of creating companies.
- Simplifying the process of launching company activities,
- Developing an integrated information system for companies.

New instruments:

- broadening the provision of CFE (Centros de Formalidades de Empresas),
- broadening the number of data bases and the information available,
- including training available that encourages an entrepreneurial spirit ,
- simplifying administrative procedures relating to the organisation of working hours,
- reorganising the current administrative system for social security.

G.L. 9: Stimulate development of self-employed activity, analysing any obstacles - particularly as concerns taxes and social security - to the creation of self-employed and company activity, in order to reduce them.

Given the considerable evolution of self-employed activity, it is proposed to improve the qualitative profile of the self-employed worker and to combat illegal work disguised as self-employment.

MEMBER STATE: FINLAND

New sources of jobs

Job creation at the local level:

Objective: employment measures will focus more clearly on urban areas by promoting job creation in service sectors, and exploiting the potential offered by the third sector; the increasing importance of environmental values in the food industry, housing, building and tourism; rural employment is also supported by wood-processing enterprises; small-scale enterprises, services and programmes related to wildlife and the environment.

Job creation in new sectors: to promote the growth of production and service sectors by supporting the functionality of the innovation system, and to create products, services and production methods which comply with the principle of sustainable development

and have a minimal impact on the environment. Action: realisation and funding of the campaigns "Age of Wood" and "Wood Finland".

Social Economy

Job creation at the local level:

projects in third sector, e.g. new forms of co-operatives, and labour market measures, will focus more clearly on creating jobs for the long-term unemployed, urban and rural programmes (development programmes with EU structural Funds).

Job creation in the third sector:

Objective: to create a new type of co-operative; the cost of establishing can also be subsidised with a "self-help grant" and there are plans to reform the Co-operative Societies Act.

Entrepreneurship

Promoting Entrepreneurship (Pillar II)

Objective: the aim is to encourage new business and strengthen existing enterprises by developing their operating environment and financial options; one essential area is micro-enterprises .

Measures:

- information and related services and advice offered to business and employers will be improved in connection with the development of the business services offered by Employment and Economic Development Centres,
- third sector projects are encouraged by, for instance, developing new co-operative activities and labour market policy support measures to create jobs for the long-term unemployed, in particular,
- reducing overhead costs and administrative burdens on business, especially SMEs and simplifying the permit and registration procedures.

MEMBER STATE: SWEDEN

New sources of jobs

G.L 2.6 "Exploiting the opportunities for job creation"

Possibilities at local level for creating employment within the framework of co-operative Entrepreneurship.

Entrepreneurship

G.L 2.5 "Making it easier to start up and run a business"

- Give the employed the opportunity to take leave of absence to pursue business activities: Giving the Opportunity to the people who are starting a new business not to risk losing their job in addition to the money and resources invested;
- Increase the number of women entrepreneurs: giving them the possibility of getting an extended start-up grant;
- Encourage young entrepreneurs by giving them favourable loan terms;
- Improve the tax regime for SMEs;

MEMBER STATE: UNITED KINGDOM / Great Britain

New sources of jobs

G.L. 1: "Offering every unemployed young person a new start"

NEW DEAL for YOUNG PEOPLE: programme for people aged 18-24 who has been unemployed for 6 months

This programme offers:

- A subsidised job for 6 months
- Work for 6 months with a voluntary sector employer
- Work on the Environment Task Force
- Training for up to 12 months.

For the three solutions providing work, one day a week is planned for training.

The same programme is planned for the long-term unemployed people (unemployed for 2 years or more):

- A job for 6 months with a subsidy
- Training programme for people lacking basic skills

Entrepreneurship

G.L. 9 "Encouraging the development of self-employment"

The land use planning system: to provide the framework for sustainable long-term growth and economic Opportunity in towns and cities, to have more jobs and new housing and to ensure the growth of successful business.

"Employers' help-line" gives advice on National Insurance tax.

Seminars for newly self-employed to explain their obligations and how they can meet them.

G.L. 10 "Job creation at local level"

"Employment Zones" to help become self-employed and training to improve employability

Territorial Employment Pacts: 10 selected by the European Commission. They will improve the creation of jobs in the areas where they are running

The Single Regeneration Budget:

provides funding to over 550 local regeneration partnerships and a further 173 projects are being assessed for funding. 88% of these schemes have job creation and training as a key objective and are forecast to create 660,000 jobs, help 580,000 people to obtain new qualifications and help 81,700 new businesses to start up.

MENTAL HEALTH IN THE WORKPLACE

Marjo-Riitta Liimatainen Vocational Rehabilitation Branch International Labour Office

Background

Before moving to the actual topic, I would like to say a few words about International Labour Office's strategy in the area of vocational rehabilitation, training and employment of persons with disabilities. The broad mandate of the ILO both creates opportunities and constrains on the strategies it can pursue to promote equal opportunities for persons with disabilities. Therefore, it is important to start with the ILO definition of disability and briefly outline our formal juridical justification laid down by the international labour standards.

The ILO Convention No. 159 on Vocational Rehabilitation and Employment of Disabled Persons, adopted 1983, defines a disabled person as "an individual whose prospects of securing, retaining and advancing in employment are substantially reduced as a result of a duly recognised physical or mental impairment". Thus, the Convention does not precisely define disability, but focuses on the conditions under which people are or should be covered by national policies on vocational rehabilitation and employment. More importantly, the ILO does not consider that disability of any kind, physical or mental, in itself leads automatically to a handicap in employment. In ratifying the convention states commit themselves, in accordance to national conditions, practices and possibilities, to formulate, implement and review their national policies on vocational rehabilitation and employment of persons with disabilities. Freely chosen, productive and decent work as well as opportunities to advance in employment are the essential prerequisites for the integration of people with disabilities. The ILO works in close collaboration with the UNDP, UNESCO and WHO to achieve these goals.

The ILO's disability programme disseminates information, conducts research and is engaged in several technical co-operation activities around the world. Thus, over the years, the ILO's active involvement in promoting employment, vocational rehabilitation and training for people with disabilities has been vast. However, not until recently have the mental health issues been explored in detail. Depression, in particular, has been recently of growing interest. Why?

According to the World Health Report (1999) depression was the number one cause of disability in the United States last year and the third biggest cause in Europe, after heart disease and stroke. Of the ten leading causes of disability worldwide in 1990, measured in years lived with disability, five were psychiatric conditions. Thus, a great deal of the disability suffered by people in high income countries is attributable to depression and other psychiatric disorders. Moreover, the World Health Report estimates that disease burden resulting from depression is increasing both in developing and developed regions of the world. What is most important, however, is that depression can be prevented, and if it strikes, treated in most cases.

Depression in the workplace

We have known for years the impact of inappropriate working conditions on employee's physical health. However, it is more recently that we have started to understand how working conditions can cause mental health problems. As such, the presence of mental health problems in the workplace has serious consequences not only for the individuals

whose lives' are influenced, but also for the enterprise productivity. Depression strongly influences poor performance, high rates of sickness, absenteeism, accidents and staff turnover. Employers are finding themselves in a situation where they have to cover a huge share of the total costs of depression - not only the direct costs but also indirect costs - low moral, motivation and commitment, as well.

Nonetheless, in Europe the enterprises have rarely formulated systematic practices or policies concerning mental health and disability management in the work place, even though these efforts would serve the whole working population and their families in educating and promoting well-being and better health and safety. Traditionally, the greatest emphasis has been placed in monitoring and controlling absenteeism while prevention activities such as improving work environments, promoting health and well-being or personal support are often ignored (Thornton 1998). This is regardless of the fact that the importance of mental health has been widely recognised. For instance, in the UK 94 % of the employers consider mental health promotion important. Nonetheless, only 11 per cent have a company programme for managing mental health. Employers recognise that mental health is important to their business, they mostly understand the causal factors but only a minority is taking any promoting or preventative actions (CBI-study, in Jenkins & Coney 1992).

The greatest barrier for the enhancement of mental wellbeing and promotion of mental health issues in work place has been the tendency in the business world to look for easily quantifiable, short-term productivity plans and results. Depression, in particular, remains often an ignored issue, partly because it is stigmatised, which may often create even more powerful barrier for inclusion than the disability itself. The workplace is, however, an appropriate environment in which to educate and raise awareness about depression and other mental health issues. The following issues can be linked in the workplace: promotion of specific actions to prevent this most common and fast-growing disability, providing vehicles for early identification of the symptoms of depression and creation of links to the community.

Behavioural Risk Management: Using the Workplace for Prevention and Referral to Treatment of Behavioural Disabilities

In order to tackle these issues and develop appropriate responses the ILO has initiated a research on the topic at hand. A situation analysis on managing mental health at workplace is being conducted in five countries - Finland, Germany, Poland, Turkey and USA - in order to determine the scope of the problem for employment process in the largest sense - from recruitment to requirement. The situation is looked at from employees', employers' and governments' points of view. Specific ramifications of depression for employees and enterprises, such as health and safety, workplace productivity, loss of income, health-care and social security costs, etc. are being studied. The study will access reliable data and information so that conclusions and comparisons can be drawn. In addition, the results of the study can be used to create further material and programmes. The study is well on its way and the first results are expected to be available by the end of this year.

Related to this research project, a monograph on Work and Mental Health is being prepared in close collaboration with the WHO in order to identify practices, which could be applied in the workplace. The monograph is scheduled to be ready by the end of this year.

Code of Practice

Mental health issues are also being addressed in the development of the ILO Code of Practice on the Management of Disability-related Issues in the Workplace. The aim of the Code, scheduled for completion by the 2001, is to provide non-legally binding practical guidance to our constituents on effective management practices concerning disability issues which will maximise benefits to individuals, firms and society. The process of development of the Code takes place 1999 - 2001 and at this very moment the first draft is being constructed. The Code of Practice is a non-legally binding collection of guidelines for application and use by workers' and employers' organisations and competent authorities with respect to management and disability related issues in the workplace. Currently, we are looking for successful and verifiable concrete examples of good practices within the employment.

Conclusion

The current actions taken by the ILO - the Behavioural Risk management -research, the Work and Mental Health monograph and the development of the Code of Practice, highlight the fact that this newly emerging important area, mental health in the workplace, is given full recognition in the ILO. These pieces of work are to benefit all the governments, employers and employees. Most importantly, they are paving the way for a worker with a mental disability to find her/his place in the labour market and society in whole.

Vocational Rehabilitation Programme

The Vocational Rehabilitation Programme is the ILO's specific response to the growing difficulties in finding and keeping employment experienced by people with disabilities and individuals with drug and alcohol problems.

The Programme has two sub-programmes:

- Training and Employment of Workers with disabilities and
- Workplace Alcohol and Drug Prevention

There are certain similarities between the two: both address conditions that may hamper a worker's ability to find and retain employment, both are frequently characterised by a stigma in the workplace as well as in society, and both present changes to employers.

However, as substance abuse and disability have very different implications for workers and employers and require different responses, the programme approaches vary significantly and need to be addressed separately. Hence, the two sub-programmes.

For more information on this Programme, please visit ILO web site at <http://www.ilo.org>
Vocational Rehabilitation Branch Tel: +41.22.799.6832 Fax: +41.22.799.6310
E-mail: rehab@ilo.org

GLADNET Global Applied Disability Research and Information Network on Employment and Training

Information Services

In close collaboration with the GLADNET Association, the Vocational Rehabilitation Branch maintains an on-line database known as the GLADNET InfoBase, <http://www.glanet.org>. username: gladnet, password: 545

The purpose is to provide increased access to timely and comprehensive information via the Internet on effective strategies, best practices, research papers, legislation, and other relevant information relating to the employment and training of persons with disabilities. The recipients of this information service are GLADNET members, ILO constituents, as well as other institutions and NGOs.

Structure

The InfoBase is organised along the following thematic topics, and contains full-text documents in their original language (English, French or Spanish).

- Community based rehabilitation
- Competitive employment strategies and best practices
- Integration strategies and policies
- Job adaptation, accommodation
- Legislation, international instruments, commentary
- Mental illness - employment and training issues
- Return to work strategies and best practices
- Self employment
- Sheltered employment
- Supported employment
- Telework
- Vocational rehabilitation strategies & methods
- Vocational training
- Disabled women

InfoBase Partners the Vocational Rehabilitation Branch of the ILO is responsible for the overall management of the InfoBase as well as for maintaining the legislation, employment policy, return to work, add vocational rehabilitation sections. Besides the ILO, the following GLADNET member organisations have agreed to act as InfoBase Partner Organisations, by providing documentation on topics in which they have technical expertise:

- World Association for Supported Employment, WASE (Netherlands)
- Centre de readaptation professionnelle de Nanteau sur Lunain (France)
- International Organisation for the Provision of Work for
- Persons with Disabilities and who are occupationally handicapped , IPWH (UK)
- World Association for Psychosocial Rehabilitation, W APR (Canada)
- TOUCAN' (UK)
- TNO/'NIA (Netherlands)
- University of Calgary (Canada)

Contact Information:

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The ILO Code of Practice on the Management of Disability-related Issues in the Workplace Ms. Susan Parker, Officer in Charge, e-mail: parker@ilo.org

Behavioural Risk Management:

Using the Workplace for Prevention and Referral to Treatment of Behavioural Disabilities Mrs. Susan Maybud, Project Manager e-mail: maybud@ilo.org
Ms. Marjo-Riitta Liimatainen, Researcher, e-mail: liimatainen@ilo.org

LEARNING ORGANISATIONS AND THE EMPLOYMENT OF PERSONS WITH DISABILITIES (SOME NOTES AND OPINIONS)

Ilpo Vilkkumaa, General Manager, Rehabilitation Foundation

In an early classical text Chris Argyris and Donald Schön asked four questions concerning the learning organisations:

1. What is an organisation that it may learn?
2. In what ways, if at all, are real world organisations capable of learning?
3. Among the kinds of learning of which organisations are, or might become, capable, which ones are desirable?
4. By what means can organisations develop their capability for the kinds of learning they consider desirable?

Behind these questions lies a problem of anthropomorphism of organisational learning (Popper, Lipshitz, 1998).

Is it possible that organisations learn in the same ways as humans? In one sense we may assume that:

- a) organisations have cognitive systems that enable them to perceive, think, reflect and so on, which are similar to, although not identical with, those possessed by individuals;
- b) organisations do learn, but their learning is mediated by the learning of their individual members (Popper, Lipshitz, 1998)

On the other hand, some researchers have argued that if the term "organisational learning" means anything it means learning by individuals who happen to function in an organisational setting. From this perspective, to say that an organisation learns is to commit a "category mistake". (Argyris, Schön 1996)

But, what is learning? Is it more than a dynamic, adaptive change of an agent's behaviour or the improvement of the person-environment fit? One can even learn bad habits and a dysfunctional behaviour.

Basic and vocational education, work culture and personal experiences of work - one's first job, first day, first salary - all this forms the basic skill needed in the working life. Labour markets are increasingly competitive; it is hard find good education, succeed in one's studies, get good degrees, find a good job. Most of the learning you are supposed to do in your whole lifetime is concerned with the demands of working life. Even the free-time is supposed to help you succeed in your working life.

It seems that the success in the working life calls for social learning, i.e. learning of skills of social interaction and laws of mutual on combined action. In life in general and in the working life in particular, one is supposed to work in teams and organisations. Teams and organisations are "social constructions" ; in some sense they do not exist and in another sense they are exactly what everyday life essentially is.

Organisational learning or learning organisations are two concepts that are used almost inter-changeably. Learning can occur in a network of positions, roles and norms; on the other hand, these networks of positions seem to learn to behave in a manner that is not reducible to individual learning.

Eric Tsang (1997) has collected some definitions of organisational learning:

- "a definition of organisational learning as the acquiring, sustaining, or changing of inter-subjective meanings through the artifactual vehicles of their expression and transmission and [through] the collective actions of the group"
- "Organisational learning refers to the processes by which the organisational knowledge base is developed and shaped."
- "An entity learns if, through its processing of information, the range of its potential behaviours is changed."
- "organisations are seen as learning by encoding inferences from history into routines that guide behaviour."
- "Organisational learning means the process of improving actions through better knowledge and understanding."
- "By the term 'organisational learning' we mean the changing of organisational behaviour."

Life-long learning

Lifelong learning is something that persons with disabilities must accept as a natural course of life. Sometimes nothing seems to come naturally, since the mechanisms of the everyday surroundings are planned for so-called normal people. The new paradigm of rehabilitation also accepts this life-long rehabilitation or support challenge - not as a necessity but a new way of thinking. The traditional method has been "first train then place (employ)" but this has been replaced by "employ first and train and support after that". The concept of closure of a rehabilitation case is outdated and one rather talks about a "personal career". What does a career approach imply:

A career implies a lifelong process of personal futures planning that is based on the individual's choice to participate.

