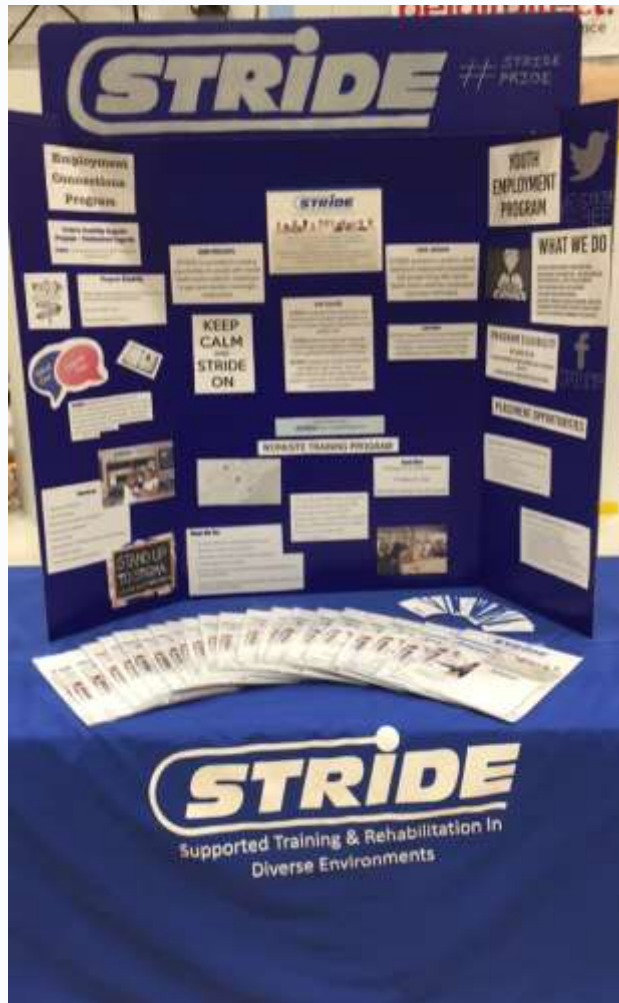




Supported Training & Rehabilitation In Diverse Environments



ANNUAL REPORT

2015-2016

www.stride.on.ca



Supported Training & Rehabilitation In Diverse Environments

Our Mission

STRIDE is committed to creating opportunities for people 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 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

Board Chair's Message



As my first year as Chair concludes, I am tremendously proud of the continued excellent service STRIDE provides to the individuals it serves. Much has been accomplished to support those with mental health issues and addictions 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.

This past year has been one of many great accomplishments by our team. Some key accomplishments include: the establishment of the Employment Peer Mentor Program (a fantastic new resource for our clients, providing peer to peer counselling and assistance), the first annual Strokes for STRIDE golf tournament in May 2015, the establishment of a new Quality Committee, and the receipt of funding for Pre-Vocational Workshops from our partner, the Region of Halton. With the tremendous support of Boston Pizza, the golf tournament raised considerable funds and provided an invaluable opportunity to raise the profile of the organization in our community. As well, as a result of the new Quality Committee, STRIDE leads community service providers in the establishment of a quality focus and the inaugural quality plan will be delivered later in 2016.

In addition to these specific items STRIDE continues to provide excellent service to clients and customers. In 2015/2016 STRIDE Employment Connections served 204 clients, the combined Worksites assisted 239 clients, the Youth Employment Program served 274 clients. The newly established Peer Mentor Program started strong, helping 119 peers deal with employment issues. None of this would be possible without the outstanding efforts and contributions of our managers, staff, and many community partners. Many thanks are due.

Looking forward to the coming year I expect STRIDE to continue to be a leader in the mental health community. Two major activities on the calendar are the re-accreditation of STRIDE as a service provider, an activity that is already underway with completion expected in November 2016, and the update of the STRIDE strategic plan which will begin late in 2016 and wrap-up in February 2017. I look forward to working with STRIDE staff and Board members on both of these.

Finally, I 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. All of our Board members provide not only their time and energy but also a passion for the needs of our clients. This passion enables STRIDE to achieve its vision of eliminating employment barriers that people living with mental health issues or addiction face every day.

Respectively submitted,

Doug McCarthy

Chair, Board of Directors

"STRIDE and the staff are the best. After many years they are still supporting me with minor items. Their door is never shut."

Feedback from our Client Survey

Executive Director's Message



This past year we witnessed the release of two substantive reports on mental health and addictions (“Better Mental Health Means Better Health” and “Taking Stock”), which is significant and indicative of the level of priority that we are placing on the sector. The council’s report states that the mental health and addictions sector has been neglected for too long and it is time for change. We know that significant work needs to be done in our sector to make positive steps towards improved quality, equity, access, awareness, prevention and data collection. Overall, these are issues that our LHIN has addressed and we are focusing on within our own organization.

The preceding year has been one of growth and development for STRIDE. We have made significant advances to improve upon the services we provide leading to a more reliable, transparent, consistent and equitable system of support. This report provides an overview of some of the work we have accomplished.

We begin by acknowledging the support of the MH LHIN in providing new funding for the addition of the Employment Peer Mentor program to our services. Our Peer Mentors provide a valuable role within the agency offering social and emotional support for clients seeking a unique and non-traditional perspective. Individuals appreciate receiving support that is specifically geared to their needs and assistance they need to achieve their employment goals, as well as support in achieving their mental health recovery.

The Ministry of Community and Social Services provided one-time funds for Short-Term Training Services, which provided several ODSP-ES clients with the opportunity to access training and educational opportunities. These trainings have enhanced the skills of our clients, increased their capabilities and knowledge for doing a particular job, and improved job prospects for several individuals.

STRIDE is currently in the second year of our Strategic Plan. Our Operational Plan has been used to communicate the organization’s goals, the actions needed to achieve those goals and the critical elements developed during the planning process. Considerable progress has been made in ensuring a philosophy of risk management throughout the agency; our job development strategy has been established; we continue to address employee engagement and create a culture of wellness within the agency; and our marketing efforts remain a key priority for all employees as we work to reduce the stigma associated with mental health and addictions in the workplace.

A great deal of work has occurred within the sector to address quality improvement within community health services. With the development of a new Quality Committee this past year, STRIDE is well-prepared to provide our funders with a comprehensive Quality Improvement Plan in the fall of 2017. Our agency is continuously striving for better quality of care through client-centered services that are tailored to the needs of the individuals we serve; we recognize that high quality data is a vital component leading to evidence-informed decisions as we move forward.

One-Link is another collaboration that STRIDE has been involved in along with the MH LHIN’s mental health and addiction service providers. One-Link will provide one stop access to all mental health & addiction services in Mississauga and Halton. As we begin the on-boarding process next month to the One-Link system, we are optimistic that clients and their families will receive the specialized assistance they require and will offer a cost-benefit to the mental health and addictions sector.

Health Equity has also become a very important component of our health care system. The new Equity and Inclusion initiative focuses on the importance of collecting socio-demographic data for all clients accessing our services. The reason for collecting this information is to understand who our clients are, so we can provide and plan for programs and services to meet their individual needs. Collecting demographic data is fundamental for eliminating health inequities and finding opportunities for improvement in the quality of care that we provide.

For the second year, the Region of Halton provided funding for the provision of Pre-Vocational Workshops, offering a variety of activities focusing on enhancing work and life skills for those interested in gaining some additional knowledge and information in preparation for employment in the community.

Workplace wellness is an ongoing priority for STRIDE. The results of a follow-up survey with staff found that improvements have been made in nutrition habits, physical activity, stress levels, job satisfaction, work-life balance and in our business-health culture index. Our Wellness and Culture Team have taken on a lead role in assisting employees to adopt a healthier lifestyle.

STRIDE continues to address the need for enhanced accountability within the sector. Our key performance indicators help the organization define and measure progress towards organizational goals. Each year we modify and improve upon our performance targets to reflect major issues for our stakeholders. We also continue to administer client and family/friend surveys, providing new ideas for innovation and growth.

We have sustained our partnerships with various other sectors and community partners to enhance and improve the quality of services for our clientele. Innovative initiatives, such as Health Links, a community response to mobilizing the delivery of coordinated care services for those with complex needs; Commande Strategy, a team lead by the Halton Regional Police, assisting individuals with elevated risk; and the No Wrong Door initiative, to enhance the quality of care and customer service to clients, each of which provides an opportunity for collaboration and integration for participating agencies.

We would like to acknowledge Boston Pizza for their leadership and support in coordinating the Strokes for STRIDE Golf Tournament. The event was a huge success, providing enhanced awareness for the agency and raising a significant amount of funds which were utilized to purchase a new passenger van for the North Halton site. We are looking forward to our second golf tournament with Boston Pizza scheduled for May 28, 2016.

We are very appreciative of all the hard work and dedication of the various staff committees and task groups – Health and Safety Committee, Risk Working Group, Employment Services Review Group, Wellness and Culture Team, and the Mental Health presentation to Employers group. These committees have been instrumental to our progress and have well-positioned us for the year ahead as we undergo the process of accreditation.

On behalf of the management team of STRIDE, I would like to take this opportunity to thank the staff. The staff members of all our programs have worked hard to thoughtfully and energetically embrace change while maintaining excellence in service delivery and innovation. Thanks to each you for your continued support, integrity, and energy. I would be amiss if I did not take this opportunity to thank Mark Cox, as he leaves STRIDE after sixteen years, for his insights and dedication to STRIDE.

Thank you to our committed and engaged Board of Directors for their time and talent in leading our organization. We value your diligence in asking the good questions, being courageous enough to have difficult conversations and your accountability to the experience and voice of the individuals we serve. As we head into another exciting year of leading STRIDE we extend our deepest gratitude!

The upcoming year will certainly present new and unknown challenges. It has been a pleasure to work with such an exceptional group of committed people – managers, staff, board members, volunteers, students, partners - as we together advocate for and address the employment needs of the mental health and addictions community we serve.

Respectfully submitted,

Anita Lloyd

Executive Director

"I didn't think I would ever get over my anxiety about getting into the work place, but with STRIDE I was able to overcome my anxiety as well as gain valuable experience."

Feedback from our Client Survey

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, 2016 by \$27,927 (2015- \$53,975). This was despite the protected worksites experiencing a more challenging year and the costs associated with the introduction of the new Employment Peer Mentor program. Accumulated operating fund balance at March 31, 2016 is \$318,800 which is available to help fund future program enhancements, capital expenditures and unexpected decreases in revenue or increases in expenditures.

Revenue for 2016 increased \$256,923 or 11.3% to \$2,530,125 (2015-\$2,273,202). Most of this increase is due to additional funding from the Mississauga Halton Local Health Integration Network (MH-LHIN) for the new Employment Peer Mentor program. For 2016, the MH-LHIN provided \$1,413,422, an increase of \$266,911, and representing 56% of total revenue.

As a service provider for the Ministry of Community and Social Services STRIDE received \$466,851, an increase of \$83,049, and representing 18% 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.

Another new revenue source was the first Strokes for STRIDE golf tournament with title sponsor Boston Pizza, Milton and Dorval Drive, Oakville.

The above increases were partially offset by a decrease in workshop sales revenue to \$491,006 (2015-\$545,762) which reflects the continuing challenge of finding new workshop customers to provide employment opportunities for STRIDE clients.

Revenue of \$43,427 (2015-\$43,667) was received from the 4 United Ways (U.W) – U.W. