



30th Anniversary



ANNUAL REPORT
2012-2013

www.stride.on.ca



Our Mission

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

Our Vision

STRIDE envisions a world in which barriers to employment have been broken down by ending the stigma associated with mental health and addiction challenges.

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 with mental health and 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
- ◆ All individuals deserve 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

Board Chair's Message



The past seven years have gone by very quickly as I have held the positions of Treasurer, Vice-Chair and Chair of the Board of Directors of STRIDE. During this time, I have seen the board grow into a very professional mix of Directors with many talents and experience. In the past year STRIDE has accomplished two major milestones:

After three long years of dedication by the management, staff and Board, STRIDE passed the accreditation process in Building Healthier Organizations with flying colours. This process was both a learning experience by all as well as it has made the organization more professional. I want to personally thank management, staff and Board for the time commitment and dedication to this accreditation process.

The management and Board held the 3rd annual Board retreat on January 19, 2013 and there were three key strategic imperatives and initiatives that resulted:

1. Build Worksite Capacity
2. Increase Funding Stability
3. Increase Brand Awareness among Customers, Employers and Diverse Clients

I would like to acknowledge and thank the very dedicated and knowledgeable staff whose commitment to each and every client is an inspiration to me and the rest of the Board.

I have enjoyed the opportunity to work with each of you over the past seven years as I am now resigning to spend more time with my family. I wish STRIDE the best of luck in the foreseeable future.

Yours truly,

Janet Burns, CGA
Board Chair

"My contact and support with my employment specialist helped me to obtain my goal of obtaining full-time employment while helping me and encouraging me with my social issues."

1983: Burlington WORC Program and the Oakville Oasis Work Program were amalgamated and approved for funding by MOHLTC and became Halton Co-ordinated Work Program (HCWP).

1984: HCWP moved to locations in Oakville (447 Speers Road) and Burlington (1421 Graham's Lane).

1990: Proposal approved for expansion of Halton Work Programme to North Halton - new site opened in Acton.

Executive Director's Message



This year, we mark the 30th anniversary of STRIDE. It is a time to celebrate how far we have come in achieving our goal of creating opportunities for people with mental health and addiction challenges to gain and maintain meaningful employment, while at the same time reflecting on how much, as an organization, sector, and community we would like to accomplish.

This past year, the Commission for the Review of Social Assistance submitted its final report in October 2012. The Commission recommended major changes to employment supports, asset, earnings and income rules and the benefit structure. The Commission recommended that the Ontario Disability Support Program (ODSP), be combined with the municipal Ontario Works program. Although STRIDE agrees that changes to the structure of social assistance are long overdue, we have concerns regarding these proposed changes. Moving forward, STRIDE will continue to advocate for improved social assistance programs for our clients.

In January 2013, the Mental Health Commission of Canada (MHCC) proposed the development of a voluntary National Standard for Psychological Health and Safety in the Workplace, helping employers improve how they protect employee mental health in their workplaces. STRIDE believes in the importance of assisting employers to improve the psychological health of their organization and encourages executive leadership to prioritize mental health in their workplaces.

Within our agency, we received accreditation from the Canadian Centre for Accreditation. This is a major achievement. Being an accredited organization means that we meet high standards for efficiency, effectiveness and quality. Our clients, the community, and our funders can be assured that we deliver safe and well-managed services. Three years of preparation led up to achieving accreditation and a great deal of hard work was accomplished by several within the organization.

Additional activities of note over the past year include:

- As a result of the Ministry of Health and Long-Term Care (MOHLTC) commitment to youth mental health, STRIDE received funding from the Mississauga Halton Local Health Integration Network (MHLHN) to develop the Youth Employment Program. In our first year, 128 individuals received assistance in our Youth Program. The Program developed a STRIDE Facebook and Twitter account providing a valuable resource to connect with youth.
- STRIDE has commenced conversations with Tim Horton's regarding their sustainability initiatives within the community and potential for further opportunities for strengthening and building capacity of the non-profit sector.
- As a United Way funded agency STRIDE is wholeheartedly committed to working in collaboration with the community to enhance our visibility and increase awareness of the non-profit sector.

1994: Affirmative business, H.W.P. Production was established with business partner Bonar Packaging.

1995: Federal government withdrew funding support for the Bronte Labour Exchange (BLE) est. 1988 and HWP took over the BLE.

1998: The Region of Halton provided funding for Supported Employment services for Ontario Works participants and United Way of Oakville funding was received for our Supported Employment program.

- In January, members of the Board and management team met to discuss issues confronting the organization, identify strategic directions and develop a preliminary work plan to address them. Following discussion of the key strategic imperatives, two ad hoc committees - the Business Advisory and Marketing & Public Awareness Committees were developed as well as restructuring the Fundraising Committee to address funding issues.
- The Wellness Team was developed to address enhanced employee wellness within STRIDE.
- STRIDE recognized several staff with a 'Years of Service Acknowledgement' award at our annual agency picnic.
- Staff and Board members participated in a number of staff training & development activities, such as Non-Violent Crisis Intervention, Addictions training, Mental Health First Aid, Positive Space training, Health & Safety, ASIST, and Inclusive Organizational Practices.
- STRIDE was involved in several community events, for example, Halton Organization for Pride & Education, Business after Hours with the local Chambers, Take Back the Night, United Way of Oakville BBQ, Working Well event, Youth Summit, and Halton Community Resource Fair. In the upcoming year, STRIDE will continue to enhance our communications and marketing efforts.