1. A personal futures plan is based on self-determination principles and self-satisfaction. It is oriented to a personal vision of the future.
2. Career choice is based on informed decision making and work experiences.
3. A career allows for job changes, flexibility, success, and failure, with no minimum or maximum hours of work.
4. A career provides access to quality technology to improve learning, performance, communication, independence and interdependence.

[Senge] Learning dilemma = we learn best from experience but we never directly experience the consequences of many of our most important decisions.

"A truly profound and different insight is the way you begin to see that the system causes its own behaviour".

The laws of the fifth discipline:

1. Today's problems come from yesterday's "solutions"
2. The harder you push, the harder the system pushes back.
3. Behaviour grows better before it grows worse.
4. The easy way out usually leads back.
5. The cure can be worse than the disease.
6. Faster is slower.
7. Cause and effect are not closely related in time and space.

8. Small changes can produce big results - but the areas of highest leverage are often the least obvious.
9. You can have your cake and eat it too - but not at once.
10. Dividing an elephant in half does not produce two small elephants.
11. There is no blame.

The essence of systems thinking:

- Seeing interrelationships rather than linear cause-effect chains,
- Seeing processes of change rather than snapshots

A credo of mental models:

1. The effectiveness of a leader is related to the continual improvement of the leader's mental models.
2. Don't impose a favoured mental model on people. Mental models should lead to self-concluding decisions to work their best.
3. Self-concluding decisions result in deeper convictions and more effective implementation.
4. Better mental models enable owners to adjust to change in environment or circumstance.
5. Internal board members rarely need to make direct decisions. Instead, their role is to help general manager by testing or adding to the GM's mental model.
6. Multiple mental models bring multiple perspectives to bear.
7. Groups add dynamics and knowledge beyond what one person can do alone.
8. The goal is not congruency among the group.
9. When the process works it leads to congruency.
10. Leaders' worth is measured by their contribution to others' mental models.

Microworld perspective

1. Future learning: in which a management team discovers internal contradictions in a strategy that is only just being put into place.
2. Seeing hidden strategic opportunities: in which a team experiments with its members' mental models, and discovers that the assumptions team members hold can shape their customers' preferences.
3. Discovering untapped leverage: in which we invite you to imagine playing out the roles of local managers at work.

Peter Senge's five disciplines

1. Personal mastery: learning to expand our personal capacity to create the results we most desire, and creating an organisational environment which encourages all its members to develop themselves toward the goals and purposes they choose.
2. Mental models: reflecting upon, continually clarifying, and improving our internal pictures of the world, and seeing how they shape our actions and decisions.
3. Shared vision: building a sense of commitment in a group, by developing shared images of the future we seek to create, and the principles and guiding practices by which we hope to get there.
4. Team learning: transforming conversational and collective thinking skills, so that groups of people can reliably develop intelligence and ability greater than the sum of individual members' talents.

5. Systems thinking: a way of thinking about, and a language for describing and understanding, the forces and interrelationships that shape the behaviour of systems. This discipline helps us to see how to change systems more effectively, and to act more in tune with the larger processes of the natural and economic world.

Organisational incompetence

- Organisational incompetence is a construct, a variable state of being that exists in peoples' minds and emotions. It can not be dealt with without considering the issue of multiple stakeholders with different expectations.
- Organisational incompetence is "played out" in repeated patterns of what appears to be avoid-able bad decisions or unwise actions. The objective reality of organisational incompetence are separate and distinct variables. Unfortunately, the improvement of an organisation's services (changing the objective reality of its incompetence) rarely alters the perception of its incompetence. The perception of an organisation' s incompetence depends as much upon our receptivity to characterisations made by the mass media and politicians as upon its actual behaviours or decisions.
- Organisational incompetence is more than a failure to accomplish goals or ineffectiveness. It is a variable state of systemic failure and holistic unworthiness.
- Organisational competence and incompetence vary in degree and pervasiveness.
- Competent cannot be equated with effective or excellent. Its meaning is closer to adequate.
- Organisational incompetence has its roots in and is sustained by culture. The objective reality of organisational incompetence is rooted in organisational culture; the perception of organisational incompetence is rooted in generally prevailing cultural assumptions. Organisational incompetence is changed by altering organisational culture, not individuals.
- Organisational incompetence may not always be the opposite of organisational competence. Instead, the opposite of incompetence may be no incompetence.
- It is useful to think about organisational incompetence as failure in a general system. Although we have serious concerns about using biological system analogies, organisational incompetence is somewhat analogous to pathologies that develop in subsystems of all complex (living) open systems, and thus can be diagnosed and treated.
- If the core cultural assumptions of an organisation are focused externally, it is less likely to be (or become) incompetent than if they are internally oriented. Organisational incompetence involves inability or unwillingness to learn from mistakes and from the environment.
- Like stupidity, organisational incompetence has epistemological, social/cultural, and moral dimensions.
- Organisational incompetence involves issues and questions of organisational power, adaptation, pattern maintenance, learning, survival, social justice, and worth. (Ott, Shafritz, 1994)

Core competences and meta-learning

1. Core competence(s) based on double loop learning produce organisational specialisation. Specialisation developed in this way is difficult to imitate and thus can result in a sustainable competitive advantage.
2. Information transfer and retrieval help firms acquire universal and tacit knowledge. These knowledge bases aid in understanding, defining and solving complex

problems in unique ways and, thus, contribute to the development of core competence(s).

3. Experimentation contributes to the development of core competences through continuous improvement (smaller-scale efforts to refine) and the creation of new heuristics (larger-scale efforts).
4. The development of dynamic routines produces firm-specific skills necessary to build core competences that promote complex problem definition and solution and the retention of such in-sights.
5. All forms of knowledge, heuristics, skills and capabilities are integrated to achieve systemic meta-learning.
6. Meta-learning is necessary to develop and sustain effective dynamic core competences.
7. Dynamic core competences can be leveraged to provide strategic growth alternatives such as global diversification, new applications of current technologies and/or the development of new lines of business that can produce competitive advantages.
8. Dynamic core competences can be leveraged to reduce uncertainty and thereby build competitive advantage.
9. Dynamic core competences likely lead to path dependency. Path dependence may produce hard-to-imitate expertise and thereby competitive advantage. Alternatively, it may also produce in-flexibility, eliminating the dynamic quality of core competences, and thus loss of competitive advantage. (Lei, Hitt, Bettis, Journal of Management, 1996)

The network perspective on organising is based on the following assumptions:

- a network is made up of tactically operating actors;
- every organisation is a social network;
- the environment of the organisation is a network;
- network structures come about as the result of the actors' actions but the structures in turn influence those actions. (Vander Krogt, 1996)

CHARACTERISTICS OF FOUR LEARNING NETWORKS

	<i>Loosely coupled, Individualistic</i>	<i>Vertical, Mechanical</i>	<i>Horizontal, Organic</i>	<i>External, innovative</i>
Actors	Individuals	Official, Specialists	Groups	External actors
Processes	Loosely contacted activities; Individual self-steering	Linear; Planned	Organic; Integrated	Externally initiated
Structure • content	Unstructured; Collection of learning programmes	Job-oriented structure; Learning programmes	Problem-oriented; Open learning programmes	Profession-oriented thematic learning programmes
Organisation • structure	Contractual relations; Entrepreneurs	Formalised relations; students	Horizontal relations; Group members	Professional relations; Clients

Disability management has been a term used for over 15 years to describe efforts and methods to master the issues of workers with disabilities. The term disability management conveys a neutral attitude towards workers/persons with disabilities. Rehabilitation counselling is a traditional profession in the field of rehabilitation, and Rosenthal and Olshenski (1999) have tried to bring together these two resources and ideas. The writers argue that The widespread use of the concept of disability management in the rehabilitation services marketplace has made it difficult for employers and employees to understand how disability management actually differs from mainstream rehabilitation interventions.

THE RISE OF THE SOCIAL ENTREPRENEUR AND THEIR ROLE IN DEVELOPING SOCIAL CAPITAL

Bob Grove, Phd, King's College, London

What Is a Social Entrepreneur?

- Their output is social: they promote health, welfare and well-being
- Their core assets are forms of social capital -which give them access to physical and financial capital.
- The organisations they found are social, in the sense that they are not owned by shareholders and do not pursue profit as their main objectives.
- These organisations are social in the sense that they are part of civil society, rather than the state.
- Social Entrepreneurs are often community entrepreneurs, attempting to regenerate the locality. (Charles Leadbeater)

Skills of the Social Entrepreneur

- They excel at spotting unmet needs and mobilising under-utilized resources to meet those needs
- They are driven and determined, ambitious and charismatic (Charles Leadbeater)
- Creative
- Entrepreneurial
- Agenda Setting
- Ethical (Thake & Zedec *Practical People, Nobel Cause*)

Supported Needs of Social Entrepreneur

- Recognition and status
- Personal financial support
- Peer group support
- Mentoring

Career Approach

1. A career implies a lifelong process of personal futures planning that is based on the individual's choice to participate.
2. A personal futures plan is based on self-determination principles and self-satisfaction. It is oriented to a personal vision of the future.
3. Career choice is based on informed decision making and work experiences.
4. A career allows for job changes, flexibility, success, and failure, with no minimum or maximum hours of work.
5. A career provides access to quality technology to improve learning, performance, communication, independence and interdependence.

ON THE IMPLICATIONS OF SOCIAL CAPITAL

Jouko Kajanoja, Senior Researcher, Government Institute for Economic Research

The Origin of Social Capital

- The concept combines social structures and norms with the functional efficiency (of the economy)
- The idea is a classic: Adam Smith, Karl Marx, Emile Durkheim, Thorstein Veblen, Max Weber et al. have written quite a lot
- After them the idea has existed on margins, not in the mainstream

Brief History: milestones

- Coleman showed 1988 how a dense local network (social capital) prevents drop-outs
- Katz showed 1992 how a good residential environment (human > social capital) has an positive impact on working capacity
- Putnam showed 1993 how the trust in civil society (social capital) increases the efficiency of the administration

Research results

- Recent comparative research indicate how
 - trust among the people and civil co-operation, - confidence on public administration
 - social mobility and not too exclusive family relations
 - smoothness of earned income
 - and similar variables
- have proven to have positive correlation with economic growth

Definition by World Bank

- Capital is divided into physical capital (man-made + natural resources) and human resources (human + social capital)
- Accordingly social capital has a wide-scoped meaning - it includes all kind social structures and norms: (1) horizontal associations, (2) relations between civil and political society, (3) social integration and (4) legal and administrative issues

Calculations by World Bank

- Human and social capital is abstract concepts like physical capital. Social capital is an umbrella concept defined in relation to other forms of capital and it is not defined by substance like trust etc.
- According to WB calculations in developed countries human + social capital account for about 2/3 of national income compared with physical capital.

Abstract or contentual definition?

- One can argue that abstract definition of WB is without smell and taste
- But perhaps it is the best way to bridge the gap between social and economic sphere (both in academic and in political sense)

- Perhaps that bridging function is the "value added" of the concept of social capital
- The collision between social and economic will not be without smell and taste

Why now human and social capital is now fashionable?

- The change of the modes of production:
- from fordism and Taylorism to flexibility emphasising network-based forms of production based on information society
- employees working on a production line, sitting at a typewriter and or doing other rather mechanical tasks are supposed to have qualities like precision and diligence

Learning organisation

- Post-ford production requires revolutionary changes in human and social capital: autonomy, creativity, initiative, and social skills, team work, communicative abilities etc.
- It seems as if market and competition are colonising the working life. Empirical research indicates the contrary: they are more and more replaced by co-operation.

In management literature (slogan by management companies)

- there is a new concept: intellectual capital which is divided between
 - *Human capital* ie. education and experience of the company's (personnel accounts)
 - *Structural capital* ie. forms of operations and structure of companies (social capital)
 - *Relationship capital* ie. the relation of the personnel to clients and co-operative partners (social capital)

Human and social capital vs. welfare state

- In mainstream economics it is adopted a trade-off doctrine. Social transfers and publicly subsidised services are not neutral use of nation income. They are a burden. "Money is carried from the rich to the poor in leaky buckets". They erode their own Foundation.
- Human and social capital may undermine the trade-off doctrine.

Welfare state as an investment?

- Transfers and services may be seen as investments on human and social capital.
- EU-commission: Social policy focusing on a stable social infrastructure allows both economic growth and shared prosperity ... it is a matter of inclusion rather than exclusion ... social policy, one which contributes towards social cohesion ... acts as a kind of lubricant in a dynamic economy.

Conclusion

- Okun: "Money is carried from the rich to the poor in leaky buckets. "
- Korpi: "(Perhaps) the leaky bucket is an irrigation system fostering economic efficiency and growth. "

- Some features of the welfare state foster social capital and some erode it. We need more research on the subject. But the trade-off doctrine is not axiomatic any more.

Partnership as social capital

- The question is not only to be for or against welfare state. There is a need for renovation of the welfare state.
- One reason for renovation is due to the fact that local and grass roots initiative plays more and more a key role. The notion of social capital is consistent with horizontal co-operation that combines third sector, companies and public administration.

Does social capital mean economic imperialism?

- Social capital is capital only if it has returns. Does the economic-technological thinking colonise social affairs? Are the social relations sacrificed to money? Is the triumph march of the economy completed?
- The threat is real. I see two prospects that could prevent the progress towards everything being instrumental for instrumental aims.

The measurement of return on capital

- The measurement of economic efficiency should be changed. Why should economy be efficient? What kind of life and society do we want as a return on capital? GDP is not enough. It is misleading as such.
- We should measure all kind of preconditions for good life and sustainable development. If they are the ultimate measures of return, could not we all love the capital?

Optimistic climax: virtuous circle?

- Along with the concept social capital it may be that solutions fostering quality of life prove to be economically efficient (especially if economic efficiency is measured by quality of life and sustainable development). Many factors measuring human and social capital simultaneously measure quality of life. When the goal and means meet, a virtuous circle is born.

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WORKSHOP REPORTS

No 1.

CEFEC DEVELOPMENT

Bernard Jacob, Chairman of CEFEC

Gert Rebergen, Secretary of CEFEC

Conclusions

- CEFEC needs the force of old and new members together.
- CEFEC need a new spirit.
- The Position and Lobbying Paper were found very good. The papers give something like a quality standard of CEFEC.

Five actions were formulated:

1. CEFEC must get back to the spirit behind the papers and reinvent itself by ideological terms like emancipation, social inclusion, equal opportunities and anti-discrimination.
2. CEFEC needs new partners like ILO, Medium and Small Enterprises, Network Business against Exclusion.
3. CEFEC must be active to link up the relevant networks and NGO's that already exist because there is the knowledge.
4. CEFEC must draw up an inventory of the needs of the members.
5. The CEFEC Conference is a good place to exchange information about one/two specific issue(s) by means of an active participation of members. Perhaps it is a good idea to organise a special need related exclusive day for the members of CEFEC. Possible theme could be entrepreneurship.

Questions

- Are Social Firms the aim of CEFEC or is creating jobs the aim by means of Social Firms?
- Why do CEFEC use the words Users and Consumers instead of employees?

And Now?

- The Steering Group will use the results of this workshop in the Strategic Paper and also raise it for the benefit of the Conference in Portugal.

No 2.

USERS PARTICIPATION IN SOCIAL FIRMS AND EUROPEAN ORGANISATIONS

Mary Nettle, European Network of (ex-) Users and Survivors of Psychiatry

Gloria Brown, European Network of (ex-) Users and Survivors of Psychiatry

Virpi Vesterinen, European Network of (ex-) Users and Survivors of Psychiatry

Workshop concentrated on following issues:

1. What are the true obstacles for empowerment in employment projects?
2. What does empowerment mean?
3. How CEFEC and FPED-Foundation could improve and develop the equal opportunities and integration in working life?

Workshop was breaking down old myths and boundaries in vocational training:

1. It is possible to assess work ability before a workplace
 - based on symptoms, diagnoses and presumptions
 - possible only in real / working environment
2. Employment needs a lot of prevocational skills training
 - people are able to evaluate their skills and needs of education themselves, when practicing at work
3. Step by step -thinking
 - assumes that people with psychosocial disability has to be "ready" before being employed
 - we are never "ready" as humanbeings
 - people don't need protection but support, especially peer support
 - people need also support to improve and develop their professional skills
4. The reason why the "clients" don't progress is the lack of motivation
 - myth: working life is hard and people with psychosocial disability can't manage in there, so the work should be dull to avoid disappointments and failure
 - maybe the work is not always meaningful or interesting to the person
5. Client centered approach
 - focusing on client's personality and the quality of it, evaluated by the professionals not by the client

As individual service users we are satisfied with too little.

We need more and better choices. It is not enough, that our needs are listed, written down.

We also need some tools to achieve our goals.

HOW?

1. Bottom-up

Job opportunities are too often like "boxes" we have to fit in. We should create "boxes", which are fitting to us!

- mental health awareness training for staff - general programme, not special targets - by the people with psychiatric background as experts
- being involved in interviewing the staff
-

2. Integration

- is possible only when there is equality inside these employment projects

3. Equality

- service producers and service users are meeting each others as equal and active actors in real life and in all levels of action
- service users should fully participate in planning, running and implementing projects

4. Variation of alternatives

- not the dominance of one model
- we are heterogeneous group of people with very different needs and skills

5. Equal opportunities

- are basic rights and we are all aware of them, but still CEFEC should have an own "equal opportunity programme" to guide the employment projects

No 3.

ECONOMICAL RESULTS OF THE SOCIAL FIRMS

Brian Munday, Director of the European Institute of Social Services at the University of Kent, UK

Dierk Arp-Stapelfeldt, Sociologist, ARTO e.V.

Marjatta Varanka, Managing Director of FPED-Foundation

Brian Munday, Director of the European Institute of Social Services at the University of Kent

Dierk Arp-Stapelfeldt, Sociologist, ARTO e.V.

The ARTO e.V. is a European -wide non-profit marketing organisation for goods made by people with disabilities. The ARTO e.V. has 12 members in 7 countries. The members represent more than 80 workshops or businesses of disabled people. The participants of the workshop heard experiences of ARTO e.V. on the use of such commercial methods as telesales/ -marketing, market research, strategy of seeking high volume contracts, quality management and sales through shops. Successful telesales/ -marketing requires training, motivation, commitment and full commercial expertise. From the results of market researches could be seen that attitudes towards products made by disabled people are positive and customers are satisfied with such products. Quality was seen as a more important factor than price. In acquisition of high volume contracts the need of financial and non-financial incentives for firms contracting with sheltered workshops was identified. The negotiations of big contracts can take a long time and demand knowledge of organisation and decision -making of large enterprises. The ability to maintain quality standards is also very important.

Marjatta Varanka, Managing Director of FPED –Foundation

Pasi Ylipaavalniemi, Researcher, FPED-Foundation

There is an ever-growing interest among organisations and founders of special employment to evaluate the financial benefits gained through the subsidy given by the public sector. In the presentation the participants heard the principles of cost-benefit analysis of special employment from the public point of view. The most important factor is so called alternative cost – the cost of most probable alternative life situation.

Alternative costs can arise from following sources: employment, living, social and health care services and other services produced or financed by the public sector.

No 4.

MENTAL HEALTH ON THE EUROPEAN UNION AGENDA

Ville Lehtinen, Research Professor, National Research and Development Centre for Welfare and Health

The aim of the workshop was to deepen the participants' knowledge of the targets and spheres of activities of the Mental Health Agenda. In the workshop was presented the central spheres of activities of the European Mental Health Agenda with the emphasis on the development of the working life, employment and promotion of mental health as well as social integration of strongly excluded groups. In the working group was also be discussed the development of the indicators of mental health and the telematics in the promotion of mental health.

No 5.

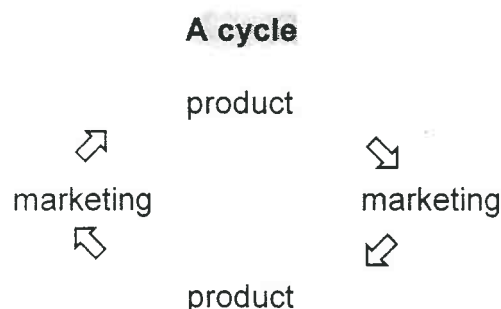
MARKETING AND NETWORKING

Thorbjörn Hallström, Economist, Scruppa Allé, Sweden

Verena Feller, Managing Director, Trans-fair

The participants wanted to emphasise the marketing aspects of networking and marketing in social firms in general. One of the participants raised a question about product and production versus market and marketing. So, we discussed what to do first.

After the discussion the participants seemed to agree that there were a cyclic and mutual interrelationship between product and market. Marketing is needed for a given, existing product. Products may have to change due to experiences in the market.



There was a remark that it is very hard and delicate job to tell the producers that their product is not demand. Marketing research and good marketing would import the possibilities and help avoid market failure. The distribution and channels are in some cases crucial to market success.

A contract with an existing firm that markets their products can many times be a good way. Recycled product – where the word “recycled” often means an added value due to ethics- was named as an example of the products where this specific aspects should be stressed in a successful marketing.

Picking up new trends and predicting new products and services was another issue for discussion. Recycled products and services in general and “home-services” were also mentioned in this context.

To be successful in the market – to have a product or service that there is needed – was pointed out as an important aspect of marketing. Marketing is especially important in the context of social firm – the self-esteem coming out from a successful selling would be a powerful tool in the rehabilitation process.

Finally it was concluded that marketing in the marketing context had many advantages and it could be powerful support for the small social firms.

No. 6.

SETTING UP SOCIAL FIRMS

Cecil Graham, Chief Executive, Action Mental Health (formerly ITO), President of ACCEPT

28 delegates from 10 countries attended a highly participative and practical workshop to examine the key factors in establishing a social firm. In the introductory phase of the workshop there was an exchange of views, which revealed differing national understandings about the concept of social firms, but it was agreed to use the CEFEC definition of social firms for discussion purposes.

The following is a listing of the main points arising from the workshop which are based mainly on the experience of the participants.

1) Through planning is essential before any start is made. Good market research and business planning are essential to make informed development decisions. In this the advice and support of experienced businessmen or women should be sought.

2) While there is “risk” attached to all forms of business activity up to 50% of new businesses fail within the first two years – comprehensive planning should ensure the “risk” factor is reduced to a minimum particularly as failure may have a disproportionate effect on staff involved particularly those who are recovering from mental ill health.

3) It is important to establish the extent of the market opportunity for the proposed product or service. The fact an organisation has great expertise in making “what its” does not matter if the market place does not want to purchase “what its”!!

4) It is essential that grant sources and other forms of support services are identified at an early stage. This is particularly important in regard to “cash flow” forecasting – a factor sometimes ignored in the enthusiasm to get a “social firm” started.

Throughout the workshop participants were encouraged to suspend judgement on existing concepts and practices. This is, itself, proved to be very productive and in a short brainstorming session the group listed over 70 different uses for a paper clip!

No. 8.

EXPERIENCES IN EUROPEAN PROGRAMMES

Esko Hänninen, Counsellor of Social Welfare, STAKES Consortium, Provincial State Office in Southern Finland,

Sirpa Juutinen, Senior Project Manager, STAKES Consortium, Provincial State Office in Southern Finland

Success factors of a "good" international partnership

1. Partners have common goal(s) and shared vision – partners work together from the start.
2. Common goals transformed into shared values and objectives.
3. Clear and unanimously approved work-plan for co-operation.
4. Practical division of duties and tasks between subgroups -> work-plan for all subgroups.
5. Commitment of partners to take responsibility for their tasks.
6. Competent project management.
7. Effective multi-channel and interactive communication.
8. Use of the strategic business planning approach.

No. 9.

CONSTRUCTING BRIDGES BY ART

Solja Peltovuori, Executive Director, Cheerful House

Group of Users & Ex-Users, Cheerful House

Workshop was planned for Users and the people interested in art as a bridge between nations. In the workshop the participants made paintings with national symbols which they joined to a big work of art.

The work of art is located at the FPED-Foundation's office. It is recommended to lend it from FPED-Foundation to the different kind of occasions.

No. 10.

EMPLOYMENT AND EQUAL OPPORTUNITIES OF PERSONS WITH PSYCHOSOCIAL DISABILITY

Athena Frangouli, Society of Social Psychiatry and Mental Health

Mika Vuorela, Chief of Employment Programmes, The Central Association for Mental Health Users

This is a report about the employment and equal opportunities of the people with psychosocial disabilities chaired by Ms Athena Frangouli and Mr Mika Vuorela.

Professor Pulatova from the State University of Tashkent Uzbekistan gave a short presentation on the theme of working with intellectually impaired children in preparation for employment. The professor undertook a research to effective rehabilitation methods in preparing children with intellectual disabilities. This consisted of about 560 pupils from boarding schools for 12 months after leaving school. At the end of the year 141 former pupils representing 25 % were in work. 18 % of these pupils continued to work in the same profession, which they have trained at the school. Analysis of this research demonstrated that in all stages in working with this group met with considerable difficulties.

The research also identified five tasks that were:

1. To provide intellectually fulfilling work.
2. Provide realistic work while the training.
3. Training needed to include individual responsibility and discipline.
4. It is necessary that individuals need to work collectively with others.
5. Work training is essential in developing the appropriate skills.

Following a short discussion about the United Nations' rule number 7. Greece has recently introduced new laws, which support Rule 7, but it will take some time before we can estimate how successful it will be. In Britain the Disability Act of 1991 introduced both rights and responsibilities under the Act for individuals and companies which employed twenty people or more. Colleagues from Denmark reported that they had not yet such legislation.

We were asked three questions:

1. How to create awareness?
2. How to implement the rules?
3. How to create a dynamic approach to our own country?

The elaboration of these questions stated of a project that MHE co-ordinate with CEFECE, Users Organisation, EFAMI etc. in 4 seminars during 1998.

Following a lengthy discussion regarding the United Nations Rule 7 we agreed the following actions:

1. That in partnership with our service users convert these standard Rules into a statement of rights.
2. That these rights should be presented to our own European members of Parliament, National Representatives and members of local authorities. And their views should be requested.
3. The statement of rights together with the views presented by politicians should be placed on the WEB and highlighted in the media.

Such actions would promote the awareness in our own localities about the United Nations Rule 7 concerning employment. We agreed to share information between members of this meeting group using e-mail. We also agreed to continue our progress in action plans before our next meeting in Lisbon.

STUDY VISITS

Delegates had an opportunity to choose either a whole day study visit to Lappeenranta or study visit and a workshop in Helsinki. Delegates had also opportunity to choose in which programme they wanted to participate in Lappeenranta or in Helsinki.

Study Visit to Lappeenranta:

LAPTUOTE FOUNDATION

Kivenkatu 2-4
53600 Lappeenranta
Tel. +358 5 615 2111
Fax +358 5 415 0140
E-mail mirja.laine@laptuote.fi

Background organisations

The town of Lappeenranta and five regional disability organisations

Ideology

The objective of the Foundation is to arrange and develop sheltered work and working activities for people with disabilities, to rehabilitate them and to employ youngsters, long-term unemployed and other disadvantageous groups as well as to organise education and training.

Financing

- Sales services to municipalities, labour administration and Social Insurance Institution
- Production
- Subventions
- European Social Funds

Staff

Managing Director	
Line foremen	4
Office staff	3
Management	4
Rehabilitation psychologist	1
Instructional staff	19
Project staff	4
Sales staff	1
Total	37

Clients and their backgrounds

- At sheltered work: physical, psychical or social problems
- In job coaching: mainly mental health trainees, some in neurological rehabilitation
- In professional guidance: unskilled youngsters from 17 to 29 years
- In workshops for youngsters: unemployed youngsters from 17 to 29 years with professional training
- People with learning difficulties
- In work trial: people planning to change profession or long-term unemployed referred by labour administration
- Aged long-term unemployed with some physical illnesses
- Ingrian remigrants

Service structure

a. Productive sheltered employment

Laptuote Foundation has a purchasing service contract with the town of Lappeenranta for 21 sheltered workplaces. In addition, the town has also agreed on the arrangement of working activities for 40 persons with learning difficulties gaining pocket money.

b. Education

- Professional guidance for youngsters, remigrants and immigrants
- Employment training for people remained unemployed or for those at unemployment risk

c. Workshops for youngsters

d. Rehabilitation

- Non-stop job coaching for mental health trainees
- Job coaching for aged unemployed people
- Work trial and practical training

Commercial structure

- Laundry
- Textiles, including a little shop
- Furniture refurbishing
- Sign engraving and picture framing
- Carpentry
- Cleaning
- Weaving
- Cafeteria
- Packing and assembly

Visions for future

Laptuote Foundation is a community, which has found a profitable solution to run productive activity and rehabilitation/education parallel So that the rehabilitative aspects are not neglected.

LAPPEENRANNAN PALVELUKOTI OY

Service Home of Lappeenranta
Korpisuonkatu 6
53850 Lappeenranta
Tel. +358 5 412 5002

Service Home of Lappeenranta

The Service Home of Lappeenranta is a private enterprise providing housing services. The Service Home is led and owned by Ms Seija Marttila, nurse specialised in psychiatry.

The enterprise provides full-time or part-time housing services in three units (34 places). The services are targeted to aged and disabled people, particularly to mental health trainees in transition from psychiatric hospital to independent living. In a service home they act according to community principles underlining the rehabilitation and homelike conditions. The dwellers are guided to live as independently as possible in a community or in the own dwelling and to accomplish their everyday tasks.

The housing services include - in addition to housing, - daily meals, cleaning, hygiene, pottering, and recreation. Furthermore, the dwellers are supported outside of the home in personal matters.

Financing

The annual turnover of the enterprise is about 3 millions of Fmk.

Visions for future

The communities of the Service Home of Lappeenranta complete the general supply of housing services of the town. They are planning a new community like a residential home (11 places) to be opened in autumn 1999.

DAILY ACTIVITY CENTRE "PALLO"

Taipalsaarentie 5
53900 Lappeenranta
Tel. +358 5 616 2578
Fax +358 5 616 4278

Owner

The town of Lappeenranta

Ideology

Meeting and participation locality for people suffering from psychical problems and loneliness, missing activities and social relations.

Budget

Included in the budget of the Mental Health Centre of the town.

Staff

Three persons

Organisation

Working under the Mental Health Centre

Clients and their backgrounds

- Psychiatric long-term patients
- Pensioners for psychical reasons
- Scarce social networks

Service structure

- Pottering
- Carpentry
- Sports
- Group activities: cooking, expression skills, watercolour painting, English, sauna, religious circle, excursions, photography

Commercial structure

- Social and health branches
- Productive work within narrow bounds

Visions for future

New, larger rooms

Study Visits in Helsinki:**KOTELOTYÖ / KVL - WORK CENTER VOCATIONAL TRAINING AND REHABILITATION**

Elimäenkatu 20

00510 Helsinki

FINLAND

Tel. +358-9-7512 5111

Fax. +358-9-7512 5155

E-mail: kotelotyö.kvl@co.inet.fi

Background organisation

The Association of the Pulmonary Disabled in Finland owns Kotelotyö.

It was founded in 1965 as a sheltered workshop for the pulmonary or otherwise disabled people

Ideology

Kotelotyö has become a versatile work centre with emphasis on vocational training and rehabilitation

Clients

People with a physical or mental disability

- People who have otherwise difficulties in finding their place in the labour market
- People suffering from long-term unemployment

Funding

- The labour administration
- The Social Insurance Institution
- Helsinki metropolitan area municipalities
- Marketing our own production
- The European Social Fund

Production sector

Kotelotyö produces:

- Folders
- Boxes
- Casings
- Sales packages
- Sorting and packing services
- Assembly services
- Other subcontract services

The value of production is around FIM 4,2 million (EURO 0,7 million)

Kotelotyö has 50 - 70 rehabilitation clients participating in the production each according to his/her strengths and capabilities

Rehabilitation sector

Vocational rehabilitation services:

- Vocational guidance for people recovering from mental health problems
- Rehabilitation program for ageing long-term unemployed people (age group 50-58 years)
- Work trials

Rehabilitation services

- Psychosocial assessment of working ability
- Training courses in job search and job application
- Training courses in computer literacy
- Long term sheltered work for disabled people
- Other, 'tailor made' services on demand

The total income from the training and rehabilitation services is around FIM 3,3 million (EURO 0,55 million)

The combined annual income (production plus rehabilitation and training) adds up to FIM 7,5 million (EURO 1,25 million)

Personnel

Production and administration

- Manager
- Sales Manager
- 3 Supervisors
- 1 Accountant
- 1 Office Clerk

Rehabilitation

- 1 Rehab psychologist
- 1 Social psychologist / specialist for adult education
- 1 Rehab counsellor

IM-MUOVI, SHELTERED WORKSHOP OWNED BY THE NATIONAL ASSOCIATION OF THE DISABLED IN FINLAND

Kumpulantie 1 A

00520 Helsinki

Tel. +358 9 146 1205

Ideology

The workshop provides employment with rehabilitative aspect to people with disabilities in co-operation with municipalities, employment agencies, National Insurance Institution and other partners. The employment services include sheltered work established by employment contract, job coaching, work trial, employment based on labour legislation and practical training. The workshop is also involved in different projects of the Association.

Financing

- | | |
|------------------------------|------|
| • Sales income | 82 % |
| • Municipal service payments | 18 % |

Branches of production

- Packing
- Mailing
- Printer
- Plastic
- Job coaching

Visions for future

There are social needs for this kind of sheltered workshop. In the near future emphasis will be put on rehabilitation and vocational training so that the unit will develop a versatile resource centre. We are aiming at innovative forms of activities and contents.

HELMIRY - NATIONAL ASSOCIATION FOR MENTAL HEALTH

"Helmi ry", National Association for Mental Health, is working at the grass roots in Helsinki. It is an organisation of mental health trainees and patients, supported by the Finnish Slot Machine Association, counting at the moment 1300 members. The target of its action is a mental health client's participation in social and equal life. We are aiming at this goal by supporting the trainee's everyday life and his/her capacities to get through appropriate jobs, by monitoring their rights and by diminishing the prejudices against mental health illnesses.

Forms of activities

"Helmi" arranges courses and activities to diverse groups and also supports its members' participation in courses and holidays outside of the Association. The rehabilitation for employment started in 1990. Our aim is to find for every person who'll participate in this activity a job suitable for him/her and which is really a needful one. There is a kitchen in the clubhouse, where they prepare food also for visitors and to other customers. They arrange catering service to a small extent, too. Other jobs are cleaning at home and in offices, laundry services, mending of cloths, office and telephone answering services as well as copying and editing of the leaflet "Helmi". Also home help services are provided in co-operation with the social service agency.

In "Helmi" there is a room always open for individual discussions and listening when the customer has it difficult. In co-operation with professional schools for higher education a support person system has been set up with the task to help in everyday life situations. With the Family Association we have started a service agent project, where the professionals of social and health sector assist the trainees for example in matters with authorities. There are also juridical services available for the members since 1991, as result of projects. In autumn 1999 we'll begin a new project with the purpose to diminish the fears against mental health illnesses. The trainees will tell about their illness for example in educational establishments and in the media.

CEFEC GENERAL ASSEMBLY

19th June 1999, HELSINKI, FINLAND

Gert Rebergen, Secretary of CEFEC

Official Announcement of the CEFEC General Assembly

1. **The CEFEC Annual Report 1998** will be finished autumn this year and sent to the members.
2. **The Steering Group will develop an integral approach of the financial issue.** (Membership fee: Project money; Fundraising: Sponsorship). Autumn 1999 a discussion document will be written.
3. **All not-paying members will receive a letter from the Steering Group.** Everybody will be asked to pay the membership fee before November 1st. Following that the list of members will be revised. *
4. **The final version of the Lobbying and Position Papers** are published in the Conference file. The Strategic Paper will be finished October this year. *
5. **The European Network of (ex)Users and Survivors of Psychiatry (ENUSP)** has been accepted as full member of the Executive Committee. In the Position Paper CEFEC has already clarified its Idea about user involvement: CEFEC fully accept a process of self-definition and self-determination of the users. The policy statement mentioned below intends to support the notion. The CEFEC Executive Committee actively encourage the attendance and involvement of users at a meetings and conferences promoted at European and national levels. Under current arrangements it is not possible for CEFEC to make a financial contribution to expenses. However it is recognised that national organisers hosting the annual conference may make special arrangements to promote and encourage user attendance. *
6. **The discussion about the name of CEFEC was concluded.** The official name is *CEFEC Confederation of European Social Firms, Employment Initiatives and Social Co-operatives*. *
7. **The 2000 Conference** will be organised by the Portuguese colleagues in Lisbon. The 2001 Conference will take place in Germany.
8. **A resolution was framed**
 - CEFEC deplores the decision to terminate European Union support for our partner organisations Mental Health Europe and the European Network of (ex)Users and Survivors of Psychiatry . *
 - We believe that the work done by these organisations is of proven effectiveness and should be built on and valued.
 - We strongly recommend that the European Union publish its criteria for supporting European networks and that those criteria should include giving value to the skills, knowledge and experience developed by existing well-established organisations over many years. ?

- This resolution was accepted unanimously, as well as the following lobby activities:
 - The resolution will be sent to the DG V;
 - The Finnish members will edit a press release;
 - The EC members will use it in his/her own lobbying work.

CEFEC AWARD

Heikki Vuorio, Project Manager, FPED-Foundation

The second CEFEC Award Competition for recognised good practices was arranged during the CEFEC Conference. Selection was based on written material submitted prior to the Conference.

The CEFEC Award Committee consisted of 4 Users and 3 representatives of the CEFEC member organisations. The members of the CEFEC Award Committee were:

Cristiane Haerlin, Germany
 Gerry Higgins, UK
 Clemens Huitink, The Netherlands
 Mimi Kravitz, USA
 Mary Nettle, UK
 Jukka-Pekka Tuppurainen, Finland
 Heikki Vuorio, Finland

Finnish Tervatulli Oy won the CEFEC Award Competition in 1999.

The evaluation criteria were following:

1. *Innovative*
 - First social firm, with the character of the activity in it's constitution
 - Helping other disadvantaged groups, for example older people
2. *Client oriented*
 - Very good because 9 of 14 employees have a disability (deafness)
 - No instructors
3. *Easy to transfer to other CEFEC members/clients*
 - Recycling is a growth sector and this project is easily transferable across countries and client groups.
4. *Fit within the definition of CEFEC for Social Firms and Co-operatives*
 - Tervatulli promotes the concept of paid work and equal opportunities

Tervatulli Oy

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 90530 Oulu
 Tel. +358-8-386 226
 Fax. +358-8-386 334
 Contact person: Mauri Korhonen, tel. +358-40-548 6531

Within the project called "Tervatupa" of the Association of the Deaf in Oulu it has been created during a period of two years an entity, working today on the following branches: engineering, construction, carpentry, recycling (domestic appliance, EDP-equipment, electronics, glass bottles, domestic services incl. nursing (for the deaf in sign language), from this autumn also telephone services.

Tervatulli Oy is the first social firm in Finland, where the character of the activity has been taken into account in the articles of association.

The following models of activity of Tervatulli Oy are transferable to other firms:

- Arrangement of domestic services targeted to and produced by the deaf and, in connection to that, telephone and alarm services according to the needs of the deaf. Hereby an aged deaf person can, with the press of a button, alarm aid, call taxi etc services.
- Receiving and checking of EDP-equipment. Those in good condition are resold. The rest is resolved in parts and put in recycling. Also reserve parts are sold.
- The principles of hired labour force concerning disabled people
- Recycling as business activity of a social firm, including the machines and equipment needed for glass recycling.
- Rearrangements of dwellings for aged people, including planning, in co-operation with the disability service unit of the town, whereby the optimal profit from the point of view of the town can be achieved.
- Networking, involved is f. ex. the University of Oulu, Professional School of Higher Education in the region of Oulu, other social organisations and communities, Säkkiälä Oy and other firms, disability services of the town of Oulu, the provincial Centre of Economic Development and the Provincial Government of Oulu.

Tervatulli Oy is working in agreement with the Companies Act and that is why it has to fill the criteria of profitability and the activities have to be based on the reliance of the clients and their desire to have things with Tervatulli Oy.

We refer to the summary of the research carried out by the Institute of Behavioural Sciences of the University of Oulu, presented below.

Tervatulli Oy is a social company Ltd

Tervatulli Oy is working in close co-operation with social and labour authorities, and the services of these authorities are available.

Regarding the labour services, they organise, in co-operation with authorities, work trials; they provide employment according to the requests of the authorities (working hours, tasks).

Regarding the rehabilitation, work trials are provided f. ex. to the clients of the rehabilitation clinic of the Oulu University Hospital, to users of the social and disability services of the town, including also people in community service. Furthermore, they have collaborated with the mental health agency and arranged work trial for psychiatric patients. Tervatulli Oy has provided practical training opportunities to deaf students in co-operation with vocational education.

Statistics from 1998

At the end of the year Tervatulli Oy had 14 employees. Of these 9 persons had different kinds of disabilities. There are no job coaches or instructors. Of the employees 9 had full wages. Of these 5 had subsidies for wages. In work trial there were 4 persons with subsidies.

The total returns of the company were in 1998 about 1 750 000 Fmk, those of the sales about 750 000 Fmk.

The three main branches of activities were engineering, construction and recycling.

The CEFEC Award Committee presented following recommendations for following CEFEC Award Competitions:

- A. The executive members of CEFEC have the obligation to present at least one good social firm at the beginning of the annual Conference.
- B. These firms should have the opportunity to present themselves at the annual Conference.
- C. The award should be produced by the Conference country.

XII CEFEC CONFERENCE IN INTERNET

First time at the CEFEC Conference there was a link on FPED-Foundation's web-site page www.fped.fi or www.vates.fi , where people was able to join the live CEFEC Conference sessions. Timetable for live Conference session in Internet was on Thursday 17th June at 9.00 - 13.00 and on Friday 18th June at 13.00 - 16.00.

The link was open until 18th July, so people was able to follow the CEFEC Conference also after the actual Conference dates. During the Conference programme people was able to send questions to the speakers by fax.

The following parts of CEFEC Conference programme were available in internet:

Opening of the Working Day

Bernard Jacob, Chairman of CEFEC

CEFEC Themes

Gert Rebergen, Secretary of CEFEC

Empowering in Social Context - Women and Marginalized Groups

Pirkko Lahti, President of Mental Health Europe - Santé Mentale Europe, Board Member of the World Federation for Mental Health

Equal Opportunities and Employment of People with Psychosocial Disability

Brigitte Siebrasse, Representative of European Network of (ex-) Users and Survivors of Psychiatry

Interviews:

Mental Health on the European Union's Agenda

Ville Lehtinen, Research Professor, National Research and Development Centre for Welfare and Health

Local Initiatives Influencing into National Action Plans (NAPs)

Esko Hänninen, Counsellor of Social Welfare, STAKES Consortium, Provincial State Office in Southern Finland

Sirpa Juutinen, Senior Project Manager, STAKES Consortium, Provincial State Office in Southern Finland

Programmes for Creation of New Jobs

Suggestions by the EMPLOYMENT & ADAPT Thematic Focus Group on New Jobs

Liesbet De Letter, Programme Officer, Europs, Brussels

Co-operation with European Business Network for Social Cohesion (EBNSC)

Sirpa Juutinen, Senior Project Manager, STAKES, Affiliated Member of EBNSC in Finland

Behavioural Risk Management: Using the Workplaces for the Prevention and Referral to the Treatment of Behavioural Disabilities

Marjo-Riitta Liimatainen, Researcher, ILO/Vocational rehabilitation Branch, Geneva

Workshop No 11: Learning Organisation and Social Capital:

Learning Organisation and the Employment of Persons with Disabilities

Ilpo Vilkkumaa, Managing Director of Rehabilitation Foundation, Chairman of the Board
FPED -Foundation

The Role of Social Entrepreneurs in Community Development

Bob Grove, Director Employment Programme, CMHSD Kings College London

Social Capital

Jouko Kajanoja, Senior Researcher, Government Institute for Economic Research

CEFEC

CEFEC, the Confederation of European Social Firms, Employment initiatives and social Co-operatives, registered in 1990, is a European non-profit organisation. To date CEFEC represents 120 organisations in 20 countries, which have the common aim to integrate people with disability, mainly psychiatric background, into employment. The members are active in the whole spectrum of vocational information, vocational training and creation of social enterprises/firms, co-operatives and placement in the open labour market.

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Verena Feller, TRANS-fair, Switzerland

Athina Frangouli, Society of Social Psychiatry and Mental Health, Greece

Renate Goergen, Consorzio per l'impresa sociale Cooperativa Sociale s.c.r.l., Italy

Cecil Graham, Mental Health Action, The United Kingdom

Christiane Haerlin, BTZ Köln, Germany

Thorbjörn Hallström, Skruppa Allé The Social Welfare Department, Sweden

Roland Kolber, ATP, Luxemburg

Bev Mills, ENUSP

Josu Rodriguez, Fundacio Eragintza, Spain

Gerold Schwarz, FAF GmbH, Germany

Fernando Silva, ARIA, Portugal

Paul Streit, Pro mente Klagenfurt, Austria

Marjatta Varanka, FPED-Foundation, Finland



FPED-Foundation/ VATES-säätiö

The Foundation's purpose is to promote the employment of the handicapped, in particular persons with disabilities who are not readily employable, taking their individual rehabilitation needs into account and in a manner appropriate to the individual and society by developing employment needs by arranging expert services by influencing the labour market and rehabilitation system. The Foundation was established in 1993 by the 19 national associations and organisations. The Foundation co-operates with the organisations and associations for and of persons with disabilities, with government, regional authorities, business, industry and other associations.

The Foundation is running the development programs in order to find different innovative job opportunities for persons with disabilities. The aim is to promote variety of employment methods and to provide persons with disabilities an opportunity to make choices based on their individual needs and ability to work. Both private associations and public sector are involved in this development programme. The Foundation has activities in several European programmes.

The main activities are the following:

- Supported Employment
- Employment Models for Mentally Ill People
- Sheltered Workshops
- Social Firms and Enterprises
- Dissemination of Information
- Staff Training
- Economic Research

Members in Foundation Council:

The Finnish Epilepsy Association
The Finnish Association of the Deaf
The Finnish Association for Mental Health
Finnish Association on Mental Retardation
The Finnish Association of the Pulmonary Disabled
Association of the Pulmonary Disabled in Kuopio
Association of the Pulmonary Disabled in Lahti
Association of the Pulmonary Disabled in Turku
The Central Association of Mental Health
The Finnish Association of Societies for Persons with Mental Handicap
The Finnish Cerebral Palsy Association
The Finnish Federation of the Visually Handicapped
The Finnish Lung Health Association
The Finnish MS-society
The National Federation of the Hard of Hearing
National Association of the Disabled in Finland
The Service Foundation of the Deaf
Laptuote Foundation
Puustelli Support (association supporting workshop and accommodation)
Provincial State Office in Southern Finland
Raina Foundation
The Rehabilitation Foundation
Yritystaito Oy (private consulting company)

FPED-Foundation/VATES-säätiö

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XII CEFEC Organising Committee

Ms Marjatta Varanka, Managing Director
Mr Heikki Vuorio, Project Manager for Social Firms
Ms Arja Suni, Consultant for Mental Health
Ms Satu Pentikäinen, Secretary for Social Firms
Ms Pia Pesonen, Training Co-ordinator

PARTICIPANTS

In the Conference there were 256 participants in total from 20 different countries. 57 of them were service users, who were offered free participation in the conference programme. You can find enclosed the list of the participants.

Participants by countries

Austria	7
Belgium	3
Denmark	2
Estonia	2
Finland	125
France	2
Germany	28
Greece	7
Italy	1
Japan	1
Northern Ireland	3
Portugal	5
Slovenia	4
Spain	2
Sweden	7
Switzerland	4
The Netherlands	4
United Kingdom	47
USA	1
Uzbekistan	1

Rehabilitation and Employment for the Mental Health Trainees in Finland

THE SITUATION OF THE SOCIAL FIRMS IN FINLAND

Heikki Vuorio, Project Manager, FPED-Foundation

Encouraged by the European practice we started in Finland to develop social firms about five years ago. One starting point of the development has been the general press to reform the sheltered workshops. The development has also been accelerated by the change of the state subvention system in the early 1990's. Earlier there was the so-called net loose principle (open end) in financing the workshops. That means that the municipalities compensated the loose to the workshops and received the corresponding compensation as statal proportion. In the new system the municipalities get a certain sum from the State and choose the focuses of their production of services by themselves. Unfortunately, working activities of disabled people have been reduced. This kind of proceeding has been justified for example by unequal distribution of this service because not everybody had any access to it.

To support social firms in Finland, a network called SOFI was established by the FPED-Foundation in August 1998. The work of this network has been divided geographically in four parts: Northern, Southern, Eastern and Western Finland. At the moment there are more than 100 organisations involved, and the target is to form a line organisation to pursue the interests and legal position of social firms. Central questions of today are: competition with "normal" enterprises, support forms concerning investments and pay systems, concept of a social firm and its Finnish model. We are examining the possibility and need to create a brand or trademark to make the work of disabled people better known to the public. We are also interested in joint marketing if synergistic partners will be found. The Finnish networking offers an excellent channel to follow the international development, where the CEFEC plays a central role.

People involved in the development of social firms often lack knowledge and experience of entrepreneurship and business economics. For that reason the FPED-Foundation in collaboration with the Finnish College for SME Business Administration is arranging a training schedule of entrepreneurship targeted to social firms, corresponding to five study weeks. The first students will take the final degree in June 1999, and they have developed their business plans during the course. The concept of a social firm has surely become clearer for them, and they will be pioneers in the development of social firms in Finland.

It can be seen in the development of social firms that workshops are more and more approaching social enterprises. They are developing employment services that include total mapping of the situation of the disabled people, rehabilitation, training, work trial, working ability assessment, job seeking and practical training. These services are made to products and tried to sell to municipalities, labour administration, the Finnish Social Insurance Institution and to insurance companies. Another part of the income of these social enterprises consists of business activity: products and services are sold to the open market.

Particular business units, with the target to employ disabled people, are being developed in many parts. These are initiatives promoted by associations of disabled people and volunteers, municipalities and projects formed for this purpose. They tend to orientate themselves towards the service sector instead of the traditional industrial sheltered work model. One tries to find jobs that don't so much interest normal business life, maybe take a lot of time and require human labour, instead of mechanising, automation and special skills. Such branches are e.g. lunch and café services, gardening, real estate care, repairs, recycling, restoration, preparing presents, cleaning, laundry, posting, packing, transport and many kinds of services, like ADP, care branch, distribution etc.

At the beginning of 1999, the project of social firms at the FPED-Foundation made an inquiry about the situation of social firms in Finland. A corresponding inquiry will be made also in the rest of the member states of the EU, as part of activities of the working group on support structures of social firms within the network of Marienthal II. The aim is to map the situation of social firms in the whole zone of the EU and to try to influence the creation of good uniform practices.

The inquiry concerned was sent to 72 workshops and initiatives of social firm co-operating actively with the FPED-Foundation. Of these organisations 23 responded with their data from the end of 1998. According to these, the number of the disabled employees in those workshops is about 900, that means about 3 % of all disabled people employed by means of special measures in Finland. On the other hand, this sample is very representative because the proportion of the business income is 66 % of the total income flow.

According to the type of organisation, the distribution of the responses was as follows:

Social firms	5
Social enterprises	17
Other type	

The distribution of the disabled staff (81 % of the total).

People with mental health problems	25 %
People with learning difficulties	23 %
People with physical disabilities	9 %
Long-term unemployed	33 %
Others	10 %

In addition, there were 64 persons in practical training.

The pay system of the employees was as follows:

Full wages	19 %
Partial wages	31 %
Pocket money	38 %
No wages	12 %

The total income of the firms and enterprises was 14,6 millions of Euro, including business income 9,6 millions of Euro, i.e. 66 % of the total income. The distribution of the business income according to the branch is as follows:

Woodwork	38 %
Metal work	7 %
Textile work	8 %
Work on a building site	2 %
Assemblage	18 %
Food branch	2 %
Other branches	25 %

Here can be noticed that in Finland the number of social firms according to the definition of the CEFEC is between 5-10 and that of social enterprises between 10-20. However, the development has been rapid, and both groups will get a lot of new members. The co-operatives haven't been considered apart because they are in Finland a legal company form, usable for the enterprises above.

SURVEY OF MENTAL HEALTH REHABILITATION

Arja Suni, Consultant for Mental Health Rehabilitation,
FPED-Foundation

Mental health rehabilitation is living in Finland a strong period of transition. In the recent years also real new opportunities to reintegration in the society by means of employment have opened also to those mental health trainees who have suffered from severe mental health problems for a long time. We have got positive experiences and developed good practices within the initiatives at national level and within those supported by the European Social Fund. A clear, stepped ideal model leading towards employment exists but, in practice, we have a very split rehabilitation service system without any co-ordination.

According to the Mental Health Act, the municipality has the obligation to organise the mental health services. For economical reasons this obligation has been obscured in many municipalities. It's the mental health services that have most heavily been affected by these economical measures. When deciding on affairs at local level the differences can be great. By decision-making market economy and health care have collided with each other. There are, however, positive aspects, too. Nowadays we have a lot of active persons and capacity, and the activities have been diversified. The role of spontaneous action of different social and health organisations and citizens has increased. The direction is right: transition from hospital to community care. Mental health rehabilitation is organised by several sectors, such as municipal social and health sector, nursing districts, labour administration, social and health organisations and the Finnish National Insurance Institution. The fact that many municipalities hope the organisations should take more responsibility for mental health rehabilitation has aroused criticism. However, the organisations can't take this responsibility because that is a basic duty of the municipalities, prescribed by law.

According to the research of Salokangas (1999), the schizophrenics are nowadays sent home from hospital in a notably worse condition than 15 years ago. On the other hand, only the patients with the most severe mental health problems have access to hospital

treatment. Since 1980 the psychiatric beds have reduced from 20 000 to 6 000. Contemporarily, the care visits have been trebled. The patients coming to community care have also suffered longer than before. It has to be noticed that, in spite of increased community care visits in the 1990's, the number of staff has remained unchanged.

Community care services for psychiatric long-term patients have to be significantly increased. The patient should be moved to community care in close co-operation with community rehabilitation, care unit and family. Psychiatric non-institutional care should be developed to be more active by paying particular attention to the continuity of severely disabled long-term patients. In addition, those who have completely remained outside any care system should have the possibility to re-enter. According to law, the nursing district should, in co-operation with the municipalities, take care of that the mental health services form a uniform entity. Now the fact is, however, that a great part of those returned from hospital live at home with their parents. There is no community care available in the evening, in the night and during the weekends. In our country nearly 10 000 service dwellings have been built for invalids, people with learning difficulties, aged people, youngsters and intoxicant abusers. For mental health trainees there are only four housing units in the whole country (Taipale 1999). For that reason, the Finnish mental health organisations organise the first nation-wide collection for the acquisition of 1 000 service dwellings to mental health trainees all over Finland from 1.5.1999 to 31.3.2000.

The measure of a welfare society is considered to what degree the society is able to take care of those who need treatment. According to the statistics there are in our country nearly 80 000 people with pension for the reasons of schizophrenia, mood disturbances, psychoneuroses, personality and behaviour disturbances and psychosis. Approximately 300 000 Finns suffer from depression. Depression is the main reason of retirement resulting from the disability to work and to be active. The values in our society have hardened, and the values and attitudes ultimately define the direction the mental health rehabilitation will take. That's why it is important to invest in high rehabilitation quality. The Niemikoti Foundation (in Helsinki) has defined the quality criteria of good rehabilitation as follows:

"The rehabilitation related to social psychiatry is action with a certain target. All its components aim at the increase in the customer's independence, control of life and right of self-determination, by introducing both individual and common sound resources.

A good rehabilitation atmosphere is characterised by the fact that the staff doesn't expect from the customer anything it doesn't expect from itself either.

Good rehabilitation must fulfil the following requirements: planning, regular consideration and assessment of work. Although the rehabilitation structures are strictly bound with the community good rehabilitation always respects the individual and individuality."

Good rehabilitation starts from the customer's needs. Every person has, in spite of his disability, the opportunity to get rehabilitated. The target is "the person's good": to achieve the most possible independent level that maintains and promotes the own activity as empowered individual in the surrounding society. By doing that we can diminish the loneliness, lack of money and disengagement, things the mental health trainees have mentioned that are the most important shortcomings in their lives.

JOB COACHING FOR MENTAL HEALTH TRAINEES

Ritva Ahokas, Rehabilitation Manager,
Laptuote Foundation

The job coaching for mental health trainees started 1994 with a project by FPED-Foundation and the Finnish Association for Mental Health and the in co-operation with five sheltered workshops, including "Laptuote". The mental health trainees had the need to look for new community care forms (employment or vocational training), and the workshops had to reform their activities.

The rehabilitation team of "Laptuote" is composed of welfare worker, rehabilitation psychologist, job finder, job coach and two instructors. In addition to mental health trainees, the clients consist e.g. of aged long-term unemployed people, people with learning difficulties, people at sheltered work and remigrants.

The process of job coaching for mental health trainees realised by us looks like this:

1. Learning to know job coaching and preliminary planning
2. Assessments in co-operation by the trainee and the referring organisation
3. Application for rehabilitation to the Social Insurance Institute
4. Agreement on details with SII
5. Starting job coaching
6. Job coaching plan
7. Assessment and follow-up of plans
8. Final evaluation of job coaching
9. Continued plans: training, employment, pension solutions etc

Job coaching is targeted to people whose employment, vocational training or capacities to work have been hindered or become more difficult due to mental health problems. Its goal is to support one's empowerment and control of life and in this way to create individual pathways to a meaningful life. The rehabilitation as alternative to maintain one's abilities of action and to improve life quality is also of great importance.

Job coaching is based on individual resources promoting conditions to the increase of self-confidence and self-knowledge. Membership in a social community, on the other hand, facilitates the creation of social relations. Besides vocational rehabilitation job coaching includes activities to improve one's physical and health conditions.

The initial stage of job coaching, practical training is carried out by the trainees at "Laptuote" within the different departments. In addition, job coaching contains group activities, lectures, study visits and recreation. The practical training location outside of "Laptuote" is looked for in agreement with one's desires and is assisted by job finder and job coach, supporting these also the staff of the practical training location when needed.

In the development of job coaching, networking and change of experiences between sheltered workshops play an important role. They are also planning occasions for mental health trainees to meet other people in job coaching elsewhere.

60 trainees have passed "Laptuote" in 1994 - 1998. At the moment they are 22 in job coaching. In practical training outside of "Laptuote" there are 5 trainees. Of all the trainees we have had 7 persons are studying, 10 have been employed, part are job seekers and part beneficiaries of pensions taking part in daily activities.

SUPPORTED EMPLOYMENT AS NEW EMPLOYMENT METHOD

Leena Sariola, Project Manager, FPED-Foundation

The supported employment is a process towards normal paid work at an ordinary workplace by means of continuous support. The model of supported employment has been developed in the United States for about 20 years ago primarily as employment model of people with learning difficulties. The supported employment has spread in Finland with the EU. During the previous HORIZON-program period since 1995 the Finnish model of supported employment was developed particularly in the diverse STEPS-projects.

The process of supported employment consists of several stages: assessment of working capacity, job seeking in open labour market and analysis of tasks at workplace, job coaching as well as continuous support and follow-up. Continuous support can include assistance at working tasks, training at workplace and teaching different tasks or psychic and social support outside the workplace. In the process the customer's own activity as empowered person is emphasised when discussing and deciding on his/her matters.

In supported employment the author is the job coach, who will provide the person to be employed continuous support at the different stages of the process and is at his disposal at the workplace, too. Job coach is a new profession, whose education and training have been developed in Finland by the Rehabilitation Foundation in its TRADES-project within the HORIZON-program. At units of further education of universities a training period of 15 study weeks will be realised from the year 2000.

As regards the development of supported employment, also in Finland the first target group was people with learning difficulties. In practice, however, has been noted that supported employment as employment method is suitable for all those who need particular support in their employment process. Supported employment has been applicated for example for people with mental health problems, for youngsters at exclusion risk and for disabled long-term unemployed people. According to the inquiry of the FPED-Foundation from spring 1999, about 180 persons with disabilities have got the employment contract (full time or partial) since 1995. About 600 persons altogether are involved in the employment process in practical training or work trial. The majority of the employees are people with learning difficulties and those with mental health problems. Based on the experiences of supported employment, this method also suits for sheltered workshops and social firms in those cases when the target is transition to open labour market.

The research reports from the USA show that the employment of people with mental health problems by means of supported employment has been successful; the traditional vocational rehabilitation hasn't brought as good results as supported employment, whereby a work-orientated person with mental health problems will be sought a suitable job and assisted and supported by his job coach.

In Finland, supported employment is not yet fixed by law but is included in the National Employment Action Plan (NAP). Supported Employment is financed both by the public sector and by means of project budgets in 20 - 30 localities. For successful realisation of supported employment, a more flexible compatibility of earnings and social security is necessary. That's why the FPED-Foundation and the Finnish Network of Supported Employment, FINSE, working at our Foundation, try to contribute to find flexible solutions between wages and social security. The FINSE is also developing a quality criterion system for supported employment.

EMPOWERMENT MUST GET RULES OF THE GAME

Tapani Kallanranta, Director Physician/Rehabilitation
Neurologist, Oulu University Central Hospital

The empowerment as concept is connected with control of life, autonomy and right of self-determination. An empowered individual is an internally independent person, able to feel also pleasure and satisfaction with his activities and duties. He also acts in groups with other people so that he is in these situations himself, gains profit and gives his contribution to the action. In addition to individual and interpersonal relations, empowerment is connected with social influencing. We have to do with an effort towards a certain goal. Both the individuals and the groups work in order to try to get a better control of life and action. Thus, we have the following levels of empowerment:

- * Individual and family - how to cope with everyday activities and interpersonal relations
- * Intimate society - how to come off at work, in education and training, in leisure and housing
- * Service systems - how to act for example with authorities and professional helpers
- * Social influencing and control

Consequently, empowerment represents one way of development within a long period. We have, however, to do with goals that best take shape in usual activities.

If we discuss, from the point of view of the activities of an association of relatives, the empowerment as a goal to be achieved then empowerment should be seen in the action of the association at individual, individual and family, intimate society and also at social and regional influencing levels. The starting point and base must be the core, the members' empowerment; if we are not able to concretise the empowerment of an individual (relative, person with mental health problems) the other goals, in accordance to the major concept, can't come true either. That means that we need "rules of the game" for the action of the association to be followed. Regional and social influencing is most effective when based on the concepts of individual autonomy and right of self-determination, accepted and supported by all the people involved. This also concerns the relations to professional helpers and authorities: the starting point must be the respect of the knowledge, skills and experiences of the parties involved as well as the autonomy. Otherwise this kind of "high wing" influencing remains superficial, hollow and yielding and doesn't correspond to the requirements and wishes of the membership either.

(This article is originally publicised in the News Paper Hyvä Mieli, Autumn 1998)

SERVICE USERS' ASSOCIATIONS IN FINLAND

Mika Vuorela, Chief of Employment Programmes,
Central Association of Mental Health Users

History in the Shadow of Hospitals

The psychiatric care has been based in Finland up to the 1980's markedly on institutional treatment. Finland had in the late seventies one of the highest numbers of psychiatric hospital beds in the world in relation to the population. The traditions of isolation and exclusion were strong. In this atmosphere a group of mental health trainees began to develop non-institutional service users' activities based on spontaneity from the early seventies.

The target of the service users' associations was to create opportunities of worthwhile and meaningful life to people returning from hospital. The associations arranged leisure activities at the members' terms and influenced the authorities and the legislation to improve the life conditions of people returning from hospital.

The trainees caught at spontaneous action because community care was very badly developed. Because of rapid expansion of activities in service users' associations, it was decided to establish a national association in order to increase the opportunities of activity and to develop influencing. The Central Association of Mental Health Users was established in 1972.

Development of Community Care and Expansion of Organisational Activities

The model of mental health rehabilitation based on great institutes was in Finland cancelled during the 1980's. Established were mental health agencies, residential homes and daily activity centres. The situation of community care improved, and the number of hospital beds was reduced to correspond the European level in relation to the population.

The changed care culture provided new opportunities of activities in service users' associations, too. Several activity centres came into existence in co-operation with service users' associations, and the needs and possibilities of voluntary mental health activities were expanded. The original task of these associations didn't disappear. Especially due to deep economic crisis in Finland in the early 1990's, the development of community care services has slowed while the reduction of hospital beds has been going on.

From Care Institute to Social Entrepreneurship

At the moment there are in Finland 140 service users' member associations of the national Central Association of Mental Health Users. The total number of the member persons of these associations is estimated to be 13 000, mainly mental health trainees. There are associations distributed all over our country.

The target of the service users' associations is still to improve the trainees' spontaneous and worthwhile living conditions by influencing the society and the general attitudes. Focuses of today are the development of housing support services, community care and meaningful daily action as well as the questions of livelihood and civil rights of the trainees.

Part of the staff of the Central Association of Mental Health Users and its member associations is paid. But the most important resources are always the trainees' spontaneous activities and peer support.

The development of working activities has become a central form of activities in the service users' associations in the 1990's. The trainees are ready to use their own resources for meaningful and useful work. There are about 600 trainees involved in different working activities in the Central Association and its member associations every year. Cafeterias and carpentry are the most current employment forms. Working activities are carried out in more than 20 units all over the country.

Part of the working activities in the service users' associations is been developed towards social entrepreneurship. In the history of these associations we have proceeded from the requirement for civil rights to people returning from psychiatric hospital to the threshold of spontaneous social entrepreneurship with the aim to employ mental health trainees.

THE CARING FUTURE... STARTS NOW!

Solja Peltovuori, Executive Committee Member,
The European Federation of Family Associations of People
with Mental Illness

Eufami is a European network founded 1990 in De Haan, Belgium. It is the representative body for voluntary organisations throughout Europe promoting the interests and well being of people with mental illness and their carers. The National Family Association Promoting Mental Health in Finland - FINFAMI - is also its member.

Rapid development through new partnerships

There are now 18 countries represented in Eufami, through member-organisations, and interest seems to be expanding to Eastern Europe, too. At European level we have been working lately with issues like: stigma, self-help, empowerment and best practice in psychosis and schizophrenia. Particularly with the emphasis on community care and empowerment issues, also the working life and vocational rehabilitation themes have been actively discussed. Many Eufami members are implementing or are finding ways how to start developing different types of projects using employment support as part of empowerment schemes.

Great congress coming soon

Eufami organises every four years a congress, which gathers both professionals and voluntary sector actors to work together for better future for users and their families. The Swedish partner RIKS-IFS is responsible for organising the important European congress "The caring future... starts now!" in Stockholm, October, 1999
More information could be received: www.eufami.org.

Three points - S. 3 (for R.)

- Richard Oye <
- Network support structure (offices)
- Partnership to Africa...

Portfolio S. 13

No Address S. 27

Learning S. 28/29
like long paper
plots, figures & displays S. 30

Referring to the Optel S. 35
address S. 37

Cefac development S. 38
Demand for col

Money is
carried from
bill to power
in lobby bodies.
information system
fostering economic
growth

General Assembly S. 52

- * pay
- * lobby paper
- * these networks
- * Cefac name
- * Bolivia: Mental health Europe
- * Bolivia: these organization

and:
* Secretariat
* Strategy paper annex

Referral

1. One good social firm at beginning of conference
2. Present themselves
3. Award by the host countries

XII CEFEC CONFERENCE
16TH - 19TH JUNE 1999
HELSINKI, FINLAND

POTENCY OF SOCIAL
FIRMS AND NETWORKS
WORKING LOCAL - THINKING GLOBAL

PROGRAMME

XII CEFEC CONFERENCE IN INTERNET

on website: www.vates.fi

or on website: www.helsinkiarena2000.fi/videohuone

The following parts of Cefec Conference Programme are available in Internet from 17th June to 18th July 1999

POTENCY OF SOCIAL FIRMS AND NETWORKS

**In real time Thursday 17th June
9.00 – 13.00 Finnish time**

Opening of the Working Day

Mr Bernard Jacob, Chairman of CEFEC

CEFEC Themes

Mr Gert Rebergen, Secretary of CEFEC

Empowering in Social Context - Women and Marginalized Groups

Ms Pirkko Lahti, President of Mental Health Europe - Santé Mentale Europe, Board Member of the World Federation for Mental Health

Equal Opportunities and Employment of People with Psychosocial Disability

Ms Brigitte Siebrasse, Representative of European Network of (ex-) Users and Survivors of Psychiatry

Interviews

Mental Health on the European Union's Agenda

Mr Ville Lehtinen, Research Professor, National Research and Development Centre for Welfare and Health

Local Initiatives Influencing into National Action Plans (NAPs)

Mr Esko Hänninen, Counsellor of Social Welfare, STAKES Consortium, Provincial State Office in Southern Finland
Ms Sirpa Juutinen, Senior Project Manager, STAKES Consortium, Provincial State Office in Southern Finland

Programs for Creation of New Jobs Suggestions by the EMPLOYMENT & ADAPT Thematic Focus Group on New Jobs

Ms. Liesbet De Letter, Programme Officer, Europs, Brussels

Co-operation with European Business Network for Social Cohesion (EBNSC)

Ms. Sirpa Juutinen, Senior Project Manager, STAKES, Affiliated Member of EBNSC in Finland

Behavioural Risk Management: Using the Workplaces for the Prevention and Referral to the Treatment of Behavioural Disabilities

Ms. Marjo-Riitta Liimatainen, Researcher, ILO/Vocational rehabilitation Branch, Geneva

WORKING LOCAL – THINKING GLOBAL

**In real time Friday 18th June
13.00 – 16.00 Finnish time**

Workshop No 11: Learning Organisation and Social Capital

Learning Organisation and the Employment of Persons with Disabilities

Mr Ilpo Vilkkumaa, Managing Director of Rehabilitation Foundation, Chairman of the Board FPED -Foundation

The Role of Social Entrepreneurs in Community Development

Mr Bob Grove, Director Employment Programme, CMHSD Kings College London

Social Capital

Mr Jouko Kajanoja, Senior Researcher, Government Institute for Economic Research

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Tervetuloa

Sydämellisesti tervetuloa XII Cefec Konferenssiin 16 – 19 päivänä kesäkuuta 1999. Kutsumme sinua myös konferenssin ohella aktiivisesti osallistumaan konferenssin paikkakunnan tarjoamiin kesätapahtumiin.

Konferenssin teema korostaa sosiaalisten yritysten ja niiden verkostojen yhteistyön tärkeyttä. Työpaikat ja työn tarve ovat paikallista. Kehittämistä voidaan ideoida ja edistää alueellisessa, kansallisessa ja kansainvälisessä yhteistyössä. Konferenssin työryhmät ja opintokäynnit antavat tilaisuuden pohtia monella tasolla sosiaalisten yritysten kehittämistä ja merkitystä. Kiitämme kaikkia luennoitsijoita sekä muulla tavoin konferenssin toteuttamisessa avustaneita henkilöitä.

Tehkäämme hyvässä yhteishengessä konferenssista aktiivinen tiedon ja kokemusten vaihdon areena.

Welcome

We warmly welcome you to the XII Cefec Conference from 16th to 19th June 1999 in Helsinki. Besides the Conference we invite you to enjoy the active program of social events in the City of Helsinki – and of course the best time of Finnish summer.

The theme of the conference tells about the importance of the social firms and their networks. The need of the work places is always local, but we can share the management and development knowledge as well at the regional as at the national and international level. The workshops and the study visits during the conference will serve for the evaluation of the best practices and increase the understanding of the importance of the social firm movement. We thank all the lecturers and people who have facilitated in one way or another in arranging the conference.

Let us make the Conference an active Forum of exchange of experiences and good feelings.

FPED-Foundation

Marjatta Varanka
Managing Director

Programme

WEDNESDAY 16th JUNE: FINNISH SEMINAR

Successful Elements of Social Firms - Seminar for Finnish Regional Networks

Seminar about the successful elements of the social firms is designed for the Finnish delegates of the CEFEC Conference and the regional networks of social firms. The seminar provides information about working life of current interests and offers a forum for members of the social firms' regional networks to share their experiences and innovations.

The language of the seminar is Finnish.

Chairman: *Mr Heikki Vuorio*, Project Manager, FPED-Foundation

Auditorium: Hall B (2nd floor)

- | | |
|-------|--|
| 9.00 | Registration |
| 10.00 | Work Will Change - What Other Changes Will Be Needed?
<i>Researcher Eerikki Mäki, Helsinki University of Technology, Laboratory of Occupational Psychology</i> |
| 11.40 | Third Sector's Right to Business - Competing Industry
<i>Master of Laws Juha Laitinen, Pricewaterhouse Corporate</i> |
| 12.30 | Lunch |
| 13.30 | Successful Communication Methods in the Third Sector
<i>Consultant Pirjo Toivonen, Communication Office Luova ratkaisuu Oy</i> |
| | How to Make the Work of People with Disabilities Well Known - Do We Need a Brand?
<i>Jani Karlsson, EG-Banking house</i> |
| 14.30 | Coffee |
| 15.00 | Panel Discussion: Social Firms' Regional Networking in Finland
<i>Representatives of Regional Networks</i> |
| 16.00 | Closure of the Finnish Seminar |

CEFEC-KONFERENSSIN KOTIMAINEN PÄIVÄ KESKIVIIKKO 16.6.1999**Sosiaalisten yritysten menestystekijöitä**

- 9.00 **Ilmoittautuminen ja kahvi**
- 10.00 **Työ muuttuu varmasti -mitä muita muutoksia tarvitaan?**
Tutkija Eerikki Mäki, Teknillinen korkeakoulu, työpsykologian laboratorio
- 11.40 **Kolmannen sektorin liiketoiminnan oikeutus - kilpaileva elinkeinotoiminta**
Oik.kand. Juha Laitinen, Pricewaterhouse Corporate
- 12.30 **Lounas**
- 13.30 **Viestinnän keinot kolmannen sektorin kilpailussa**
Konsultti Pirjo Toivonen, Viestintätoimisto Luova ratkaisu Oy
- Vajaakuntoisten työn tunnettuus - tarvitaanko brandia?**
Jani Karlsson, EQ-pankkiiriliike
- 14.30 **Kahvi**
- 15.00 **Sosiaalisten yritysten alueellinen verkostoituminen**
Alueverkostojen edustajat

WEDNESDAY 16th JUNE: OPENING DAY OF CEFEC CONFERENCE

9.00- **Registration**

9.00-17.00 **Setting up the Exhibition**

12.00-15.00 **CEFEC Executive Committee Meeting**

Meeting room: M 4 (2nd floor)

17.00 **Opening Session**

Auditorium: Hall B (2nd floor)

17.00 **Finnish Folk Music**
Ms Hanna Tahvanainen

17.10 **Welcome Words**
Mr Bernard Jacob, Chairman of CEFEC
Mr Ilpo Vilkkumaa, Chairman of the Board FPED-Foundation
Ms Virpi Vesterinen, Representative of the Finnish Users and ex-Users

17.40 **Blue-White Finland - Finland as a Travelling Country**
Ms Anneli Jääskeläinen, Bureau Chief, Finnish Tourist Board

18.05 **Alvar Aalto - Aalto's Architecture as a Symbol of Finnishness**
Ms Aino Niskanen

18.30 **Welcome Words of the Conference City, Espoo**
Mr Aulis Majuri, Director of Administration and Finance, Espoo City

Opening of the Exhibition

Cocktail "Get Together"

THURSDAY 17th JUNE: POTENCY OF SOCIAL FIRMS AND NETWORKS

Chairmen: *Mr Bernard Jacob*, Chairman of CEFEC
Ms Marjatta Varanka, Managing Director of FPED-Foundation

Auditorium: Hall A (2nd floor)

Programme also in Internet at 9.00-13.00 o'clock.

- 9.00 **Opening of the Working Day**
Mr Bernard Jacob, Chairman of CEFEC
- Words of Greeting**
- CEFEC Themes**
Mr Gert Rebergen, Secretary of CEFEC
- 9.45 **Empowering in Social Context - Women and Marginalized Groups**
Ms Pirkko Lahti, President of Mental Health Europe - Santé Mentale Europe,
 Board Member of the World Federation for Mental Health
- 10.30 **Equal Opportunities and Employment of People with Psychosocial Disability**
Ms Brigitte Siebrasse, Representative of European Network of (ex-) Users and Survivors of Psychiatry
- 11.00 **Coffee**
- 11.30 **Mental Health on the European Union's Agenda**
Mr Ville Lehtinen, Research Professor, National Research and Development Centre for Welfare and Health
- 12.00 **Local Initiatives Influencing into National Action Plans (NAPs)**
Mr Esko Hänninen, Counsellor of Social Welfare, STAKES Consortium, Provincial State Office in Southern Finland
Ms Sirpa Juutinen, Senior Project Manager, STAKES Consortium, Provincial State Office in Southern Finland

12.30 **Programs for Creation of New Jobs**

Suggestions by the EMPLOYMENT & ADAPT Thematic Focus Group on New Jobs

Ms. Liesbet De Letter, Programme Officer, Europs, Brussels

Co-operation with European Business Network for Social Cohesion (EBNSC)

Ms. Sirpa Juutinen, Senior Project Manager, STAKES, Affiliated Member of EBNSC in Finland

Behavioural Risk Management: Using the Workplaces for the Prevention and Referral to the Treatment of Behavioural Disabilities

Ms. Marjo-Riitta Liimatainen, Researcher, ILO/Vocational rehabilitation Branch, Geneve

13.00 **Lunch**

14.30 **Workshops**

15.30 **Coffee**

16.00 **Workshops Continuing**

Workshops

No 1. CEFEC Development

Lecture room: Y 227 (2nd floor)

Mr Bernard Jacob, Chairman of CEFEC

Mr Gert Rebergen, Secretary of CEFEC

In this workshop will be discussed the position, strategic and lobbying paper of CEFEC. The focus will be on the possible role of CEFEC during the next few years in the field of force with regards to Europe and national employment initiatives and the promotion of the social firms and social enterprises. Representatives of other networks or NGO's are emphatically invited to take part in the discussion.

No 2. Users' Participation in Social Firms and European Organisations

Auditorium: A Hall (2nd floor)

Ms Mary Nettle, European Network of (ex-) Users and Survivors of Psychiatry

Ms Gloria Brown, European Network of (ex-) Users and Survivors of Psychiatry

Ms Virpi Vesterinen, European Network of (ex-) Users and Survivors of Psychiatry

In this workshop will be discussed Users' participation in social firms and European organisations. The focus will be on the following themes: What is worker participation? How worker participation can be put into practice? Empowerment in employment projects. We are what we do - how to empower us? In addition to the introductions, plenty of time will be allowed for discussion, the participants' questions and common considerations.

No 3. Economical Results of the Social Firms

Lecture room: H 5 (3rd floor)

Mr Brian Munday, Director of the European Institute of Social Services at the University of Kent, UK

Mr Dierk Arp-Stapelfeldt, Sociologist, ARTO e.V.

Ms Marjatta Varanka, Managing Director of FPED-Foundation

In this workshop is presented the ARTO Employment growth project which is a new European network mainly of workshops employing people with disabilities. This workshop will examine lessons being learned from a major EU funded ARTO project that concentrates on developing import-export arrangements for selling goods made by disabled people. If successful, new markets result in higher volumes of sales, increased income - and more job opportunities for disabled people. The project has concentrated on five main activities: telemarketing; acquisition of large contracts; sales through shops; market research; and quality management in workshops. These activities and their implications for the growth of employment for disabled people elsewhere in Europe will be the focus of this workshop. The last part of the workshop will deal with the evaluation methods of the competitiveness and the profitability of the social firms and employment initiatives in the perspective of the public sector. The focus is on the economic contribution gained through the public subsidy to social firm.

No 4. Mental Health on the European Union's Agenda

Lecture room: M 3 (2nd floor)

Mr Ville Lehtinen, Research Professor, National Research and Development Centre for Welfare and Health

The aim of the workshop is to deepen the participants' knowledge of the targets and spheres of activities of the Mental Health Agenda. In the workshop will be presented the central spheres of activities of the European Mental Health Agenda with the emphasis on the development of the working life, employment and promotion of mental health as well as social integration of strongly excluded groups. In the working group will also be discussed the development of the indicators of mental health and the telematics in the promotion of mental health. In addition to the introductions, time will be allowed for discussion, the participants' questions and common considerations.

No 5. Marketing and Networking

Lecture room: M 1 (2nd floor)

Mr Thorbjörn Hallström, Economist, Scruppa Allé, Sweden
Ms Verena Feller, Managing Director, Trans-fair

In this workshop will be presented and discussed the meaning of marketing and networking in social firms and enterprises. The workshop emphasises the benefits and developmental potentialities of marketing and networking in social firms and enterprises, ARTO as a non-profit marketing association designed to improve employment prospects for disabled people and TRANS-fair as good example of a marketing organisation.

No. 6. Setting up Social Firms

Lecture room: D Hall (1st floor)

Mr Cecil Graham, Chief Executive, ITO, President of ACCEPT
Mr Derek McClure, Director, ACCEPT

Workshop is planned for people who have little or no experience of setting up and managing social firms. The workshop will outline the A, B, C's to successful operation and consider such aspects as getting started, models of development, ideas generation, market research, business marketing and financial planning etc.

No. 7. Management of Successful Social Firms - Examples of Good Practice

Lecture room: Y 307 (3rd floor)

Mr Gerold Schwarz, Psychologist, FAF GmbH

In this workshop Gerold Schwarz and two or three social firm managers from Germany, Italy and UK present their social firms. Each of the presentations will focus on how they achieved their goal of establishing a firm on the market within the context of their national and local situation. After the presentations there will be time for the audience to put concrete questions to the social firm managers and there will be a discussion about what is needed to establish successful social firms on the market.

*video
2:00
auditorium*

No. 8. Experiences in European Programmes

Lecture room: Y 430A (4th floor)

Mr Esko Hänninen, Counsellor of Social Welfare, STAKES Consortium, Provincial State Office in Southern Finland,
Ms Sirpa Juutinen, Senior Project Manager, STAKES Consortium, Provincial State Office in Southern Finland

The aim of the workshop is to outline some central elements in some projects funded by European programmes that have been crucial to employment of people with disabilities in Finland. The workshop will focus on experiences of Finnish ECHO, STEPS and Mainstreaming projects as well as some preliminary outcomes of thematic work on Crossing the Job Threshold. Co-operation with European Business Network for Social Cohesion (EBNSC) will also be outlined and, in general, some evaluation based on co-ordinators' own experiences about the transnationality will be made.

No. 9. Constructing Bridges by Art

Lecture room: Y 228 (2nd floor)

*Ms Solja Peltovuori, Executive Director, Cheerful House
Group of Users & Ex-Users, Cheerful House*

Workshop is planned for Users and people interested in art as a bridge between nations. Participants don't need to have experience of painting but artists are also welcomed to the workshop. In the workshop the participants will make a big painting with national symbols. You have also possibility to do smaller paintings by yourself.

No. 10. Employment and Equal Opportunities of Persons with Psychosocial Disability

Lecture room: M 4 (2nd floor)

*Ms Athina Frangouli, Society of Social Psychiatry and Mental Health
Mr Mika Vuorela, Chief of Employment Programmes, The Central Association for Mental Health Users
Ms Ph. D. Pulatova, Associate Professor of Psychology, State University of Tashkent, Uzbekistan*

The aim of the workshop is to discuss with the participants the United Nation's Standard Rule no 7, which emphasises employment and how it is exercised in various countries. The second theme of this workshop is the problems of working adaptation of intellectually disabled children in the modern society of Uzbekistan. The aim of the workshop is to raise awareness of equal opportunities in Employment for psychosocial disabled people and to create a dynamic process to combat unemployment in the disability frame. At the end of the workshop the participants will come up with a work plan for their area.

17.00

Presentations of the Candidates for CEFEC Award

*Mr Heikki Vuorio, Project Manager, FPED-Foundation, Finland
Ms Christiane Haerlin, OCC. Therapist, ABZ Köln, Germany*

FRIDAY 18TH JUNE: WORKING LOCAL - THINKING GLOBAL

On Friday you may choose either a whole day study visit to Lappeenranta or a study visit and a workshop in Helsinki. *Please register in which programme you want to participate in Lappeenranta or in Helsinki. Registration forms are located at the notice board in the entrance hall.*

1.) The Whole Day Study Visit to Lappeenranta

6.50 Train departure for Lappeenranta

Meeting point: The Helsinki City Railway Station, quay track 7, train to Joensuu, carriage marked with CEFEC-Conference.

Take care to be there early enough because the train leaves exactly at 7.00 o'clock!

We will travel by train to Lappeenranta and the journey takes two hours and 45 minutes. During the journeys by train there will be served refreshments and take-away meals. The programme provides the opportunity to visit one of the most remarkable social enterprises in Finland and to see at first hand a range of versatile service activities based on local co-operation with all interest groups. In Lappeenranta you can also experience part of real Finnish nature.

In Lappeenranta you can choose from three different opportunities (registration in advance at the conference venue):

A. Laptuote Foundation - Social Enterprise

Guides: *Ms Terhi Pitkänen-Nuortimo, Mr Risto Tolonen, Ms Jaana Forsman, Ms Leena Sariola and Mr Heikki Vuorio*

Contact Person: *Ms Mirja Laine*

Maximum 60 participants.

The main objectives of Laptuote Foundation are the education and rehabilitation of its clients to facilitate employment opportunities and inspire initiatives by providing programmes that adapt to each individual's needs. All of these services are provided in a meaningful and economical way. The services clients provide are made available to the general public and also to companies and private organisations. Laptuote Foundation co-operates with various entities at local, regional, national and international levels.

B. Lappeenkoto and Pallo - A Private Homelike Housing Unit and a Daily Centre for Mental Health Trainees

Guides: *Ms Ritva Ahokas and Ms Arja Suni*

Contact Persons: *Mr Jussi Seppälä and Ms Leila Vainikka ("Pallo")*

Contact Person: *Ms Seija Marttila ("Lappeenkoto")*

Maximum 20 participants.

"Lappeenkoto" is a private housing and daily activity unit for people with mental health problems. The town of Lappeenranta buys this service from "Lappeenkoto" and refers people with mental problems to the custom of "Lappeenkoto". "Lappeenkoto" works in a one-family house providing its customers a very homelike residential environment, where they themselves take care of house holding guided by instructors, learning the same time everyday skills. Besides householding "Lappeenkoto" offers the chance for example to occupation, handcraft, sports and common parties.

The daily centre "Pallo" is intended as activity and meeting place for people suffering from psychic problems and loneliness. The purpose of the activity is, by doing together, to develop interactive skills and to improve different manual skills. In "Pallo" they organise regular group activities and do many sorts of things, according to each one's interests. Group activities include for example handcraft and occupation, sports, languages, cooking, sauna baths and visits to local targets.

C. Pro Pulsa - Activity and Housing Unit for Long-Term Unemployed and Excluded People

Guides: *Ms Satu Pentikäinen and Ms Mirja Laine*

Maximum 30 participants.

The housing and daily activity centre "Pro Pulsa" is intended especially for excluded and long-term unemployed people. "Pro Pulsa" is situated at a distance of about 22 kilometres away from Lappeenranta, in the middle of the beautiful countryside in Southern Karelia. The dwellers of "Pro Pulsa" have restored the old protected station and rich with the history of civilisation to be used for housing. At the moment the dwellers are restoring the buildings at the back for housing and working. Besides these restorations the dwellers for example repair cars, restore furniture and do woodworks.

12.00

Lunch at a holiday resort in the beautiful landscape

13.30 **Study Visits Continuing**

Sightseeing Cruise in Lappeenranta

16.00 **Train departure for Helsinki**

Take -away meal will be served in train.

Opportunity to sing with the troubadour, *Mr Lasse Melanen*.

19.00 **Arrival in Helsinki**

2.) Study Visit and Workshop in Helsinki

8.30 **Departure for the Study Visits**

Meeting point: The Statue of Field Marshall G. Mannerheim in front of the Museum of Contemporary Art, Kiasma

9.00 **Parallel Programmes** (registration in advance at the conference venue):

A. Kotelotyö, KVL - Social Enterprise

Guide: *Ms Pia Pesonen*

Contact Persons: *Mr Risto Röynä and Mr Eero Kankaanpää*

Maximum 20 participants

Kotelotyö – KVL offers job activity and support for people who have for one reason or another been excluded from the job market. In addition to traditional employment relationship the centre develop new employment services and methods which often take the form of international projects. Kotelotyö is a subcontractor in the graphic field and a manufacturer of casings, boxes and registry folders. During the recent years, the activity has focused mainly on job training of the long-term unemployed and people with mental health problems.

B. IM-Muovi - Social Enterprise

Guide: *Ms Kaija Puustinen*

Contact Person: *Mr Jaakko Stremouhov*

Maximum 15 participants.

"IM-Muovi" is a sheltered workshop, owned by the National Association of the Disabled in Finland, with the aim to employ disabled and long-term unemployed people, referred by social and health authorities, and to provide work trial opportunities for disabled people of the surrounding municipalities. One form of its activities is job training for people with mental health problems, with the target to improve their conditions to get through and to support them to regain their ability to work and to earn. "IM-Muovi" is specialised in plastic products, such as different folders, luminous tags and business presents. During the study visit you have the opportunity to see other sheltered workshops of the National Association of the Disabled, producing presswork and mailing services.

C. Arla Institute- Arla Small Business Project

Guides: *Mr Arto Vilmi and Ms Terhi Saarinen*

Contact Person: *Mr Jouni Onnela*

The Arla Institute is a vocational training and development centre whose training and other services are primarily for visually impaired people. There are, however, a large number of students from other special groups. The institute's Arla Small Business Project supports especially disabled people's own small activities. The majority of 30 participating entrepreneurs have already moved to their own market areas. The fields of business are e.g. bicycle and technical maintenance, physical treatments, computer and office services as well as traditional upholstery. The project started in 1997 and will end in the summer of 1999. The project is funded by ESF.

11.00	Return to the Conference Centre
12.00	Lunch

13.00 Workshop No 11: Learning Organisation and Social Capital

Chairman: *Mr Ilpo Vilkkumaa*, Managing Director of Rehabilitation Foundation, Chairman of the Board FPED -Foundation

Auditorium: Hall A (2nd floor)

Programme also in Internet at 13.00-16.00 o'clock.

Learning Organisation and the Employment of Persons with Disabilities
Mr Ilpo Vilkkumaa, Managing Director of Rehabilitation Foundation, Chairman of the Board FPED -Foundation

The Role of Social Entrepreneurs in Community Development
Mr Bob Grove, Director Employment Programme, CMHSD Kings College London

Social Capital
Mr Jouko Kajanoja, Senior Researcher, Government Institute for Economic Research

14.15

Coffee

Internet - Athens - History of CEEL

14.15-16.00

Workshop Continuing

SATURDAY 19TH JUNE: CEFEC WORKING DAY

Chairmen: *Mr Bernard Jacob*, Chairman of CEFEC
Mr Gert Rebergen, Secretary of CEFEC
Mr Peter Stadler, Treasurer of CEFEC

9.00 Reports of the Conference Workshops

Auditorium: A Hall (2nd floor)

10.45 Coffee

11.15 Discussion about the Reports

12.15 CEFEC Award

12.30 Lunch

14.00-15.30 CEFEC General Assembly

Lecture room: D Hall (1st floor)

Cruise in Helsinki Islands and Closing Party

17.30 Departure for Closing Party

Meeting point: Market Square, platform 4

A Sightseeing Cruise to View the Lovely Islands in the Gulf of Finland

Arrival in Dipoli Congress Centre

19.00 Closing Party

Dipoli Congress Centre

Announcer: *Ms Ansa Holm*, Manager of Helsinki Clubhouse

Closure of the Conference

***Mr Bernard Jacob*, Chairman of CEFEC**

***Ms Marjatta Varanka*, Managing Director of FPED-Foundation**

Welcome to Portugal, Lisbon 2000

***Mr Fernando Silva*, Representative of XIII CEFEC Conference**

Dinner

Music and Dancing

Orchestra Retuperän WBK

CEFEC

CEFEC, the Confederation of European Social Firms, Employment initiatives and social Co-operatives, registered in 1990, is a European non-profit organisation. To date CEFEC represents 120 organisations in 20 countries, which have the common aim to integrate people with disability, mainly psychiatric background, into employment. The members are active in the whole spectrum of vocational information, vocational training and creation of social enterprises/firms, co-operatives and placement in the open labour market.

CEFEC activities are

- CEFEC supports organisations that want to create new workplaces
- Exchange of information and mutual support at national level
- CEFEC gives its members a voice
- Analysis of the current situation of social firms in the different European countries
- Publications and practical support
- Communication forum on the Internet
- Annual conferences
- A definition of social firm
- Working groups within every CEFEC member is welcomed to participate

CEFEC

c/o FAF

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Fax: +49-30-251 9382

E-mail: info@cefec.de

<http://www.cefec.de/index.htm>

CEFEC Executive Committee

Chairman of CEFEC

Mr Bernard Jacob, AIGS Association Intercommunale de Guidance et de Santé, Belgium

Secretary of CEFEC

Mr Gert R. Rebergen, CEFEC Nederland i.o. P.C. Zon & Schild, The Netherlands

Mr Michael Coughlan, ISFI Irish Social Firms Initiative, Ireland

Ms Isabel Fazenda, ARIA Associacao de Reabilitacao e Integracao da Ajudad e Oerias, Portugal

Ms Verena Feller, TRANS-fair, Switzerland

Ms Athina Frangouli, Society of Social Psychiatry and Mental Health, Greece

Ms Renate Goergen, Consorzio per l'impresa sociale Cooperativa Sociale s.c.r.l., Italy

Mr Cecil Graham, ITO Industrial Therapy Organisation The Tughan Centre Knock

bracken Health care Park, The United Kingdom
 Ms Christiane Haerlin, BTZ Köln, Germany
 Mr Thorbjörn Hallström, Skruppa Allé The Social Welfare Department, Sweden
 Mr Josu Rodriguez Alejandro, Fundacio Eragintza, Spain
 Mr Roland Kolber/Thilman Romain, ATP Association d'aide par le travail thérapeutique pour personnes psychotiques a.s.b.l., Luxemburg
 Mr Gerold Schwarz, FAF GmbH, Germany
 Mr Paul Streit, Pro mente Klagenfurt Gesellschaft für psychische und soziale Gesundheit, Austria
 Ms Marjatta Varanka, FPED-Foundation, Finland
 Mr Willem Vugteveen, APZ Drenthe, The Netherlands

FPED-Foundation

The Foundation's purpose is to promote the employment of the handicapped, in particular persons with disabilities who are not readily employable, taking their individual rehabilitation needs into account and in a manner appropriate to the individual and society by developing employment needs by arranging expert services by influencing the labour market and rehabilitation system. The Foundation was established in 1993 by the 19 national associations and organisations. The Foundation co-operates with the organisations and associations for and of persons with disabilities, with government, regional authorities, business, industry and other associations.

The Foundation is running the development programs in order to find different innovative job opportunities for persons with disabilities. The aim is to promote variety of employment methods and to provide persons with disabilities an opportunity to make choices based on their individual needs and ability to work. Both private associations and public sector are involved in this development programme. The Foundation has activities in several European programmes.

The main activities are the following:

- Supported Employment
- Employment Models for Mentally Ill People
- Sheltered Workshops
- Social Firms and Enterprises
- Dissemination of Information
- Staff Training
- Economic Research

Members in Foundation Council:

The Finnish Epilepsy Association
 The Finnish Association of the Deaf
 The Finnish Association for Mental Health
 Finnish Association on Mental Retardation
 The Finnish Association of the Pulmonary Disabled
 Association of the Pulmonary Disabled in Kuopio
 Association of the Pulmonary Disabled in Lahti
 Association of the Pulmonary Disabled in Turku
 The Central Association of Mental Health
 The Finnish Association of Societies for Persons with Mental Handicap
 The Finnish Cerebral Palsy Association
 The Finnish Federation of the Visually Handicapped
 The Finnish Lung Health Association
 The Finnish MS-society
 The National Federation of the Hard of Hearing
 National Association of the Disabled in Finland
 The Service Foundation of the Deaf
 Laptuote Foundation
 Puustelli Support (association supporting workshop and accommodation)
 Provincial State Office in Southern Finland
 Raina Foundation
 The Rehabilitation Foundation
 Yritystaito Oy (private consulting company)

FPED-Foundation

P.O. Box 40, Oltermannintie 8
 00621 Helsinki, Finland
 tel. +358-9-7527 551
 fax. +358-9-75275521

Organising Committee

Ms Marjatta Varanka, Managing Director
 Mr Heikki Vuorio, Project Manager for Social Firms
 Ms Arja Suni, Consultant for Mental Health
 Ms Satu Pentikäinen, Secretary for Social Firms
 Ms Pia Pesonen, Training Co-ordinator

Advisory Committee

CEFEC Executive Committee

Conference Volunteers

Ms Suvi Eskelinen
 Ms Leena Hakala
 Ms Eeva-Marja Huusari
 Ms Leena Kaitainen
 Ms Tiina Karvinen
 Ms Kirsi Määttänen
 Ms Marketta Naakka
 Ms Sirpa Nurmi
 Ms Salla Ojala
 Ms Pirjo Raunio
 Ms Alexandra Tuominen

Co-operating Organisations

Laptuote Foundation
 Lappeenkoto
 Pallo
 Pro Pulsa
 Lappeenranta Tourist Service
 The Town of Lappeenranta

The Arla Institute
 The Central Association for Mental Health
 Cheerful House/The Family Association Promoting Mental Health in Northern Finland
 The Finnish Association for Mental Health
 Helmi National Association for Mental Health
 Helsinki Clubhouse
 IM-Muovi
 Kotelotyö - KVL
 National Research and Development Centre for Welfare and Health
 Rehabilitation Foundation
 Viesti - The Message! Project

City of Espoo
 Espoo Visitor and Convention Bureau
 Finnish Tourist Board
 Helsinki City Tourist Office
 Helsinki Expert, Helsinki Tourist Association
 Helsinki-Finland Congress Bureau
 Helsinki University of Technology
 Helsinki University of Technology, Lifelong Learning Institute Dipoli
 Dipoli Congress Centre

Alvar Aalto Museum
Avecra
Cosa Nostra Crew
Finnish State Railways
Helsinki Metropolitan Area Council - YTV
JP-Lines
Retuperän WBK
Suomen Kongressitekniikka Oy

Funding

ESF Horizon Employment Initiatives by the Ministry of Labour
Finnish Slot Machine Association
City of Espoo

Registration and Information

Registration and Information is located in the entrance hall, main building. Ms Terhi Saarinen, Mr Arto Vilmi, Ms Satu Pentikäinen, Ms Pia Pesonen and Conference volunteers will serve you.

Phone: +358 9 451 2083, +358 9 451 2082

The desk is open:

Wednesday	9.00-19.30
Thursday	8.15-18.00
Friday	9.00-16.30
Saturday	8.30-16.00

Conference Secretariat Room

Conference secretariat room is located in room number M 205 (2nd floor). Ms Marianne Kaunismäki, Ms Satu Pentikäinen and Conference volunteers will serve you.

Fax: +358-9-451 5832

Conference secretariat room is open:

Wednesday	9.00-17.00
Thursday	8.15-17.00
Friday	9.00-16.30
Saturday	8.30-16.00

Exhibition

Exhibition is located in the hall on 2nd floor.

Setting up the exhibition begins on Wednesday 16th June at 9.00 o'clock. The stands should be ready by 17.00 o'clock on Wednesday 16th June when the Opening Session begins. The Conference volunteers will help you in organising stands.

The stands will be removed on Saturday 19th June in the afternoon.

Practical Information

Name Badge

Delegates and Accompanying Persons will receive a name badge at registration. This badge is your admission "ticket" to conference events, lunches and coffees. *Please note that only registered Conference delegates with name badges have admission to the lecture halls and lunches.*

There are three types of badges:

Delegates - white name badge

Accompanying Persons - blue name badge

Staff - yellow name badge and FPED-Foundation's logo

Five -day ticket for local transport

Delegates and Accompanying Persons will receive a five-day ticket for local transport at registration. Regional transport system includes bus, tram, metro and train services in Helsinki, Espoo and Vantaa. You are expected to stamp your ticket in machines when travelling first time by public transport. Ticket is valid in metropolitan area for five days after you have stamped it. When you travel by bus you have to show your ticket when entering the bus. When you travel by train, metro or tram, please show your ticket when required. *Remember to keep your ticket always with you.*

Private meetings during the conference

You may reserve a meeting room for private meetings at the registration desk.

Rest room

In case you would need rest you are welcomed to take use of room M 129 which is reserved for delegates.

Speaker's preparation room

Speakers wishing to prepare for their presentations check their slides or technical equipment should turn to Ms Pia Pesonen in conference secretariat room M 205.

Media and public relations

Ms Arja Jokinen-Virta and Ms Satu-Marja Lehtinen will serve you at the conference secretariat room M 205 or mobile phone number +358-50-3377 621. Mr Arto Vilmi will also serve you at the information desk. He speaks following languages: Swedish, English, German, French, Italian and Spanish.

Press conference in room M2 (2nd floor) on Thursday at 13.00 o'clock.

Messages

Leave your messages, socialise with your old and new Conference friends, arrange your own informal meetings and check the notice board in the entrance hall (1st floor).

Phoning

The easiest and cheapest way is to buy a phone cards and use public card phones. Phoning from hotels is quite expensive.

Information about Helsinki and Finland

There is a stand with brochures about Helsinki and Finland in the entrance hall (1st floor).

Airline reservations and tickets

To make or change your travel reservations, please *contact Air Terminal on number 9600-8100 or +358-9-818 7750*. The staff at the registration desk will also with pleasure help you if needed.

How to get back to the airport?

Busses to the airport depart from Elielinaukio next to the west wing of the Railway Station. Busses run 2 to 4 times an hour, ticket 25 Fmk Bus no 615 from the Railway Square, platform 10, ticket 15 Fmk.

What Do You Get For Your Conference Fee?**The delegate's full conference fee includes**

- Opening cocktail on Wednesday
- The conference programme
- The conference material
- Admission to all lecture halls
- Study visit on Friday in Helsinki
- Lunches Wednesday-Saturday
- Coffees Wednesday-Saturday
- Closing dinner and the Sightseeing cruise on Saturday
- 5 -day ticket for local transport

One-day fee includes

- The programme of the day concerned
- The conference material
- Lunch of the day concerned
- Coffees of the day concerned

The Accompanying Persons' fee includes

- Opening cocktail on Wednesday
- 5 -day ticket for local transport
- Closing dinner and the Sightseeing cruise on Saturday

Lappeenranta study visit fee includes

- Train and bus transports
- The programme in Lappeenranta and in train
- Breakfast, lunch and dinner package

Other Meetings during the Conference

CEFEC Executive Committee Meeting

On Wednesday 16th June at 12.00 o'clock. Helsinki University of Technology, main building, Otakaari 1, Espoo. Meeting room M 4 (2nd floor).

CEFEC General Assembly

On Saturday 19th June at 14.00 o'clock. Helsinki University of Technology, main building, Otakaari 1, Espoo. Hall d, lecture room (1st floor).

Marienthal ^{working} Steering Group Meeting

On Friday 18th June at 9.30 o'clock. Helsinki University of Technology, main building, Otakaari 1, Espoo. Meeting room M 4 (2nd floor).

ACCEPT Social Firm Group Meeting

On Saturday 19th June at 9.30 o'clock. Helsinki University of Technology, main building, Otakaari 1, Espoo. Meeting room M 4 (2nd floor).

Study Visits

All the study visits take place on Friday 18th June. *Please register in which programme you want to participate in Lappeenranta or in Helsinki. Registration forms are located at the notice board in the entrance hall.*

Extra programme:

Study Visit to Helmi National Association for Mental Health

Study visit will be arranged on Saturday 19th June at 9.30-12.00 o'clock. *Please register if you want to participate in this study visit. Registration form is located at the notice board in the entrance hall.*

Meeting point: The Statue of Field Marshall G. Mannerheim in front of the Museum of Contemporary Art, Kiasma

Guide: Ms Marketta Naakka

Maximum 25 participants.

"Helmi ry", National Association for Mental Health, is working at the grass roots in Helsinki. It is an organization of mental health trainees and patients, supported by the Finnish Slot Machine Association, counting at the moment 1300 members. The target of its action is a mental health client's participation in social and equal life. We are aiming at this goal by supporting the trainee's everyday life and his/her capacities to get

through appropriate jobs, by monitoring their rights and by diminishing the prejudices against mental health illnesses.

Forms of activities

"Helmi" arranges courses and activities to diverse groups and also supports its members' participation in courses and holidays outside of the Association. The rehabilitation for employment started in 1990. Our aim is to find for every person who'll participate in this activity a job suitable for him/her and which is really a needful one. There is a kitchen in the clubhouse, where they prepare food also for visitors and to other customers. They arrange catering services to a small extent, too. Other jobs are cleaning at home and in offices, laundry services, mending of cloths, office and telephone answering services as well as copying and editing of the leaflet "Helmi". Also home help services are provided in cooperation with the social service agency.

In "Helmi" there is a room always open for individual discussions and listening when the customer has it difficult. In cooperation with professional schools for higher education a support person system has been set up with the task to help in everyday life situations. With the Family Association we have started a service agent project, where the professionals of social and health sector assist the trainees for example in matters with authorities. There are also juridical services available for the members since 1991, as result of projects. In autumn 1999 we'll begin a new project with the purpose to diminish the fears against mental health illnesses. The trainees will tell about their illness for example in educational establishments and in the media.

Internet CEFEC Conference

There is a link on our web-site page www.fped.fi or www.vates.fi, where you can join the live conference sessions. The link will be open until 18th July, so you can follow the Conference also after the actual Conference dates. During the Conference programme people can send questions to the speakers by fax. For Internet issues *Ms Satu-Marja Lehtinen* will serve you.

During the Conference the fax number for questions: +358-9- 451 5832

Timetable for live Conference in Internet

Thursday 17.6.	9.00 - 13.00
Friday 18.6.	13.00 - 16.00

CEFEC Award

The jury will put the CEFEC Award candidates in relative order on 17th June p.m.

The criteria are as follows:

- Innovativity
- Client orientation
- Easy transferability to other CEFEC-members/clients
- Fitness within the definition of CEFEC for Social Firms and Co-operatives

The jury will announce immediately the Social Firms to present their activity models in the final at the CEFEC Conference on 17th June from 17 o'clock onwards. After this pre-selection the jury will make the definite selection.

The jury consists of 4 Users and 3 representatives of the CEFEC member organisations. The competition will be co-ordinated by Mr Heikki Vuorio/FPED-Foundation and Ms Christiane Haerlin/BTZ Köln.

By what do you recognise a Finn?

The Finn is respectable as rye bread. He isn't too tricky, but is straightforward and able to talk - if needed. He needs a lot of space around him, and Finland is a large enough country for him. Pure nature, forest, the four seasons and individuality are important matters for him. He draws vitality from these.

The Finn has a modest character and, for no reason, underrates himself and the history of his country. He loves his country and is always longing for home when being abroad. He hates taxmen and gentlemen. He doesn't take seriously a person who laughs at nothing.

The Finns have spread out all over the world for there are many who have had to go to search for bread. We are a workaholic people. The fun is fast and furious and it's worth the national anthem when the Finn meets a perfectly, absolutely, completely strange Finn abroad. But first you must blow the foreign laughingstocks up.

You recognize a Finn by the rustle of his windcheater and the ringing of his portable telephone. The Finn has become crazy about technology. He believes in engineering sciences to pilot Finland towards a better future. Finland is rich with Internet-contacts because it's easier for a Finn to communicate with a machine than with a person.

The Finn takes the so-called Friday bottle of spirits on Saturday, too. A Finnish trademark abroad is a high tolerance of spirits. The sauna is for a Finn a holy place with heartfelt atmosphere. The Finn is crazy about sports. Without Finnish perseverance Finland would still be an uninhabited country. The Finn is master also in melancholy. In Finland you can still find fairness.

Finally I'll describe a Finnish mental scenery: The Finn is sitting with his woman on the sauna benches in summer. The setting sun is reflected from the quiet open lake. At that very moment a diver is giving two three squalls, diving for a shoal of perches breaking the still waters of the woodland lake. I'm a very happy Finn.

Ville Romppanen
Club house "



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XII CEFEC CONFERENCE
16TH - 19TH JUNE 1999
HELSINKI, FINLAND

POTENCY OF SOCIAL FIRMS AND NETWORKS

WORKING LOCAL - THINKING GLOBAL

Mental Health on the European Union's Agenda
National Action Plans
The Programmes of Small and Medium Enterprises
Learning Organizations and Social Capital
Setting up Social Firms
Marketing and Networking
Users' Perspective
Experiences of European Programmes

WEDNESDAY 16TH JUNE
OPENING DAY

- 12 00- Registration
Setting up the Exhibition
- 17 00- Opening Session with Cocktail
"Get together"

THURSDAY 17TH JUNE
POTENCY OF SOCIAL FIRMS AND NETWORKS

- 9 00- Opening of the Working Day
CEFEC Themes
BERNARD JACOB, Chairman of CEFEC
- Empowering in Social Context - Women, and Marginalized Groups**
PIRKKO LAHTI, President of Mental Health Europe, Board Member of the World Federation for Mental Health

Equal Opportunities and Employment of People with Psychosocial Disability
BRIGITTE SIEBRASSE, Representative of European Network of (ex-)Users and Survivors of Psychiatry

Mental Health on the European Union's Agenda
VILLE LEHTINEN, Research Professor, National Research and Development Centre for Welfare and Health

11.00- Coffee

- 11.30- **Local Initiatives Influencing into National Action Plans (NAPs)**
ESKO HÄNNINEN, Coordinator, Provincial State Office in Southern Finland
SIRPA JUUTINEN, Senior Project Manager, Provincial State Office in Southern Finland

The European Programmes of Small and Medium Enterprises (SME)
A European expert will speak

Presentation of the Workshops

13.00- Lunch

14.30-17.00 **Workshops**

No 1. CEFEC Development
BERNARD JACOB, Chairman of CEFEC
GERT REBERGEN, Secretary of CEFEC

No 2. Users' Participation

MARY NETTLE, European Network of (ex-)Users and Survivors of Psychiatry
VIRPI VESTERINEN, European Network of (ex-)Users and Survivors of Psychiatry

No 3. Economy and Poverty

MARJATTA VARANKA, Managing Director of FPED-Foundation

No 4. Mental Health on the European Union's Agenda

VILLE LEHTINEN, Research Professor, National Research and Development Centre for Welfare and Health

PIRKKO LAHTI, President of Mental Health Europe – Santé Mentale Europe, Board Member of the World Federation for Mental Health

No 5. Marketing and Networking

THORBJÖRN HALLSTRÖM, Economist, Scruppa Allé, Sweden
VERENA FELLER, Managing Director, Trans-fair

No. 6. Setting up Social Firms

CECIL GRAHAM, Chief Executive, ITO/ACCEPT
DEREK MCCLURE, Director, ACCEPT

No. 7. Management of Social Firms and Social Enterprises

GEROLD SCHWARZ, Psychologist, FAF GmbH

No. 8. Experiences of European Programmes

ESKO HÄNNINEN, Coordinator, Provincial State Office in Southern Finland
SIRPA JUUTINEN, Senior Project Manager, Provincial State Office in Southern Finland

No. 9. Constructing Bridges by Art

WILLEM VUGTEVEEN, Social Worker, APZ Drenthe
SOLJA PELTOVUORI, Executive Director and the Group of Users & Ex-Users, Cheerful House, Oulu

No. 10. Employment and Equal Opportunities of Persons with Psychosocial Disability

ATHENA FRANGOULI, Society of Social Psychiatry and Mental Health
MIKA VUORELA, Chief of Employment Programmes, The Central Association of Mental Health

15 30-16.00 Coffee

17.00- **Presentations of the Candidates for CEFEC Award**

FRIDAY 18 TH JUNE WORKING LOCAL - THINKING GLOBAL

On Friday you may choose either a whole day study visit to Lappeenranta or a study visit and a workshop in Helsinki.

1.) The Whole Day Study Visit to Lappeenranta

7.00- Departure for Lappeenranta. We will travel by train to Lappeenranta and the journey takes two hours and 45 minutes.

The programme provides the opportunity to visit one of the most remarkable social enterprises in Finland and to see at first hand a range of versatile service activities based on local cooperation with all interest groups. In Lappeenranta you can choose from three different opportunities:

A. Laptuote-Foundation - Social Enterprise

B. Lappeenkoto and Pallo - A private homelike Accommodation Unit and a Day Activity Centre for mental health trainees

C. Pro Pulsa - Activity and Accommodation Unit for long-term unemployed and excluded people

Lunch will be served during the study visits at a holiday resort on the Saimaa lake. During the journeys by train refreshments and take away meals will be served. You will also have opportunity to discuss issues of mutual concern, to sing with a troubadour and enjoy the Finnish summer landscape.

19.00 Arrival in Helsinki

19 00- Free Evening

2.) Study Visit and Workshop in Helsinki

8.30 Departure for the Study Visits

9.00- Parallel Programmes

A. Kotelotyö, KVL - Social Enterprise

B. IM-Muovi - Social Enterprise

C. Arlainstituutti - Arla Small Business Project

11 00- Return to the Conference Centre

12 00- Lunch

13.00- Workshop No 11: Learning Organization and Social Capital

Coordinator: ILPO VILKKUMAA, Managing Director of Rehabilitation Foundation, Chairman of the Board of FPED -Foundation

16.00- Free Evening

SATURDAY 19TH JUNE CEFEC WORKING DAY

Chairmen: BERNARD JACOB, Chairman of CEFEC
GERT REBERGEN, Secretary of CEFEC
PETER STADLER, Treasurer of CEFEC

9.00- Reports of the Conference Workshops

Coffee

Discussion about the Reports

CEFEC Award

12.30- Lunch

14.00-15.30 **CEFEC General Assembly**

CRUISE IN HELSINKI ISLANDS AND CLOSING PARTY

17.30- **Meeting at the Market Square, Helsinki**

A Sightseeing Cruise to View the
Lovely Islands in the Gulf of Finland

Arrival at Dipoli, Espoo

19.00- **Closure of the Conference**

Dinner with Entertainment

SOCIAL ACTIVITIES

A wide range of social activities will be held during the Conference period. More information will be provided with confirmation of registration.

INTERNET CEFEC CONFERENCE

Now you have also opportunity to participate in the live CEFEC Conference in Internet at your own desk. The live session at the CEFEC Conference will be available on Internet on Thursday forenoon 17 th June and Friday afternoon 18 th June. You can also revert to the essential subjects of the Conference for a month after the Conference. See opportunities about the live CEFEC Conference: www.fped.fi

CEFEC (The Confederation of European Firms Employment Initiatives and Cooperatives) is a non-profit organization which aims to promote and influence opportunities for creation of Social Firms and Cooperatives to provide employment for people with mental health problems and for other disadvantaged persons.

FPED-Foundation (The Foundation Promoting Employment of the People with Disabilities) is a Finnish cooperating organization promoting employment and rehabilitation of persons with disabilities. The Foundation started in 1997 the national network to promote the establishment of Social Firms and Enterprises in Finland. Up to date there are about 50 organizations active in this national network.

XII CEFEC Conference will be held in Finland, the northernmost country among the European Union states. In July Finland will take the presidency in the European Union. Finland will actively pursue the issue of the Mental Health in Public Health Programmes on the European Union Agenda.

A WARM AND HEARTY WELCOME!

Venue:

Helsinki University of Technology, Otakaari 1, Espoo

Conference Secretariat:

The Foundation Promoting Employment of the People with Disabilities (FPED-Foundation)
P.O. Box 40, 00621 Helsinki, Finland

www.fped.fi

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Training Coordinator Pia Pesonen

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XIII

14/15/16/17 June 2000

CEFEC

Equal opportunities in access to employment and citizenship

PRELIMINARY PROGRAM:

Wednesday 14th June

Registration
Setting up the Exhibition Stands
Official Opening
Cocktail

Thursday 15th June

Plenary Sessions
Panel
Workshops

Friday 16th June

CEFEC Executive Committee Reunion
Study visits
Workshops Feedback
CEFEC General Assembly

Saturday 17th June

Sintra Visit
CEFEC Awards

Closure of the Conference – Dinner with
entertainment

You are welcome to make proposals for the conference program to the conference secretariat.

Venue: Fundação Calouste Gulbenkian
Language: English