Street-Level Bureaucracy Research Conference

The interplay between policy reforms, governance and street-level practices and the implications for the assistance-seeking citizens

Copenhagen 21st and 22nd June 2017
Program 21st June

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<tr>
<th>Time</th>
<th>Activity</th>
<th>Room</th>
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<tr>
<td>08.30 - 09.30</td>
<td>Registration</td>
<td>Hall</td>
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<tr>
<td>09:30 - 09:40</td>
<td>Welcome</td>
<td>Auditorium</td>
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<tr>
<td>09:40 - 10:40</td>
<td>Key note: Dr Sharon Wright, University of Glasgow</td>
<td>Auditorium</td>
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<tr>
<td>10:40 - 11:00</td>
<td>Short Break</td>
<td>outside Guest canteen</td>
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<tr>
<td>11:00 - 12:45</td>
<td>Paper Sessions 1 - parallel sessions</td>
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**Stream 1: Guest canteen room**

**1E. Managerialism & Profession**
Chair: Evelyn Brodkin
*Mullin, Deborah* (The City University of New York): *The Effects of Managerialism on Front-Line Domestic Violence Agency Workers: A Qualitative Analysis*

**Stream 2: room 2.1.042**

**1C. Profession – Skills, competencies, discretion**
Chair: Henning Jørgensen
Sadeghi, Talieh & Fekjær, Silje Bringsrud (Oslo and Akershus University College): *Frontline-workers’ competency in activation work*
Ager, Annika & Danggaard, Bodil (Roskilde University): *The art of exerting professionalism and progression amidst turbulent waters*
Vandenbussche et al., Johan (Ghent University): *Discretion as a multi-faceted process. The case of a Flemish public street-level service*
Amby, Finn & Kjeldsen, Lena (VIA University College, Aarhus): *Categorizing clients with disabilities – Exploring the gap between political goal and practice in Danish job centers*

**Stream 3: room 2.1.043**

**3A. Institutional interaction: How policy is experienced/client-perspectives**
Chair: Maureen Matarese
Butler, Joanna (University of Strathclyde, Glasgow): *From Welfare to Work: The Impact of Frontline Services and the Jobseeker/Advisor Relationship on Employability Outcomes*
Davidson, Danielle (Queensland University of Technology): *Unemployment agencies: governing an unachievable neoliberal agenda*
Olsen, Gurli (University of Stavanger): *“What We Talk About When We Talk About Work”. Perspectives on the meaning of work in a welfare and activation policy context*
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<th>Time</th>
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<tr>
<td><strong>12:45 - 13:30</strong></td>
<td><strong>Lunch Break</strong>&lt;br&gt;&lt;br&gt;Lunch will be served</td>
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| **13:30 - 15:15** | **Paper Sessions 2 - parallel sessions**<br><br>Stream 1: Guest canteen room  
Stream 2: room 2.1.042  
Stream 3: room 2.1.043  
1F. New tendencies in organization – Marketization, Privatization, management  
Chair: Rik Van Berkel  
Christensen et al., Anders Bøggild (VIA University College, Aarhus): Organizational adaptation of the Danish reimbursement reform in 2016 and consequences for the street-level frontline  
Kupka, Peter & Popp, Sandra (Institute for Employment Research, Nuremberg): Street-Level workers and Client Autonomy under the Social Code II – the Case of mentally ill Benefit Recipients in Germany  
Nothdurfter, Urban & Hermans, Koen (Free University of Bolzano): Meeting (or not) at the street-level? Street-level research in public management, social policy and social work  
1A. Discretion – It  
Chair: Sharon Wright  
Høybye-Mortensen, Matilde (VIA University College, Holstebro): Assessing the impact of management techniques and office technologies on street-level professionals administering welfare policies  
Devlieghere, Jochen (Ghent University): The Claim of Accountability Through Electronic Information Systems: A Managers’ Perspective  
Sztandar-Sztanderska, Karolina & Zielenska, Marianna (University of Warsaw & Kozminski University): Profiling the unemployed: hidden patterns of discretionary behaviour  
3B. Institutional interaction: How policy is acted out  
Chair: Søren Peter Olesen  
Senghaas, Monika & Freier, Carolin (Institute for Employment Research, Nuremberg): Caseworker-client relations in the active welfare state: What role does trust play?  
Bruhn et al., Anders (Örebro University): The work ability concept as contested terrain in issues about sickness compensation  
Matarese, Maureen T. (The City University of New York): “So we can both go down together”: The inextricable link between caseworker and client responsibility |                             |
| **15:15 - 15:45** | **Break**<br><br>Coffee/tea and refreshment will be served                  |                             |
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<tr>
<td><strong>15:45 -17:30</strong></td>
<td>Paper Session 3 - parallel sessions</td>
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| Stream 1: Guest canteen room | 1H. Conceptualizations and theoretical controversies  
Chair: Michael Lipsky  
Zacka, Bernado (University of Cambridge): Street-level bureaucracy and democratic theory: Empirical findings, normative quandaries  
Pedersen, Eirin & Breit, Eric (Oslo and Akershus University College): Facilitating collaborative innovation of public services at the street level: A comparative case study  
Larsen et al., Flemming (Aalborg University): How to Develop New Integrated and Responsive Employment Services for Vulnerable Groups? - The Case of Denmark  |
| Stream 2: room 2.1.042 | 1B. Discretion – Ethnicity/Migrants  
Chair: Evelyn Brodkin  
Sichling, Florian (University of Missouri): ‘Mutato sub Pressura’: The Syrian Refugee Crisis and the Remaking of German Youth Policy  
Ratzmann, Nora (London School of Economics and Political Science): Opening the black box of German social administration: EU migrants’ access to social assistance at street-level  
Volckmar-Egg, Maria Gujsgard (University of Stavanger): Learning and Living: Reasons for Employing Cultural Sensitivity amongst Street-Level Workers in the Norwegian Labour and Welfare Administration (NAV)  
Schütze, Carolin & Johansson, Håkan (Lund University): Beliefs and discretion. What role for street-level bureaucrats’ personal beliefs and attitudes for their discretion and practice with regard to migrant users?  |
| Stream 3: room 2.1.043 | 6. The relation between knowledge and front-line practice  
Chair: Henning Jørgensen  
vander Aa, Paul (Rotterdam University): Who knows best? Uses of knowledge in street-level practice  
Fossestøl, Knut & Liodden, Tone Maia (Oslo and Akershus University College): Evidence-based faith: Transforming bureaucracy through agents of change  
Egeland, Cathrine & Shelley-Egan, Clare (Oslo and Akershus University College): Organizational learning, innovation and responsiveness in the Norwegian Labour and Welfare Administration (NAV)  
Caswell et al., Dorte (Aalborg University): Placing dialogue at the centre: Mutual Innovation and Learning Platforms (MILP) between research and practice  |
| **17:30 –18:30** | Break  
Option: Joint departure with the harbor bus to The Actors House  |
| **19:00 -** | Conference Dinner at The Actors House  
Address: Sankt Annæ Plads 36, 1250 Copenhagen  |
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<td>09:00 - 10:45</td>
<td>Paper Sessions 4 - parallel sessions</td>
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|            | **1G. New tendencies in organization – Marketization, Privatization, management**  
|            | Chair: Henning Jørgensen                                                 |
|            | Breidahl et al., Karen N. (Aalborg University): Cost, quality, and innovation: The trilemma of marketized employment services and the consequences for front-line workers |
|            | Möller, Marie Østergaard (Aalborg University): Performance management meets professional practice |
|            | Benish, Avishai (The Hebrew University of Jerusalem): When the Clients Can Choose: Dilemmas of Street-Level Workers in Choice-Based Social Services |
|            | **5. The employer as front-line worker**                                  |
|            | Chair: Rik Van Berkel                                                    |
|            | Bauer, Frank (Institute for Employment Research, Nuremberg): Shedding light on the actual implementation of social and employment programs: Implementation analyses of publicly subsidized employment |
|            | Bredgaard, Thomas (Aalborg University): Employers as Implementers of Active Labour Market Policies |
|            | Ingold et al., Jo (University of Leeds): Understanding employer engagement in active labour market policies: bringing a social exchange perspective into street-level research |
|            | Kongsgaard, Leif (Væksthuset Research Center): Where is the social work frontline in Danish ALMP’s for vulnerable groups? A study of close partnership between public employment agencies and private employers |
| 10:45 - 11:00 | Break                                                                     |
|            | Room: outside Guest canteen                                              |
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| 1D. Conditionality and Sanctioning | Chair: Dorte Caswell  
De Wilde, Marjolijn (University of Antwerp): *The effect of welfare state attitudes on social assistance practice. A factorial survey approach*  
Thuesen et al., Frederik (The Danish National Centre for Social Research): *Client ethnicity and caseworker sanctioning decision in a Scandinavian welfare state*  
Vilhena, Susana (Oslo and Akershus University College): *Conditionality in social assistance in Norway and Portugal* |
| 2. Integrated Services | Chair: Flemming Larsen  
Brauer, John (Örebro University): *Collaboration in unclear policy settings*  
Christensen et al., Louise (Aarhus University): *Frontline Practices in Bureaucratic Spaces*  
Sieling-Monas, Stella Mia (Aalborg University): *What frames interdisciplinarity in municipal casework with sick-listed clients?*  
Minas, Renate (Stockholm University): *The efforts of integrated services to bridge policy areas for different vulnerable groups* |
| 4B. Client participation at collective level | Chair: Søren Peter Olesen  
Eriksson, Erik (Linköping University): *Public Service User Involvement and the User Movement’s Mobilization for Change*  
Stougaard, Marianne Staal (University College Lillebælt): *The involvement of marginalized citizens in co-production*  
Gassner, Drorit & Gofen, Anat (The Hebrew University of Jerusalem): *From Policy Clients to Policy Clientele: Collective Aspects of Implementation Efforts* |
| **12:45 - 13:30** | Lunch Break  
Lunch will be served |
| **13:30 - 15:30** | Panel Session chaired by Professor Michael Lipsky, Georgetown University  
"Street Level Bureaucracy in the light of New Public Management and what comes after?"  
Panel participants:  
Evelyn Brodkin (University of Chicago), Rik van Berkel (Utrecht University), Sharon Wright (University of Glasgow) |
| **15:30 - 16:00** | Closing  
Coffee/tea and refreshment will be served |
How to get there AAU-CPH

Main building – A
A.C. Meyers Vænge 15
2450 Copenhagen SW

Reception/Hall

Guest canteen room 1.001

Auditorium room 1.008
(near the entrance)

Room 2.1.042
(ground floor)

Room 2.1.043
(ground floor)