As we look to the upcoming year, our head office site will be re-locating to the Milton Mall, whereby we will be co-locating with our Employment Connections Program.

Plans are underway to develop a Data Quality Performance Improvement Committee, which will include a group of staff from various programs to review data, develop a quality work plan and discuss pertinent issues related to service delivery. This process will lead to a deeper understanding of quality improvement and its relationship to strategic planning, decision making, and operations management.

STRIDE will also be represented at the Halton Equity and Diversity Roundtable. This is a group of individuals representing organizations with a commitment to inclusion, equity and diversity competence.

In closing, I would like to thank all the staff and our Board for their outstanding efforts over the past year. When reviewing our activities over the past year, it is truly amazing that so much has been done in such a short period of time. Thank you also to the people we support, customers, employers, volunteers, partners and funders. With your continued involvement and support we look forward to another rewarding year.

Respectfully submitted,

Anita Lloyd

Executive Director

1999: Name Change to STRIDE

2000: STRIDE registered with Ontario Disability Supports Program—Employment Supports (ODSP-ES) as a service provider for Supported Employment.

2001: Affirmative business - Pro Vision Packaging opens.

Treasurer's Report



Thanks 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, 2013 by \$49,919 (2012-\$56,037). This was despite the worksites experiencing a very challenging year. Accumulated operating fund balance at March 31, 2103 is \$291,674 which is available to help fund future program enhancements, capital expenditures and unexpected decreases in revenue or increases in expenditures.

Revenue for 2013 increased \$102,760 or 5.5% to \$1,978,994 (2012-\$1,876,234) even though worksite sales returned to nearly 2011 levels at \$414,273 (2102-\$492,527) representing a decrease of \$78,254. This reflects the continuing challenge of finding new worksite customers to provide employment opportunities for STRIDE clients. This decrease was more than offset by increased support from STRIDE's primary funder, Mississauga Halton Local Health Integration Network (MH-LHIN) and increased revenue earned through employment placements under the Ontario Disability Supports Program-Employment Supports (ODSP-ES) program.

The MH-LHIN provided \$1,134,166, an increase of \$136,116, and representing 57% of total revenue. A full year of operations in 2013, compared to a few months in 2012, of the Youth Employment Program accounted for most of this increase. As a service provider for the Ministry of Community and Social Services STRIDE received \$274,874, an increase of \$66,727, and representing 14% of total revenue, through the ODSP-ES program. This could only occur with the continued support of many employers in our community and the outstanding efforts of the STRIDE Employment Specialists.

Revenue of \$51,490 (2102-\$52,840) was generated from the Region of Halton for assisting Employment Halton recipients and \$42,034 (2012-\$37,500) was received from the four United Ways (U.W.) – U.W. of Oakville, U.W. of Burlington and Greater Hamilton, U.W. of Halton Hills and the U.W. of Milton.

Operating fund expenditures for 2013 increased \$114,775 or 6.4% to \$1,903,129 (2012-\$1,788,354). Salaries and benefits at \$1,266,052 (2102-\$1,043,880) represented over 66% (2012-58%) of total operating expenditures. This increase was mainly a result of the Youth Employment Program operating for the full year in 2013. Decreased activity at the worksites resulted in a decrease in training allowance expense to \$219,236 (2012-\$274,190) and some reductions in supplies and other worksite expenses.

In 2012, one-time funding received from the MH-LHIN was used to purchase Health & Safety supplies along with training materials for staff and clients which resulted in higher levels of expense for general and training expenses than in 2013. While one time funding was also received in 2013, most of it was for equipment replacements and is reflected as \$71,749 deferred contributions-property, plant and equipment. Although commitments were made in March 2013 to spend all of the one-time funding received for training, delivery of some of the training occurred in April resulting in deferred operating contributions of \$11,806.

The financial results for the year ending March 31, 2013 were audited by Glenn Graydon Wright LLP. Copies of the Audited financial statements are available from STRIDE.

Respectfully submitted,
Richard Helm, B. Comm., CA
Treasurer

Our Programs

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.

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.

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.



"It is a pleasure for me to be a part of the program. I have excelled towards my goals in an excellent way. Thank you for all the support that I have received."

Board of Directors

2012—13

Janet Burns - Chair
Jill Aebker - Vice-Chair
Richard Helm - Treasurer
Victoria Roberts - Secretary

Michael Bennett
Lori Brudlo
Andrea Dean
Rachael Derkatz
Doug McCarthy
Patrick McKeen
Shahnaz Rasool
Waseem Rajput
Randy Ross

Empowerment –
*the individual's
sense of his/her
rights and
opportunities to
control his/her life
and the services
provided – 83%*



"STRIDE's been a wonderful place to me. It has taught me a lot of skills and given me opportunities that will allow me to progress in life."

2002: United Way of Milton provided funding for our Supported Employment program.

2003: Acton work site relocated to Wallace Street and became Good Manufacturing Process (GMP) compliant.

2005: STRIDE approved for new funding for Case Management – Vocational Specialist services. Existing Burlington and Oakville sites closed and were consolidated into one South Halton site-Wyecroft Road, Oakville.

Staff

Anita Lloyd
Julie Lange
Jan McCabe
Mark Cox
Bonnie Trimble
Stephanie McCann
Arturo Diaz

Executive Director
Manager, Finance & Administration
Manager, North Halton
Manager, South Halton
Youth Employment Coordinator
Operations Administrator
Accounting Assistant

Employment Specialists

Diana Bosnjak
Deborah Rapelje
Nancy Shoemaker
Terri Skov

Vocational Support Workers

Betsy Bond
Meaghan Hryhorsky
Wendy Jefferies
Lee Sargent
Melissa Service

Youth Employment Specialists

Laura Andersen
Barbara Oliver

Stephanie Hancock
Lindsay Wetmore

Lead Hands

Gary Archer
Laurier Carriere
Brad Jensen
Dorothy Welfare

Van Drivers

Gary Archer
Denise Clark
Tom Wingle

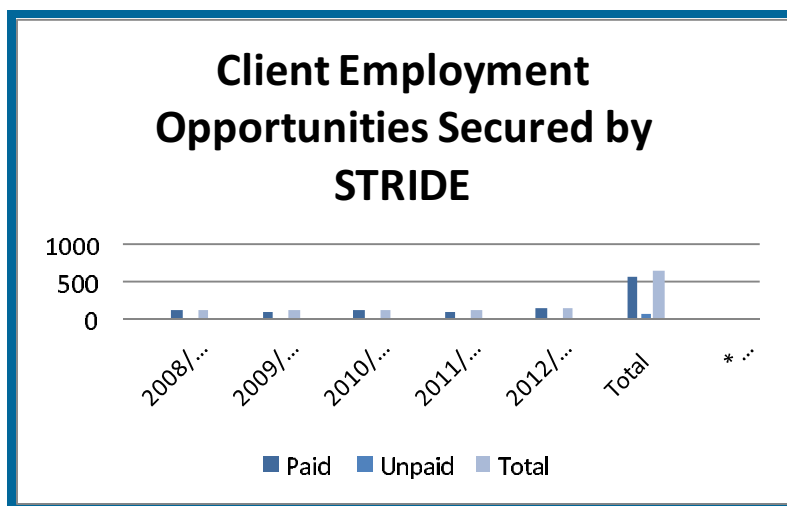


Mastery – the individual’s beliefs regarding how much he/she is able to control and influence his/her life – 79%

“STRIDE has been very helpful, brought my self-esteem up and I have become more positive.”

Stats—Success by Numbers!

511	Clients Served
3,564	Client Visits Face to Face
5,103	Client Telephone Contacts
136	Paid Employment Placements
101	Job Retention Long Term Support
27	MCSS ODSP-ES Job Placements
488	Region of Halton Resume Services
97%	Clients are confident to recommend STRIDE to others
80%	Clients developed an individualized client employment plan



Quality of Life –
the individual's overall perception of well-being – 76%



2006: Transformation by MCSS of the ODSP-ES system into an employment placement and retention service where funding is directly linked to employment outcomes.

2007: First time funding received from United Way of Halton Hills and United Way of Burlington & Greater Hamilton to assist our Supported Employment program.

2009: OCAN (Ontario Common Assessment of Need) is introduced to mental health agencies across the province.

Acknowledgements!

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



CIBC Trafalgar & Hays Oakville



Boston Pizza, Dorval Drive



STRIDE Employer Recognition Award

The STRIDE Employer Recognition Award is presented annually to those employers who have provided an exceptional work experience for a STRIDE client and demonstrated exemplary support of STRIDE's mission.

This year STRIDE is pleased to recognize the following employers:



Bluenotes (*Oakville Place*)
Canadian Martial Arts Centre
CMHA-HRB Safe Beds Program
Milton Community Resource Centre
Tim Hortons (*Steeles Avenue, Milton*)
TDL (Tim Hortons) Ltd.

2010: Enhancement of services with the Region of Halton with the addition of Resume Development program for Ontario Works participants.

2012: STRIDE receives base funding from the MH LHIN to develop a Youth Employment Program.

2013: STRIDE receives four-year accreditation with the Canadian Centre for Accreditation (CCA)



Head Office

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Milton, ON L9T 1P8
(905) 693-4252
www.stride.on.ca

Employment Connections Program Worksite Training Program

12 Wallace Street
Acton, ON L7J 2V6
(905) 691-1430

55 Ontario Street South, Suite 21
Milton, ON L9T 2M3
(905) 691-1430

2245 Wyecroft Road, Units 1&2
Oakville, ON L6L 5L7
(905) 842-7248

Youth Employment Program

(905) 875-6276

info@stride.on.ca