



Supported Training & Rehabilitation In Diverse Environments

2019 – 2020
ANNUAL REPORT
stride.on.ca



Our Vision

STRIDE envisions a world in which barriers to employment have been eliminated for people living with mental health and/or addictions challenges.

Our Mission

STRIDE is committed to providing person centered support to empower people living with mental health and/or addiction challenges to gain and maintain meaningful employment.

Our Values

STRIDE recognizes that employment and earning power contribute significantly to a person's sense of dignity, independence and quality of life.

STRIDE believes that people living with mental health and/or addiction challenges make significant contributions to society. STRIDE respects the individual needs and strengths of each person. We work collaboratively with our stakeholders and clients to assist them to identify and achieve their employment goals.

We believe:

- * In treating people with dignity and respect
- * In all individuals having the opportunity to achieve their employment goals
- * In providing service levels that exceed our customers' expectations
- * In creative, innovative responses to the ever-changing political, economic and work environments

In a recent Client Survey....

98%	Clients felt staff understood and responded to their needs and concerns.
98%	Clients felt they received enough information about the program and services available to them.
99%	Clients felt they were treated with respect by program staff.
95%	Clients felt STRIDE staff believed they could change and grow.
95%	Clients felt that when they first started looking for help, services were available at times that were good for me.
100%	Clients felt welcome from the start.

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“STRIDE is one of the best mental health programs that I have participated in. The staff, their support and the classes offered have all been of great benefit to me. I’ve now been back at work after 2 ½ year leave and am doing well thanks to the support of my employment specialist, peer mentor and the Return to Work course, WRAP for Work course and other day programs.”

(Employment Connections Program & Employment Peer Mentor Program)

Feedback from our OPOC Survey

“My case worker is absolutely amazing. She is genuine, kind, competent and invested in working towards my goals with me. I’m sad that I’ll have to move on from STRIDE soon as I have successfully gained employment and no longer need support”

(Employment Peer Mentor Program)

Feedback from our OPOC Survey

ABOUT US

Supported Training & Rehabilitation in Diverse Environments (STRIDE) is a non-profit, charitable, community based vocational rehabilitation program founded in 1983. STRIDE is the only Halton-based organization whose primary purpose is to service the employment needs of individuals facing mental health and/or addiction challenges.

Our Programs include:

Employment Connections Program

We deliver a wide range of employment connection services including career assessments, skills development, interview practice, job coaching and ongoing job retention support. An employment plan is developed based on skills and experience. Assistance is provided to locate, secure and maintain employment.

Youth Employment Program

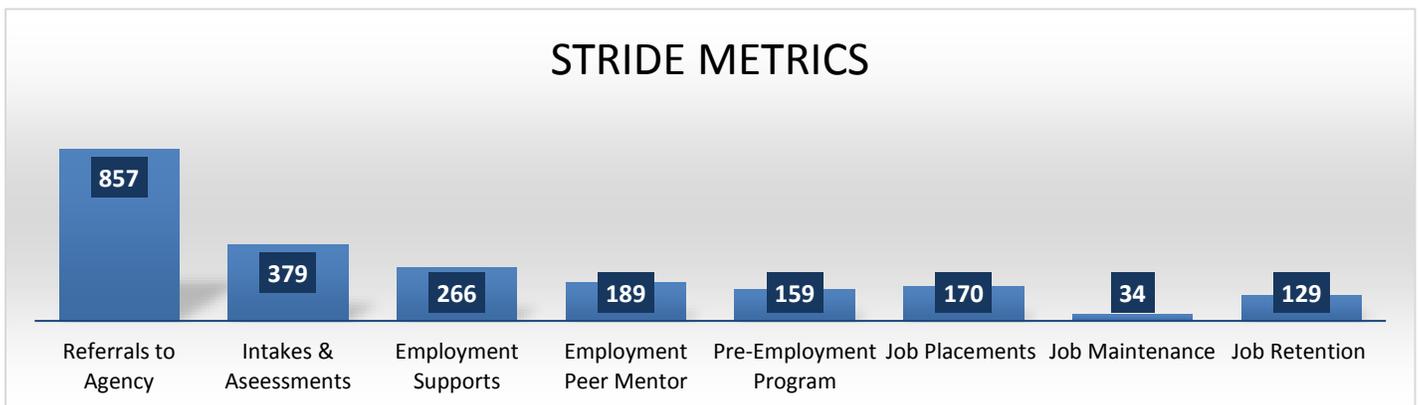
Our staff assist youth aged 16-24 who are experiencing mental health and/or addiction challenges. Youth are assisted in exploring possible employment options and gaining valuable employment skills. We provide individualized services and supports necessary to be successful in the workplace.

Pre-Employment Service

This service is designed to enhance and complement the current service model and focuses on assisting individuals to develop vocational and life skills through a variety of training workshops and additional one-on-one support. Staff provide time-limited assistance and guidance in preparing clients for employment through short-term groups and individualized job-readiness support. Services are geared to those interested in obtaining part-time or full-time competitive employment in the community.

Employment Peer Mentor Program

The Employment Peer Mentor program aims to provide enhanced support to individuals facing mental health and/or addiction challenges. The Employment Peer Mentors are persons with lived experience with mental health and/or addictions and are in recovery. They use their experiential knowledge to inspire hope and empower others in similar situations by providing social and emotional support in order to assist peers on their path towards recovery.



OUR PEOPLE

Board of Directors

Anita Stellinga, <i>Chair</i>	Michelle Stillman, <i>Secretary</i>	Greg Stopelli
Frank De Vuono, <i>Vice Chair</i>	Catherine McKeown	Fatima Ul-Haq
Doug McCarthy, <i>Past Chair</i>	Clark Olson	Zoe Vulic
Robert Henderson, <i>Treasurer</i>	Jamal Shah	

Staff

Head Office	
Anita Lloyd, <i>Executive Director</i>	Stephanie McCann, <i>Quality & Operations Analyst</i>
Julie Lange, <i>Manager, Finance & Administration</i>	Stacia McCann, <i>Administration and Human Resource Assistant</i>

North Halton	
Julie Henshaw, <i>Manager, North Halton</i>	Ayesha Siddiqi, <i>Job Developer</i>
Rebecca Lawrie, <i>Employment Specialist</i>	Betsy Bond, <i>Pre-Employment Specialist</i>
Ryan Luyk, <i>Employment Specialist</i>	Alyssa Smith, <i>Pre-Employment Specialist</i>

South Halton	
Terri Skov, <i>Manager, South Halton</i>	Genevieve Blazik, <i>Job Developer</i>
Katrina Anderson, <i>Employment Specialist</i>	Janet Behrens, <i>Pre-Employment Specialist</i>
Adrian Byrne, <i>Employment Specialist</i>	Stephanie McCormick, <i>Pre-Employment Specialist</i>
Crystal Dainard, <i>Employment Specialist</i>	

Employment Peer Mentor Program / Youth Employment Program	
Bonnie Trimble, <i>Manager Youth Employment & Peer Mentor Programs</i>	Rayya Brown, <i>Youth Employment Specialist</i>
Kristina Abela-Hopkins, <i>Employment Peer Mentor</i>	Bailey Hamilton, <i>Youth Employment Specialist</i>
Marco D'Auria, <i>Employment Peer Mentor</i>	Stephanie Hancock, <i>Youth Employment Specialist</i>
Nicole Frost, <i>Employment Peer Mentor</i>	Matthew Wadlin, <i>Youth Employment Specialist</i>
Barry Hadlow, <i>Employment Peer Mentor</i>	

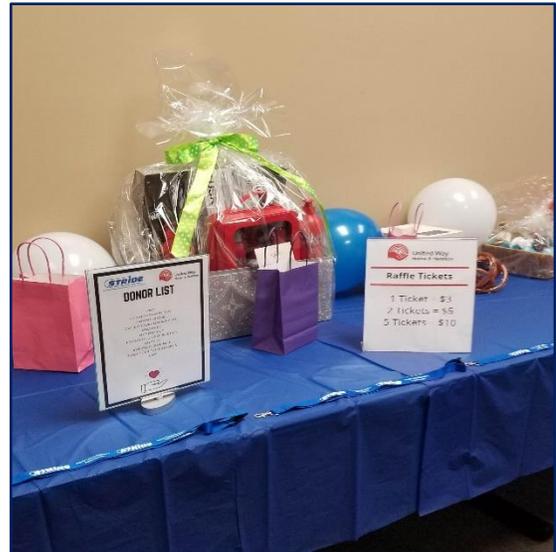
SUCCESSFUL EVENTS

STRIDE's Georgetown Open House Supporting United Way Halton & Hamilton

STRIDE's North Halton location relocated from Acton to 211 Guelph Street, Unit 5, in Georgetown. STRIDE celebrated with an open house on October 3, 2019; this open house was also a fundraiser for the United Way of Halton & Hamilton.



STRIDE's North Halton Location official ribbon cutting



Raffle Table

STRIDE's Oakville Garage/Bake Sale Supporting United Way Halton & Hamilton

STRIDE's South Halton location hosted a United Way Garage/Bake Sale. STRIDE used this as an opportunity to fundraise for the United Way while showcasing STRIDE and promoting mental health awareness.



STRIDE Staff at the Garage Sale



Barry and Julie working the Bake Sale

A FEW SUCCESSFUL ACTIVITIES



Anita, Bonnie and Marco with United Way Halton Hamilton in Support of Share Your Local Love

“Very supportive case worker, flexible and willing to help me in any way possible.”
 (Youth Employment Program)

Feedback from our OPOC Survey



Julie, Matthew, Janet, Genevieve and Rebecca promoting STRIDE's Mental Health in the Workplace presentation at Milton Mall during Mental Health Week



Marco and Genevieve representing STRIDE at the International Peace Awards



Stephanie, Matthew and Bailey participate in the Future Fits Halton District School Board Pathways Fair in Milton

“The welcoming and supportive approach made the experience easy to attend and learned tactical tool in how to cope with everyday life.” (Peer Mentor Program)

Feedback from our OPOC Survey

CHAIR'S REPORT

It is my honour to provide a report, as Chair of the Board of Directors, of our accomplishments in 2019-2020. Today, more than ever, the importance of STRIDE's mission has been clearly demonstrated as we all come to terms to what the impact of COVID-19 is on our community. We are seeing in reports all around us that individuals, families and communities that are already vulnerable and marginalized, are even more vulnerable now because of COVID-19. Mental health issues and demand for support is increasing and we know that people will need more time and more support to come through this pandemic – to be stronger and more resilient.

It does not surprise me that STRIDE's responses to our community during this time have been remarkable. While we at STRIDE could never have predicted this pandemic, as a resident of Milton, I'm ever grateful to the incredible staff and volunteers who over the years have built a legacy for STRIDE – a solid foundation from which it was clear how STRIDE could and would respond. Our work last year focused on launching our new Pre-Employment Program and Job Development Services and finding ways to do things differently. Through careful planning, research and stakeholder engagement, the team developed a new program that now in times of COVID-19, could pivot to meet needs in ways that are responsive, swift and centred on our clients. We have also been very actively involved in Ontario's Healthcare Transformation and in partnership with Connected Care Halton and Burlington Ontario Health Teams.

As a Board, we have taken strategic steps to ensure the sustainability and accessibility of STRIDE across Halton Region. We navigated changes and re-located our North Halton site from Acton to Georgetown and forging a partnership with Summit Housing and Outreach Programs to create a Burlington site for our services. We have engaged in partnership with government and service providers such as WCG Services in the transformation of Employment Services for Peel. We are participating in this pilot model to learn and test innovative approaches to our services. I know that the path that has been charted, in partnership with our staff, volunteers, clients, funders and community partners will sustain and grow STRIDE's mission to support our clients with their mental health and wellbeing.

As my term on the Board of Directors comes to an end with this AGM, I would like to express my sincere gratitude to all the members of our Board for their insight and commitment to serve our community. I would also like to thank Anita Lloyd for her leadership, persistence and expertise in guiding and steering this organization within a changing landscape. I'm grateful to have had this opportunity to give back to my community and have learnt so much along the way. I'm grateful that in a time of so much change and uncertainty, we can rely on the steadfast commitment and support from STRIDE to our community.

My continued best wishes and every success,

Anita Stellinga

Chair, Board of Directors

EXECUTIVE DIRECTOR'S REPORT

It has been another busy and successful year at STRIDE. As we take time to reflect, several themes come to mind, including system transformation and enhanced collaboration. As expected, the year has flown by and what an extraordinary year it has been for the healthcare and employment service sectors. Most notably, the government introduced Bill 74, The People's Health Care Act, 2019, which promises to fix and strengthen the public health care system by focusing directly on the needs of Ontario's patients and families. This legislation saw the establishment of Ontario Health and a plan to reorganize the 14 LHIN's and their functions, as well as the establishment of Ontario Health Teams, comprised of local, community-based health care providers and hospitals organized to work as a coordinated group. STRIDE has been actively involved in the Connected Care Halton-Ontario Health Team, which will serve residents of Oakville, Milton and Halton Hills, as well as the Burlington Ontario Health Team. Both teams will initially focus on palliative care, mental health and addictions, and home and community care, using a population-based health planning approach to create a local health care system that will improve the patient and caregiver experience; improve the health populations; and reduce the per capita cost of health care.

Within the employment services sector, the government announced its plans to transform services to ensure job seekers and businesses are provided with the best possible employment services. The Ministry of Training, Colleges and Universities (MTCU) initiated this engagement whereby plans are underway to integrate employment programs for Ontario Works and the Ontario Disability Support Program (ODSP) into a transformed Employment Ontario (EO) to create one system. In the new service delivery model, MTCU will hold contracts with newly created Service System Managers (SSMs), third party organizations that will be responsible for managing integrated employment service delivery and for operating and achieving employment outcomes for a wide range of clients in defined catchment areas according to the outcomes framework set by the government. STRIDE has entered into a nine-month Transition Period Contract with WCG Services to serve individuals residing in the region of Peel.

We look forward to the opportunity to build our service model within the new SSM system whereby we will continue to provide the best results for all stakeholders, including clients, employers, our communities and funders.

By combining knowledge, skills and experiences, STRIDE has continued in our efforts to foster a sense of collaboration within the community. Working with other organizations, either through informal networks or more formal partnerships, opportunities have been created for improved service coordination, greater innovation and flexibility to respond to changing, emerging and more complex client needs, and opportunities to build a strong, safe and healthy community. Just a few of our partnerships this past year have involved:

- Halton Regional Police Service – Strategic Planning
- Oakville Community Foundation - Hosted 25 Community Conversations
- Halton Healthcare Services – Women's Mental Health Project
- Literacy North Halton, Literacy South Halton – Serving Client Needs
- VPI Working Solutions – Client Programming
- Halton Community Legal Services – Information Sharing
- Halton Hills Public Library – Facility Usage
- Wilfred Laurier University – Peer Support Outcomes at Work (POWER) Research
- United Way Halton & Hamilton - Halton Region Consolidated Courthouse project, Siemens Donation, Day of Caring, Social Innovation Project
- College Boreal – French Language Services
- The Alliance - Five Halton Mental Health & Addictions partners working together to facilitate sector collaboration and a common voice
- Summit Housing & Outreach Programs – Office Space

- International Peace Awards - Educational/information
- WSIB - 2019 Small Business Health and Safety Leadership Award
- Centre for Addiction & Mental Health - Health Equity Webinar

It is through all these collaborations that STRIDE has built and maintained an effective network, connecting and bringing people together with our partners, stakeholders and funders in order to achieve our organizational objectives.

STRIDE prides itself on delivering programs that are based on best practices and offer unique supports to those individuals struggling with mental health and addiction challenges. This year was no exception, as we launched our new Pre-Employment Program and Job Development services. As we rolled out the new program design, we understood that as we monitored and evaluated our work, changes would be necessary, and as such we continue to adapt the program to respond to the needs of our clientele.

We are proud to be working with a wide range of dedicated caring employees who have demonstrated a remarkable amount of progress and commitment to designing programs with value and significance.

This past year, STRIDE held a strategic planning session with board and staff members whereby a list of prioritized draft core priorities and early strategies were developed. It was a truly valuable day with cooperation between staff, management, and board members. Several great ideas were generated and many new concepts were proposed. We look forward to continuing this work in 2020 as we strive to develop the organization's goals over the next three years and the methods that will be used to accomplish those goals. STRIDE's strategic plan will translate our vision into an actionable, executable objectives so that we may all contribute to making that vision a reality.

As we navigated our way through several challenges with our marketing and public awareness efforts, the agency is delighted to finally begin work with a marketing and communications firm to develop improved marketing materials, including logo, website and brochures. Over the past year, staff continued to participate in various community events, including; Inspire Accessibility Showcase, TD National Day of Caring, 100 Women Who Care, Mental Health Week events, etc., in efforts to raise awareness and understanding regarding STRIDE's programs and services. STRIDE's updated messaging will provide up-to-date and consistent communications to all audiences.

We would like to acknowledge our primary funders for their support and commitment to our organization's work. We offer our appreciation to the United Way of Halton and Hamilton, the Ministry of Children Community and Social Services, and to the Mississauga Halton Local Health Integration Network for their ongoing guidance and provision of funds. We were also very fortunate to receive a grant from the Burlington Community Foundation People Power 2019 event in support of our outstanding mission-based work. We are optimistic that through our participation in the United Way Halton and Hamilton's Pilot Social Innovation Lab, there may be an opportunity to explore, develop, and test innovative ideas for creating social impact in the future.

As we moved into the end of our fiscal year, we were faced with the outbreak of the coronavirus pandemic. All services moved to a virtual format with supports being offered via email, phone, text, or through videoconferencing. Ongoing communication with key stakeholders in the community regarding the impact of our service changes, including recommendations, impact to performance, forecasted impact to indicators, FTE's, revenue lines, expenditures, etc. continues to be a priority. Staff are to be commended for providing clients with the highest level of support and ongoing assistance as we move through this unprecedented and challenging time in history, with constantly evolving events, headlines and policies. Now, we look to the future, as we move into a new and different working environment and begin to rebuild and search for the "new normal". We anticipate the need for mental health services will be greater than ever, as we look to address psychological trauma, mental illness, economic injury, and burnout within our community. We are optimistic that government will listen to our concerns regarding the impact that COVID-19 has had on our healthcare system and will provide the necessary resources to assist our population.

Of course, all our accomplishments would not be possible without the dedicated support of our board and staff. Thank you all for your commitment and tireless effort toward the cause of improving the lives of those living with a mental illness and/or addiction issue. I would like to offer my sincere thanks and recognition to the board members leaving us this year, including Anita Stellinga, Doug McCarthy and Michelle Stillman; thank you for your passion, dedication, and insight; we appreciate that with your experience, skills, knowledge and leadership, you helped move our organization forward and impact change within our sector. As we look forward to the future of this agency, I know that success is inevitable because of the combined strength of the wonderful people who comprise our staff and partners. As we navigate this challenging time together, I invite you to keep reflecting on our continued efforts to excel in the provision of employment supports during this period of transition and our ongoing efforts to maintain meaningful relationships with our stakeholders. And as we celebrate another successful year at STRIDE, I am eager to see what is in store for our organization in the year ahead.

Respectfully Submitted,

Anita Lloyd

Executive Director



STRIDE Staff Meeting, May 19, 2020

“STRIDE has been a great help to me, assisting me with various tasks with school, job search, job interviews, giving me the confidence to achieve my goals in life and for my future. I would definitely recommend their services to anyone who has a disability in need of job search, interview and resume support.”

(Youth Employment Program)

Feedback from our OPOC Survey

TREASURER'S REPORT

In thanks to the strong support of our various partners and the outstanding efforts of STRIDE management and staff, STRIDE revenues exceeded expenditures for the fiscal year ending March 31, 2020 by \$67,827 (2019 - \$149,338). In the year following significant changes, including the closure of the worksite training program and the introduction of the new pre-employment services, management has succeeded in maintaining the financial strength of the organization.

Total revenue for fiscal 2020 decreased \$289,198 or 12% to \$2,211,497 (2019 - \$2,500,695), driven primarily by the closure of the worksite training program. The worksite training program generated \$0 in revenue in fiscal 2020 compared to \$216,729 in in the previous fiscal year.

The Mississauga Halton Local Health Integration Network (MH-LHIN) continues to provide the majority of revenue for STRIDE (71% overall), at \$1,562,712 (2019 - \$1,641,315). In the current fiscal year, there was no one-time funding received, in comparison to the prior fiscal year where one-time funds were received to cover certain expenditures arising from the changes in the programs, as well as various staff training and capital purchases.

The organization saw a decrease in revenue from the Ontario Disability Support Program (MCSS - ODSP), generating \$465,452 (2019 - \$491,932), due to fewer available placement opportunities stemming from various changes in minimum wage, part-time versus full-time work, etc. This program generated 21% of overall revenue.

Revenues from other sources remained relatively consistent with the previous year, including \$40,612 (2019 - \$40,611) from the United Way Halton and Hamilton which was utilized for STRIDE's Employment Connections program. Other revenues also include various charitable donations and funds received from rebates and summer student funding.

Total operating expenditures decreased \$210,655 or 9% to \$2,148,742 (2019 - \$2,359,397), primarily due to the reduction in training allowance expenses from the worksite closure. Salaries and benefits declined 4% to \$1,589,440 (2019 - \$1,649,226) and represents 72% of overall revenues.

The contingency fund created in the prior year remains available for emergencies or unforeseen situations that may develop in the organization. This fund is targeted to equal three months of budgeted operating expenditures.

On behalf of STRIDE I would like to thank our partners and the STRIDE management and staff for their continued support. The financial results for the year ending March 31, 2020 were audited by Glenn Graydon Wright LLP. Copies of the Audited financial statements are available from STRIDE.

Respectfully submitted,

Robert Henderson, CPA, CA

Treasurer, Board of Directors

SUMMARY OF REVENUE & EXPENSES –

For the year ending March 31st, 2020

REVENUE

MOH-MH-LHIN Funding	\$1,562,712
MCCSS-ODSP-ES Revenue	\$465,452
Donations and Other Revenue	\$142,721
United Way	\$40,612

Total Revenue	\$2,211,497
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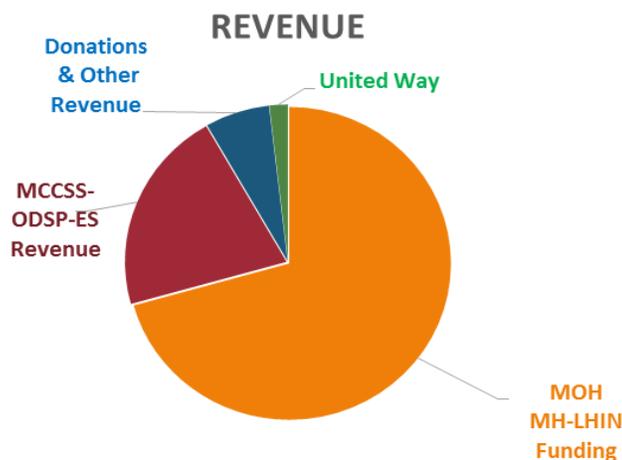
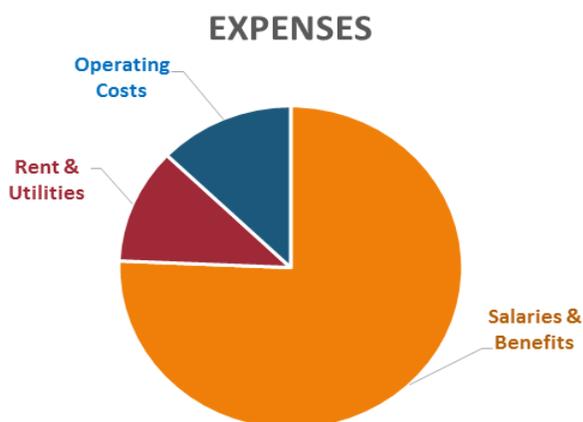
EXPENDITURES

Salaries and Benefits	\$1,589,440
Rent and Utilities	\$242,797
Other Operating Costs	\$268,655

Total Expenditures	\$2,100,892
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Excess of Revenue over expenditures for year	\$110,605
Amortization of capital assets	-\$47,850
Net: Gain on sale of equipment	\$5,072

Excess Of Revenue Over Expenditures	\$67,827
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A copy of the complete financial statements for the year ended March 31, 2020 audited by Glenn Graydon Wright LLP are available upon request.

ACKNOWLEDGEMENTS & THANK YOU

STRIDE gratefully acknowledges the funding and support received from the following corporations and organizations:



Trafalgar & Hays, Oakville



Oakville





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STRIDE

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément