



Supported Training & Rehabilitation In Diverse Environments

2016 - 2017 ANNUAL REPORT



Our Mission

STRIDE is committed to creating opportunities for people living with mental health and/or addiction challenges to gain and maintain meaningful employment.

Our Vision

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

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....

- | | |
|-----|--|
| 85% | my involvement with STRIDE has improved my confidence and self-esteem |
| 95% | the services offered by STRIDE are geared towards my needs |
| 95% | of clients were satisfied with the care they received at/through the programs |
| 97% | of clients would recommend our programs to a friend if they were in need of similar help |
| 91% | the wait time for services was reasonable for me |

CONTENTS

Our Mission	2
Our Vision	2
Our Values	2
Section 1 – STRIDE	
About Us	4
Our People	5
Our Clients	7
Our 2 nd Annual Golf Tournament	8
Section 2 – Governance	
Chair’s Report	9
Executive Director’s Report	10
Our Strategic Priorities	11
Accreditation	12
Section 3 – Our Finances	
Treasurer’s Report	13
Summary of Revenue and Expenses	14
Section 4 – Our other important information	
Acknowledgements & Thank You	15
Contact us	16

“I’ve been very happy with the services provided. My worker has been extremely kind and supportive of me, helping me achieve some of my work-related goals. She has also provided valuable feedback and given me insights about myself that I didn’t clue in on”

Feedback from our Client Survey

“I like how the program provides support to their clients. It builds confidence and allows individuals to demonstrate their talent”

Feedback from our Family/Friend 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

STRIDE delivers 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.

Worksite Training Program

STRIDE's Worksite Training Program provides clients with the opportunity to develop their work skills in a structured environment which reflects what they will experience in the competitive workplace. Learning transferable work skills, practicing vocational life skills and earning a training allowance increases self-esteem and independence.

At STRIDE we provide a supportive and flexible work environment for individuals facing barriers to employment. We respect the unique needs and strengths of each person and work together with them to assist in identifying and achieving their vocational goals.

Youth Employment Program

STRIDE assists 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.

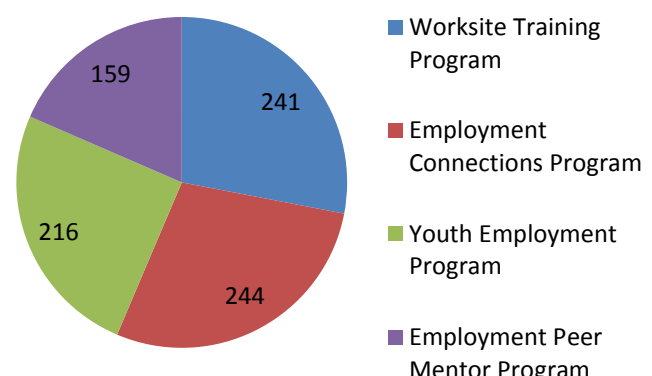
Employment Peer Mentor Program

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.

"I feel really good and confident about myself and this program and the help I receive is a blessing"

Feedback from our Client Survey

Clients Served in 2016/17



OUR PEOPLE

Board of Directors

Doug McCarthy, <i>Chair</i>	Maggie Chan	Leanne Simpson
Anita Stellinga, <i>Vice Chair</i>	Frank De Vuono	Bianca Tse
Richard Helm, <i>Treasurer</i>	Jordan Kramers	Fatima Ul-Haq
Michelle Grouchy, <i>Secretary</i>	Clark Olson	

Staff

Head Office	
Anita Lloyd, <i>Executive Director</i>	Debbie Blaser, <i>Accounting Assistant</i>
Julie Lange, <i>Manager, Finance & Administration</i>	Stephanie McCann, <i>Operations Administrator</i>

North Halton	
Jan McCabe, <i>Manager, North Halton</i>	Rebecca Lawrie, <i>Employment Specialist</i>
Gary Archer, <i>Lead Hand/Van Driver</i>	Angela Marova, <i>Employment Specialist</i>
Betsy Bond, <i>Vocational Support Worker</i>	Joven Senoran, <i>Vocational Support Worker</i>
Jessica Clark, <i>Van Driver</i>	Dorothy Welfare, <i>Lead Hand</i>
Sarah Hughson, <i>Vocational Support Worker</i>	

South Halton	
Terri Skov, <i>Manager, South Halton</i>	Wendy Jefferies, <i>Vocational Support Worker</i>
Katrina Anderson, <i>Employment Specialist</i>	Brad Jensen, <i>Lead Hand</i>
Janet Behrens, <i>Vocational Support Worker</i>	Lee Sargent, <i>Vocational Support Worker</i>
Laurier Carriere, <i>Lead Hand</i>	Amanda Murphy, <i>Van Driver/Bistro Coordinator</i>
Crystal Dainard, <i>Employment Specialist</i>	

Youth Employment/Peer Mentor Programs	
Bonnie Trimble, <i>Manager Youth Employment & Peer Mentor Programs</i>	Barry Hadlow, <i>Employment Peer Mentor</i>
Kristina Abela-Hopkins, <i>Employment Peer Mentor</i>	Stephanie Hancock, <i>Youth Employment Specialist</i>
Genevieve Blazik, <i>Employment Peer Mentor</i>	Brittany Joyce, <i>Youth Employment Specialist</i>
Marco D'Auria, <i>Employment Peer Mentor</i>	Barbara Oliver, <i>Youth Employment Specialist</i>
Christina Fergus, <i>Youth Employment Specialist</i>	

BOARD OF DIRECTORS



*L-R: Clark, Frank, Richard, Doug, Maggie and Jordan
Not Pictured: Anita, Michelle, Leanne, Fatima and Bianca*

STAFF



*L-R back to front: Barry, Gary, Katrina, Terri, Stephanie H, Christina, Janet,
Kristina, Marco, Betsy, Dorothy, Sarah, Stephanie M, Joven, Crystal, Laurier, Amanda,
Brad, Wendy, Anita, Jan, Brittany, Debbie, Bonnie, Julie,
Lee, Rebecca, Nova and Genevieve
Not Pictured: Jessica and Barbara*

OUR CLIENTS being recognized at our Annual Picnic



Genevieve, Lisa and Brittany



Jan, Antoni and Rebecca



Lee, Olivia and Janet



Mohammad and Tammy

OUR 2nd Annual Golf Tournament: A Great Success!

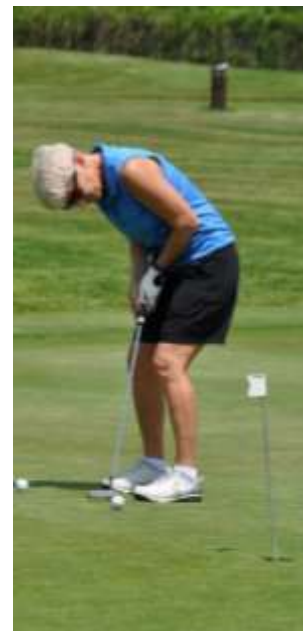


The 2nd Annual Strokes for STRIDE Golf Tournament with Title Sponsor Boston Pizza was held on May 28, 2016 at Carlisle Golf Club.

104 golfers enjoyed the day while supporting STRIDE and raising \$20,000.

The monies raised were used to purchase an electronic forklift and walkie for our Oakville location which has provided a cleaner working environment and provided training opportunities for the people we support.

There was a real sense of community that would not have been possible without Boston Pizza, several local businesses and individuals that came together to enjoy a great day on the golf course while supporting our agency.



Special thanks to Donna Corrigan and John Wannamaker, Franchisee owners Boston Pizza Milton, and Dorval Drive, Oakville as well as golf committee members: Jae Rang, Christie Langton, Laurie Dalessandro, Frank De Vuono, Mark Cox and Julie Lange.



Donna Corrigan and John Wannamaker, franchisee owners of the Boston Pizza locations on Maple Avenue in Milton and at Dorval Crossing in Oakville presenting the proceeds of the 2nd Annual Strokes for STRIDE Golf Tournament.

CHAIR'S REPORT

As my second year as Chair concludes, I am tremendously proud of the continued great service STRIDE provides to the individuals it serves. Much has been accomplished to support those with mental health and/or addiction challenges in achieving their employment goals. On behalf of the Board of Directors, I congratulate our clients on their progress and thank our management, staff, funders, employers, customers and community partners for their commitment to the important work of STRIDE.



2016/17 has been another year of significant achievements and ongoing efforts to connect with the communities STRIDE serves.

Over the past year five achievements stand out amongst many others, STRIDE:

- completed its second round of accreditation
- hosted the 2nd successful Golf Tournament with Boston Pizza (raising approximately \$20,000)
- met or exceeded ODSP-ES targets
- landed a large strategic client for the North Halton Worksite (H. Paulin & Co.). This contract has huge potential and more importantly our clients enjoy working on it.
- Introduced one-Link. This will lead to better services for clients. We have experienced a huge increase in referrals in our South Halton Employment Connections program.

While the Board provides input on strategy and oversight, it is the management and staff of STRIDE who deliver daily on the organization's vision of a world in which barriers have been broken down by ending the stigma associated with mental health and addiction challenges. Anita Lloyd leads a dedicated team that not only gets its extremely challenging job done but does so in a caring, energetic and professional manner. I thank Anita and the entire STRIDE team for these efforts and the support they provide to all of the members of the Board.

In closing, I also thank each Board member who has completed their service to STRIDE during the past year and those new members who have made the commitment to continuing the Board's work. Each Board member provides unique and important insight into the communities STRIDE serves and the challenges it will face in the future. Being an effective volunteer requires not only time and energy but also a passion for the needs of the clients. It is this passion that will allow STRIDE to continue towards achieving its vision.

Respectively submitted,

Doug McCarthy

Chair, Board of Directors

Shawn Evans, General Manager – CIBC, Lakeshore and George Banking Centre, presenting a donation to Anita Lloyd. Thank you to the CIBC for your support.



EXECUTIVE DIRECTOR'S REPORT

At STRIDE, we welcome opportunities for growth and enhancement and we have been rewarded again in 2016-17, as we celebrate many successes of the past year.

STRIDE was invited to participate in the Accessible Canada Consultation to discuss with local businesses, agencies, and political representatives on how we can assist in developing a more inclusive employment strategy. The Inclusive Employment Roundtable provided an opportunity to address the value employees with disabilities bring to a workplace, and as a society that is stronger through diversity and inclusivity, we need to have these conversations and work with employers to help bridge the gap.



Our work at STRIDE continues to be informed by our four strategic directives, which include: financial and risk management; organizational development; program delivery and operations; as well as marketing and awareness. As STRIDE entered into the 3rd year of our Strategic Plan, we focused our efforts on a refresh of our initiatives and aimed to link our directives to the agency's quality improvement plan.

We achieved accreditation from the Canadian Centre for Accreditation with very positive results across the entire agency and are grateful to the staff and board for always putting the needs of our clients first and continually working to improve services through dedication, hard work and creativity.

Our involvement with one-Link, a single point of access for referrals to ten addiction and mental health service providers within the Mississauga Halton Local Health Integration Network (MH LHIN), has led to a number of quality improvements including; enhanced communication and clarity regarding services, simplification of the referral process and appointment process, reduced duplication, and improved service experiences for clients. This initiative will ultimately assist us in developing a comprehensive strategy to address access, capacity and quality within the addiction and mental health sector.

This year we made significant progress towards understanding health equity and the importance of socio-demographic data collection, through our participation in the MH LHIN Health Equity Data Collection Focused Implementation Sites Project. This group focused on; the training needs of staff, implementing the eight core questions, managing data collection, analysis of data, and implementing HEIA tool within our agency. STRIDE will continue to work toward enhanced analysis and implementation of health equity in order to enhance service quality.

Our quality improvement process represents our ongoing commitment to achieve agency-wide quality and safety, best practices that improve client experiences and outcomes, and also provides responsibility for reaching the highest possible quality and value for our clients. In November, STRIDE was asked to provide the MH LHIN health service providers with an overview of our quality improvement initiatives. We also developed our first Quality Improvement Plan that outlines our core set of quality indicators against which we will measure our performance for 2017-18.

Our 2nd Strokes for STRIDE golf tournament, sponsored by Donna Corrigan and John Wannamaker, co-owners of Boston Pizza franchises in Oakville and Milton, was held on Saturday May 28th. One hundred and four golfers enjoyed a day of golf at Carlisle Golf Club. It was an opportunity for STRIDE to provide the community with greater awareness regarding our organization and the services we provide.

Over the past year we have had many opportunities to expand the knowledge base of our staff through a variety of education and development sessions. A few of these included trainings in Indigenous Cultural Safety, Cultural Diversity, Cognitive Motivational Case Management, and Employment Engagement and Retention. Our involvement in several initiatives and presentations, such as, No Wrong Door, Mindful Employer, Mental Health Week, Mental Health in the Workplace, Primary Care Day and STRIDE Open House events, have been invaluable for enhancing awareness, knowledge exchange, and improving services for our clientele.

EXECUTIVE DIRECTOR'S Report continued

We thank our tremendous staff who, with their talent and innovative capabilities, continue to provide exceptional services within the community. We have a very positive work culture and we are working hard to enhance this. We thank the clients we serve for giving us the opportunity to do so and for the efforts they put forth to strengthen their lives and make our work so rewarding. We thank our partners, with whom we collaborate to better serve our communities. We thank the Board of Directors for a strong vision and the leadership they provide that enables STRIDE to be innovative and responsive to the changing landscape in mental health and addiction services. And finally, a special thank you to our funders for their generous support that enhances the work that we do to strengthen lives. As an organization, we benefit from the leadership of our Board members, the strong support of our funders, the dedication of health service providers and the talents and commitment of our staff. We thank each of them for their tremendous contribution to our successes in 2016-17.

After six years of dedicated service, Richard Helm will be leaving the Board of Directors. We want to recognize and express our sincere gratitude to Richard for his vision and expert leadership. Richard has generously served STRIDE in various capacities throughout the years, such as Chair of the Board and Finance Committee, Treasurer, and has provided us with invaluable wisdom and experience; he will be greatly missed by all.

As we look to the future, STRIDE will continue to build on our strengths as we identify new and innovative practices that will help people living with mental illness to secure and sustain meaningful employment. Our goals include a strong commitment, leadership, and accountability to provide more individuals facing mental health and addiction the services they need, more efficiently, and more effectively to prevent and reduce the personal, social and economic costs of unemployment. We will work together to develop innovative approaches to creating employment opportunities to ensure people living with mental illness and/or addiction challenges have equal access to the fundamental elements of citizenship which include: housing, education, income and work.

Respectfully Submitted

Anita Lloyd

Executive Director

OUR STRATEGIC PRIORITIES

STRIDE has been working on the following Strategic Priorities:

Financial and Risk Management

- Ensure a philosophy of Risk Management throughout the organization
- Create sustainability of the Worksite Training Program

Organizational Development

- Develop a better understanding of what employees want and work towards becoming an Employer of Choice
- Acquire a better understanding of Health Equity impact on individuals facing mental health and/or addictions challenges

Program Delivery and Operations

- Enhance community collaboration with partner agencies to build healthier communities
- Improve access to services within the mental health and addiction sector
- Enhance Transitional Training opportunities for clients

Marketing and Awareness

- Promote employment of mental health and addiction clients within the community to assist in removing the stigma
- Enhance marketing efforts to potential clients to increase referrals from non-traditional sources

ANOTHER SUCCESSFUL ACCREDITATION

STRIDE has been awarded a four-year accreditation by the Canadian Centre for Accreditation (CCA). The Accreditation Site Review Team commended STRIDE on the following;

- Excellence in service delivery is at the heart of the agency; STRIDE is dedicated to quality, accountability, and effectiveness at all levels.
- STRIDE's vision, mission, and values are very clear and guide all levels of planning. The strategic plan flows directly from the Vision, Mission and Values and staff look to the Vision, Mission and Values as a guide to their work on a day-to-day basis.
- Learning and professional development goes far beyond mandatory training to support staff growth and development, ensure engagement, and promote quality and best practice in service delivery.
- Health and safety for staff and clients is a strength at STRIDE. Risk management is highly valued, so that everyone connected to STRIDE is safe while involved with their services.
- STRIDE has invested a great deal of time and energy into employee wellness; this has energized staff and allowed them to feel more valued and engaged at work, which supports them to give high-quality and enthusiastic service to clients.
- STRIDE's work with clients exemplifies person-centred care. From the time of acceptance to the service, clients are very engaged in planning and carrying out their own services plans, and assessments of where the client is and where the client wants to go are comprehensive.
- STRIDE is very committed to increasing awareness of issues of mental health, and to reducing stigma in the larger community. Through effective partnerships with other agencies, and by engaging with local businesses to place clients in appropriate jobs, clients are better able to receive appropriate services and ultimately find appropriate employment in the community.

In a recent accreditation survey....

89% of community partners surveyed agreed that STRIDE's facilities are welcoming and appropriate to persons served.

100% of Board members surveyed agreed that in recruiting new Board members, they take into account the knowledge, skills, and experience needed to govern effectively.

95% of staff surveyed agreed that there is an organization-wide commitment to improving the quality of services and operations.

100% of staff surveyed agreed that the organization has strategies in place to support staff wellness.

Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément

TREASURER'S REPORT

Thanks again to the support of our various partners and the outstanding efforts of the STRIDE management and staff, STRIDE revenue exceeded expenditures for the year ending March 31, 2017 by \$81,757 (2016-\$27,927). Much of this increase is due to increased client activity and related revenues from the Ontario Disability Support program (ODSP). Accumulated operating fund balance at March 31, 2017 is \$403,439 which is available to help fund future program enhancements, capital expenditures and unexpected decreases in revenue or increases in expenditures.



Revenue for 2017 increased \$139,126 or 5.4% to \$2,669,251 (2016-\$2,530,125). This increase is mainly due to one-time funding from the Mississauga Halton Local Health Integration Network (MH LHIN) and increased ODSP revenues.

For 2017, the MH LHIN provided \$1,512,973, an increase of \$99,551, which as in the prior year represented 56% of total revenue. The one-time funding covered additional staff training, higher employee benefits costs and minor equipment purchases.

As a service provider for the Ministry of Community and Social Services STRIDE received \$529,510, an increase of \$62,659, and representing 20% of total revenue, through the ODSP-ES program. As in prior years, this could only occur with the support of many employers in our community and the outstanding efforts of the STRIDE Employment Specialists.

Revenue of \$45,179 (2016-\$43,427) was received from the 4 United Ways (U.W) – U.W. Oakville, U.W. Burlington and Greater Hamilton, U.W. Halton Hills and U.W. Milton.

The above increases were partially offset by a small decrease in workshop sales revenue to \$484,912 (2016-\$491,006) and lower other revenues of \$96,677 (2016-\$115,419). The consistent workshop revenue is due to the support of continuing and new workshop customers which allows STRIDE to provide employment opportunities for STRIDE clients. Other revenues are down despite increased donations and the success of the second Strokes for STRIDE golf tournament with title sponsor Boston Pizza, Milton and Dorval Drive, Oakville.

Operating fund expenditures for 2017 increased \$82,531 or 3.3% to \$2,538,343 (2016-\$2,455,812). Salaries and benefits increased \$77,918 to \$1,680,928 (2016-\$1,603,010) and represented over 66% (2016-65%) of total operating expenditures. The total of all other operating expenses remained consistent with the prior year even with increased staff training and other costs related to the one-time MH LHIN funding discussed above.

Expenditures on equipment in 2017 were \$49,925 (2016-\$74,710). The decrease reflects the 2016 replacement of the van used to transport North Halton clients to the worksite offset by \$20,964 of one-time funding for equipment received from the MH LHIN and reported as deferred contributions.

The financial results for the year ending March 31, 2017 were audited by Glenn Graydon Wright LLP. Copies of the Audited financial statements are available from STRIDE.

Respectfully submitted,

Richard Helm, CPA, CA

Treasurer, Board of Directors

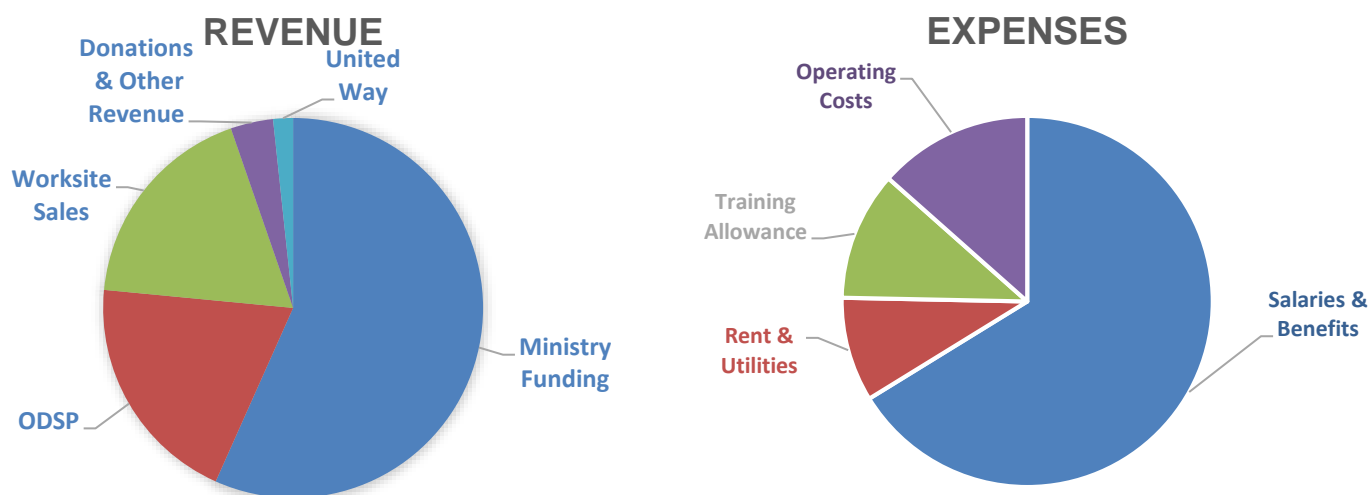
“STRIDE has been very supportive and a very positive environment”

Feedback from our Family/Friend Survey

SUMMARY OF REVENUE & EXPENSES

For the year ended March 31, 2017

REVENUE	
Ministry Funding	\$1,512,973
ODSP-ES	\$529,510
Worksite Sales	\$484,912
Donations and Other Revenue	\$96,677
United Way	\$45,179
Total Revenue	\$2,669,251
EXPENDITURES	
Salaries and Benefits	\$1,680,928
Rent and Utilities	\$231,020
Training Allowance	\$284,913
Other Operating Costs	\$341,482
Total Expenditures	\$2,538,343
Excess of Revenue over expenditures for year	\$130,908
Amortization of capital assets	-\$49,151
Excess Of Revenue Over Expenditures	\$81,757



A copy of the completed financial statements for the year ended March 31, 2017 audited by Glenn Graydon Wright LLP are available upon request or on our website.

ACKNOWLEDGMENTS & THANK YOU

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



Milton & Dorval Drive, Oakville



Trafalgar & Hays, Oakville



Oakville



Accredited by
Canadian Centre
for Accreditation



Agréé par
Centre canadien
de l'agrément



Supported Training & Rehabilitation In Diverse Environments

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STRIDE Youth Employment Program
STRIDE Employment Connections Program



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