



2020 - 2021 Annual Report

A Year of Accomplishments



Supported Training & Rehabilitation In Diverse Environments

Halton & Peel

VISION, MISSION AND VALUES

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

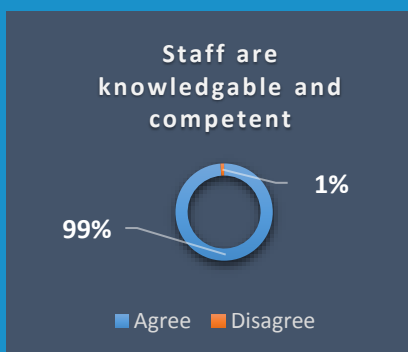
STRIDE recognizes that employment and self-determination contribute significantly to a person's sense of dignity, independence and quality of life.

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 partners and individuals we serve to assist them in identifying and achieving 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 expectations for those we serve
- In creative, innovative responses to the ever-changing political, economic and work environments



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



Top (L-R): Anita Lloyd – Executive Director, Stephanie McCann – Quality and Operations Analyst, Clark Olson, Zoe Vulic, Zoe Mitchell. Middle (L-R): George Abdulahad, Ann Marie Sullivan, Frank De Vuono, Jamal Shah, Catherine McKeown. Bottom (L-R): Rob Henderson, Fatima Ul-Haq. Missing Sarah Lawson

Management Team



Top (L-R): Julie Henshaw - Manager, North Halton, Stephanie McCann - Quality and Operations Analyst, Anita Lloyd – Executive Director, Bottom (L-R): Bonnie Trimble - Manager of Youth Employment and Peer Mentor Programs, Terri Skov -Manager, South Halton, Julie Lange – Manager, Finance and Administration

Administration Team



Top (L-R): Stephanie McCann - Quality and Operations Analyst, Stacia McCann – Human Resource & Administration Assistant, Julie Lange – Manager, Finance and Administration

CHAIR'S REPORT

It is a tremendous honour to sit as the Chairperson for the Board of Directors at STRIDE. When I first became a Director on the Board over 8 years ago, I conducted a site visit and met with the managers, employees and clients utilizing our services. I remember being amazed at the energy and passion everyone had for the work they do. This energy and passion continues to this day. I am always so proud of the work our staff do at STRIDE on a day to day basis.

STRIDE envisions a world in which barriers to employment have been eliminated for people living with mental health and/or addictions challenges. Over the years, I have witnessed several changes to STRIDE. Changes to our Program and Service delivery were met with excitement and renewed enthusiasm. New managers, staff, clients and Directors on the Board have all brought different experiences and perspectives but all were driven and motivated to be a part of the solution – to eliminate barriers to employment by helping those facing mental health and addiction challenges.

As STRIDE nears its 40th anniversary, we are reminded that many things have changed during this time. Operating a non-profit charity during a global pandemic has proven to have its challenges, however, STRIDE has been able to thrive during this pandemic. Our team has been flexible, innovative and willing to adapt to ensure person centred services were maintained. We continually seek new ways and means of being responsive to the ever-changing needs in our communities.

Over the past year, STRIDE raised \$15,000.00 to develop 600 Stress Survival Kits for clients during the GIVE Oakville Campaign. We developed our new STRIDE Equity, Diversity and Inclusion Committee in an effort to build a more inclusive workplace. Additionally, all Directors were offered online training in Equity, Diversity and Inclusion. Our Board successfully participated in the accreditation process, participated in a full day Strategic planning session, continued the re-branding process of STRIDE through Barefoot Creative Marketing and are nearing completion of the move to our new Oakville location. Finally, STRIDE was chosen as one of the finalists for the Halton Hills Chamber of Commerce – 2020 Association of the Year Award. This award recognizes non-profit associations that contribute to the social, cultural and economic well-being of Halton Hills, consistently responds to community needs, and delivers outstanding service to its beneficiaries. Congratulations - It's been a busy year!

I have learned a lot during my first year as Chair of the Board. I would like to recognize the amazing work our staff do on a daily basis. Our Executive Director, Anita Lloyd, is second to none in terms of her leadership, passion and expertise leading our organization. And finally, I'd like to thank the Directors on our Board, who volunteer their time in an effort to improve and enhance the organization every chance they get. We all do amazing work and everyone should be proud. Thank you for everything you do!

Best Wishes,

Frank De Vuono

Chairperson
Board of Directors – STRIDE

CLIENT TESTIMONIALS

Feedback from our Ontario Perception of Care Survey

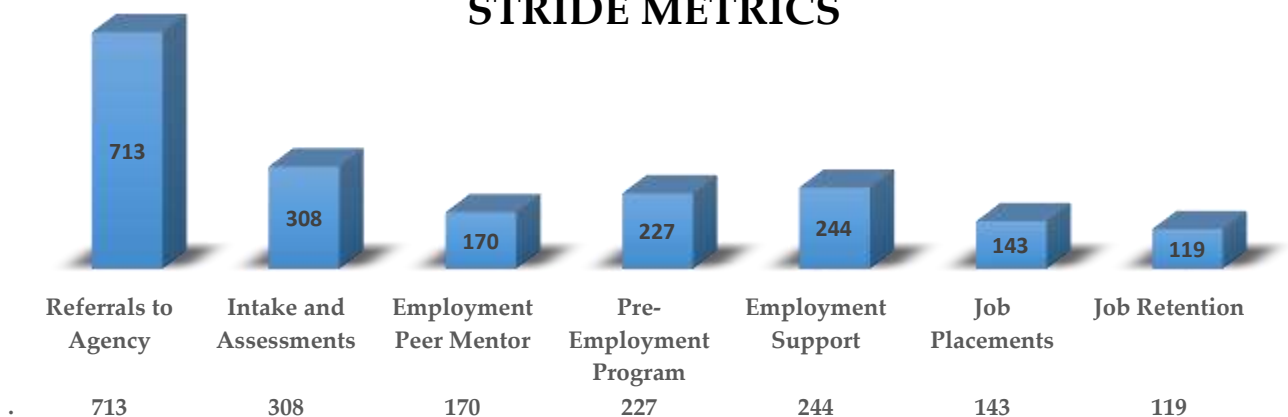
Honestly, everyone has been incredible. I've interacted with many different agencies, supports, etc. over the years and STRIDE is truly incredible. The services provided are excellent, but the truly amazing thing is the staff. Every single person I've interacted with that's employed by STRIDE has been kind, understanding and helpful. I truly couldn't ask for more.

Being provided with choices and options has been incredibly helpful; being able to connect with my supports through multiple/varying channels (email/text/phone/zoom) has also been very helpful; being able to provide open, honest feedback and have open, honest conversations has been incredibly helpful; being treated with dignity, respect, kindness, patience, understanding and humanity have all been invaluable and I really hope the staff know how special and important they are.

Due to COVID-19 it was really my only communication other than a few friends that I have so it was very, very helpful. Knowing I had someone or 2 or 3 people helping me with my resume and job hunting and wording cover letters certainly made the past several months more bearable. I would not have been able to do as much as I have if it were not for STRIDE.

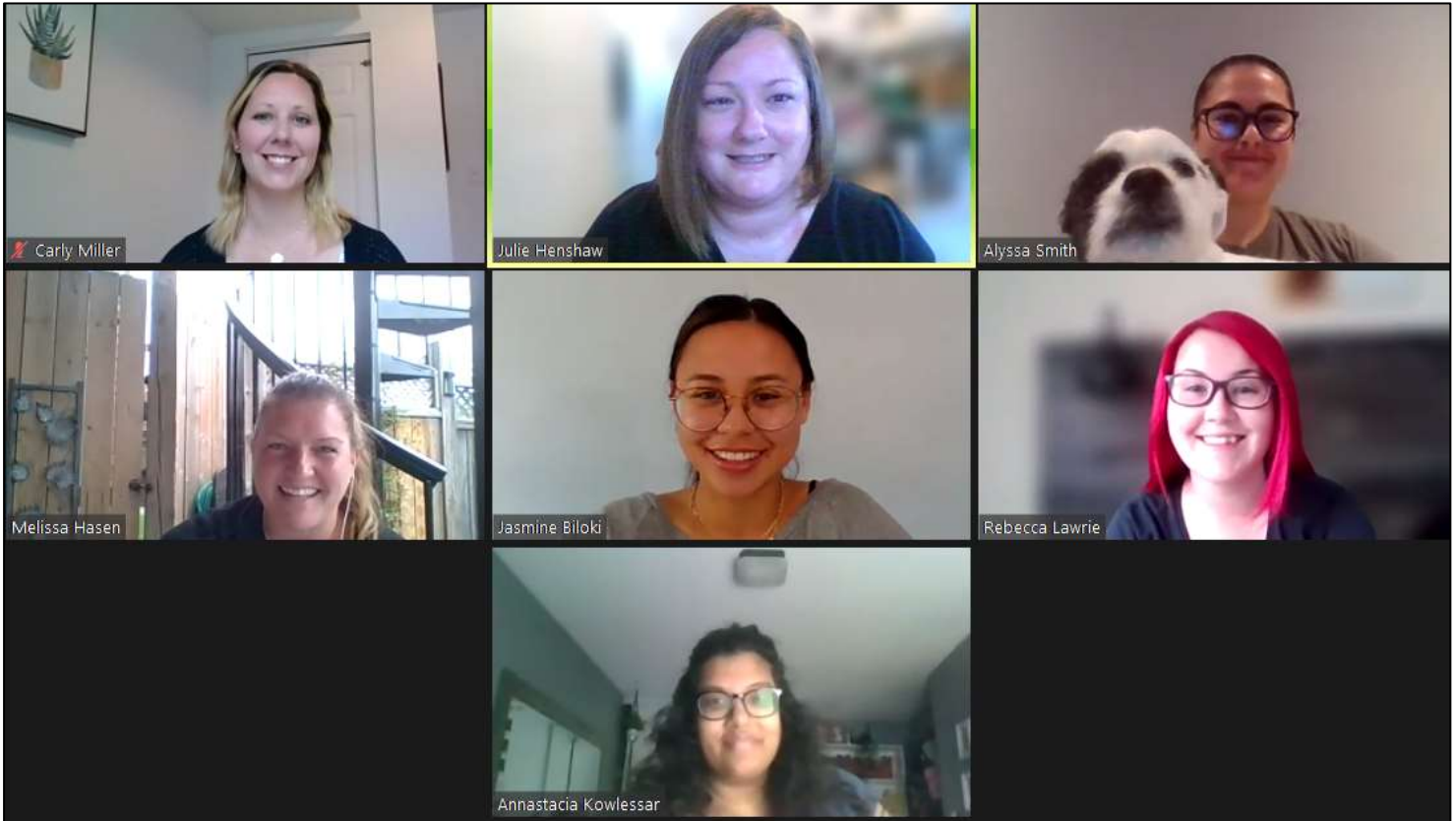
This treatment has been specifically good for me to discuss with someone about my employment experiences. I have been seeing other therapists/counsellors/mentors for other issues in my life, but it is nice to have a service available to support me with my work-related experiences.

STRIDE METRICS



OUR PEOPLE

North Halton Team



Top (L-R): Carly Miller - Peel Employment Specialist, Julie Henshaw - Manager, North Halton, Alyssa Smith – Employment Specialist Middle (L-R): Melissa Hasen - Job Developer, Jasmine Biloki – Pre-Employment Specialist, Lawrie – Employment Specialist Bottom: Annastacia Kowlessar – Peel Employment Specialist

South Halton Team



Terri Skov – Manager, South Halton, Nina Mamula – Pre-Employment Specialist, Adrian Byrne – Employment Specialist, Bottom (L-R): Crystal Dainard – Employment Specialist, Rebecca Hanson – Job Developer, Lindsey Agnew – Intake Specialist.

EXECUTIVE DIRECTOR'S REPORT

A Message from our Executive Director

With the enormous challenges brought on by the COVID-19 pandemic, 2020 will certainly go down in history. Change, transformation and resilience marked day-to-day life during this extraordinary year. On behalf of STRIDE, thank you for your continued support of our organization, our mission and the people we serve. Typically at this time of year, we hold our Annual General Meeting; a community event with board, staff, clients, funders, and community members. During these difficult times, however, we've had to adapt, as our agency focuses on providing clients with increased mental health and addiction supports in a virtual format and in-person events are put on hold until it is once again safe to host public gatherings. Even though our plans have changed, our commitment to being transparent and keeping you informed remains steadfast. With that, we're pleased to provide you with an update from STRIDE for the past year. Since the COVID-19 pandemic began, STRIDE staff and board have rallied together to support our clients through these challenging times. As we look toward the future, STRIDE is preparing for the new hybrid model of work, whereby we will provide both in-person and virtual services. In today's challenging times, and with important work still ahead of us, our vision of creating a world in which barriers to employment have been eliminated for people living with mental health and/or addictions challenges, has never been more critical.

As I look at the past year, I am proud of what our organization has achieved, collectively and individually. As you know, we have long championed the essential role that employment plays in the lives of those we serve. We exist because work matters - and is proven to improve the quality of people's lives. Work changes lives - and people living in our community with mental illness or addiction are best served by us because we understand their unique needs.

Here are some of the highlights outlining what STRIDE has accomplished this past year:

COVID-19 Pandemic

In March 2020, the COVID 19 pandemic hit quickly and STRIDE made the decision to suspend all face-to-face interactions with clients. As everyone shifted to working remotely, we too began to provide our programs and services online. Our staff quickly mobilized to develop coping strategies and resources for our clients, holding zoom calls, using personal protective equipment, providing virtual services, working remotely, negotiating new funding agreements, weekly COVID team meetings, wellness activities, developing health & safety protocols and practices, facing increased challenges in securing employment opportunities for clients, and pivoting our services to ensure that our clients receive the support they require.

Our staff showed remarkable adaptability under incredible stress, providing increased mental health and addiction supports to clients, while also coping with the impact of the pandemic on their own families and lives. This has been a period of long, hard work and our team rose to the occasion as they always do. Many of our clients have shared their gratitude and appreciation for the strength and support our staff provided them during this very difficult time. Despite the significant challenges, we also used this opportunity for learning and experimentation. It has been a time for us to learn how we can enhance our groups and engage clients in an online model. The extraordinary circumstances of the pandemic have created spaces for us to reimagine how we can best serve our communities in the face of so much uncertainty. From technology and communications, to workshops and training we are taking what we've learned and using it to create adaptive, innovative services that will strengthen our services now and for years to come.

Employment Services Transformation

Late last year, the government announced its plans to transform employment services to ensure job seekers and businesses are provided with the best possible employment services. The primary goal behind the employment services transformation has been to reduce fragmentation and duplication between provincial employment systems to improve client service, increase accountability, and achieve better outcomes for all job seekers and employers. The ministry took on a phased approach to transformation thereby supporting service continuity and client access.

STRIDE has been selected as a Service Provider by WCG Services, the Service System Manager, to provide employment services within the region of Peel. Our organization remains enthusiastic regarding new initiatives which will increase accessibility and inclusiveness, and address the needs of individuals living with mental illness and addictions within the workforce.

Healthcare Transformation

Under the new Connecting Care Act, 2019, Ontario's Ministry of Health and Long-Term Care is pursuing implementation of health system transformation to enable improved coordination of health services across the care continuum through the establishment of Ontario Health Teams. Ontario Health Teams are intended to provide the full continuum of care. STRIDE continues to work in collaboration with Connected Care Halton Ontario Health Team and the Burlington Ontario Health Team, as a key provider of mental health and addictions services in the community.

Mental Health and Addictions Alliance

Representatives of the Halton community mental health and addictions organizations developed a formal Alliance. There is a strong recognition that we play a key role in the health care system, providing essential services to our community and working closely with health care service providers in the system. Our Alliance is completely aligned with the Ontario Health Team's principles and vision, and we are committed to working as a collective voice to enhance health care services and promote a systemic culture of collaboration and partnership. We strongly stand behind these commitments and feel all actions made by the Ontario Health Team leadership should reflect these commitments going forward.

Marketing

Marketing remains a top priority for STRIDE as our organization addresses new and complex ways to raise awareness within the community. We have incorporated a range of strategies that work together to create awareness, generating a positive image by communicating effectively with our targeted audiences. Our objectives are to continue to gain credibility while building loyalty, raise the community's understanding of our organization's purpose, and enhance our reputation as leaders in the mental health and employment sector. Social media has become a key method for us to connect with our supporters and engage with them daily. We have also hosted a Live at 5 with STRIDE event on Facebook, developed two videos for use by STRIDE in our outreach and public relations work, and with the assistance of a marketing firm, developed a new logo and embarked on the process of updating our web-site and marketing materials. We look forward to continuing this work to convey our agency's mission and its impact.

Equity Diversity and Inclusion

STRIDE has always been striving for an equitable work place and service to our community. There is always time for change, accountability, and healing. With this in mind, STRIDE formed our Equity Diversity and Inclusion Committee, to foster a "safe" space for staff to learn and grow; create a better environment for Black, Indigenous, and POC staff and clients, grow our agency's understanding of the needs of our diverse Halton community and clients; provide further training and education in the area of equity and diversity, assist in eradicating acts of violence and oppression, and to create an environment where being uncomfortable is alright, as this is how we learn.

STRIDE efforts included: participation in the Mending the Chasm – Inside Out Project The Inside Out Project, representation at the Halton Equity and Diversity Roundtable, as well as involvement in the Mississauga Halton Health Equity Community of Practice. We are reminded to continue to keep top of mind the importance of health equity and the active commitment to enhanced supports for the most vulnerable populations.

Wellness & Culture

In the face of a pandemic, we realize how essential and powerful the wellness and culture of our agency has become. The sudden shift in the work environment and the current health crisis have highlighted how critical it is to develop and maintain a healthy workforce. To do this, STRIDE has adapted our wellness initiatives and program delivery to meet the needs of our employees. Our Wellness Team has continued to work on implementing the Guide for Psychological Health and Safety into our organization.

As well as hosting bi-weekly wellness events to cultivate communication within teams and allow for socialization, in addition to fostering a sense of community. We recognize that the COVID-19 pandemic has affected everyone and as a result, employee well-being is more important than ever, and a well-designed wellness program can positively impact productivity and engagement.

Accreditation

Over the past year, a huge amount of work was devoted to our accreditation process with the Canadian Centre for Accreditation. In April 2021, our accreditation site visitors from CCA concluded their three-day virtual visit to validate the remarkable work that STRIDE does. STRIDE's review provided our agency with an opportunity to explore opportunities for improvement as well as providing an important occasion to celebrate the many great aspects of our work.

Opening Our New Office

After much planning, we were thrilled to open our new location at 247 North Service Road West in Oakville, which consists of accessible space designed specifically for the needs of our organization and community. This new site contains much more professional space for programs and community events, a spacious boardroom and ultimately will provide a much better and enhanced working environment for clients, staff and the community.

Human Resources

This past year, we celebrated the addition of two new Intake Specialists to address the anticipated influx of referrals, and a Virtual Services Specialist to assist with our social media efforts as well as develop and deliver a series of new workshops. These additional staffing resources have allowed STRIDE to significantly reduce wait times, divert administrative duties from direct staff and improve program efficiency; as well significantly increased group participants and sessions, expand our reach, and brought increased attention to our social media.

We also received new annualized funding to support 'Expanding Mental Health and Justice Supportive Housing'. The aim of this program is to increase access to Mental Health and Justice Supportive Housing for individuals with mental illness to increase well-being and decrease justice system participation and possible incarceration. This is a joint initiative with Support House, Summit Housing & Outreach Programs, and STRIDE.

Thank You

We are more grateful than ever for the incredible team of staff members who consistently provide exceptional service, and who have demonstrated outstanding commitment, flexibility and perseverance during the pandemic. Our staff have also shown amazing dedication, continuing to give their time and energy to support our work. Our Board of Directors has done extraordinary work in providing governance and support to STRIDE, particularly this past year as we have responded to the pandemic. We thank each and every staff member and Board member for their tireless efforts, now and always.

Finally, many thanks to our partners and funders. You sustain the work we do and ensure that we can continue supporting those community members who need us most. We hope you are staying safe and well, and we look forward to seeing you again in person as soon as we are able to.

Respectfully Submitted,

Anita Lloyd

Anita Lloyd
Executive Director

OUR PEOPLE

Youth Employment & Virtual Services Team



Top (L-R): Marco D'Auria – Justice and Youth Employment Specialist, Brittany Joyce – Youth Employment Specialist, Stephanie Hancock – Youth Employment Specialist, Middle (L-R): Bonnie Trimble - Manager of Youth Employment and Peer Mentor Programs, Delia Bataran – Virtual Services Specialist, Bottom (L-R): Stephanie Patterson – Youth Employment Specialist, Justine Primeau – Youth Employment Specialist, Matthew Wadlin – Youth Employment Specialist.

Employment Peer Mentor Team



Top (L-R): Karen Jacela – Employment Peer Mentor, Bonnie Trimble - Manager of Youth Employment and Peer Mentor Programs, Barry Hadlow – Employment Peer Mentor, Bottom (L-R): Genevieve Blazik – Employment Peer Mentor, Nicole Frost – Employment Peer Mentor.

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, 2021 by \$196,260 (2020 - \$67,827). Management has succeeded in maintaining the financial strength of the organization throughout a year with considerable uncertainty due to the effects of the COVID-19 global pandemic. Management was able to adapt its service offering, receive additional funding to ensure the safety of employees and deliver strong financial results.

Total revenue for fiscal 2021 increased \$179,220 or 8% to \$2,390,717 (2020 - \$2,211,497), driven primarily by increased funding through WCG Services for the Peel Ontario Disability Support Program (ODSP) agreement. The WCG Services generated \$122,157 in revenue in fiscal 2021 compared to \$0 in in the previous fiscal year.

The Mississauga Halton Local Health Integration Network (MH-LHIN) continues to provide the majority of revenue for STRIDE (69% of overall), at \$1,648,223 (2020 - \$1,562,712). In the current fiscal year, two rounds of Emergency funding for the Mental Health and Addictions sector plus a one-time Funding Investment were received which are reflected in the overall MH-LHIN funding.

The organization saw an increase in revenue from the ODSP due to the development of the Peel Region initiative under WCG Services (\$122,157) and the ongoing revenue from MCCSS-ODSP (\$428,277) generating \$550,434 (2020 - \$465,452). Combined, these programs generated 23% of overall revenue.

Revenues from other sources of \$148,515 in 2021 (2020 - \$134,411) remained relatively consistent with the previous year. Other revenues include funding for two term Intake Specialists, one term Virtual Services Specialist, various charitable donations, funding for PPE & COVID-19 related expenses, and funding for client stress kits.

Total operating expenditures increased \$30,504 or 1% to \$2,179,246 (2020 - \$2,148,742), as the majority of expenses remained consistent with prior year. Salaries and benefits increased 2% to \$1,624,975 (2020 - \$1,589,440) and represents 68% of overall revenues.

The contingency fund created previously 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, 2021 were audited by Glenn Graydon Wright LLP. Copies of the Audited financial statements are available from STRIDE.

Respectfully submitted,

Robert Henderson, CPA, CA

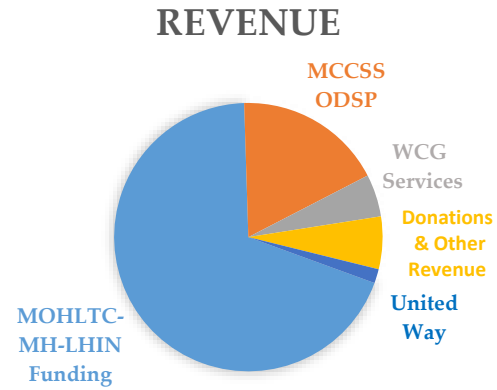
Robert Henderson
Treasurer, Board of Directors

SUMMARY OF REVENUE & EXPENDITURES

FOR THE YEAR ENDED MARCH 31, 2021

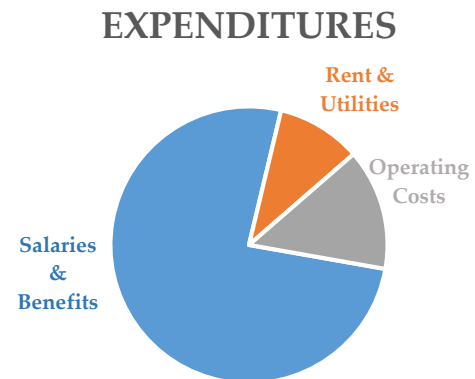
REVENUE

MOHLTC-MH-LHIN Funding	\$1,648,223
MCCSS-ODSP-ES Revenue	\$428,277
WCG Services	\$122,157
Donations and Other Revenue	\$151,448
United Way	\$40,612
Total Revenue	\$2,390,717



EXPENDITURES

Salaries and Benefits	\$1,624,975
Rent and Utilities	\$211,423
Other Operating Costs	\$302,919
Total Expenditures	\$2,139,317



Excess of Revenue over expenditures for year	\$251,400
Amortization of capital assets	(\$39,929)
Transfer to MOHLTC	(\$15,211)
Excess Of Revenue Over Expenditures	\$196,260

MOMENTS TO REMEMBER IN 2020

United Way Fundraising Campaign



STRIDE's United Way Committee over achieved our fundraising goal of \$2500 by raising a total of \$4049. Anita Lloyd took a pie to the face with a smile!

Management Years of Service Recognition



Anita Lloyd was honoured for 30 years of service at STRIDE



Terri Skov was honoured for 10 years of service at STRIDE.



Mural at the STRIDE Georgetown office.



Fun and interactive STRIDE Wellness Events were facilitated virtually as we worked remotely



Keep Calm and STRIDE On face mask.

ACKNOWLEDGMENTS

STRIDE gratefully acknowledges the funding and support received from various individuals and the following:



United Way
Halton & Hamilton





Supported Training & Rehabilitation In Diverse Environments

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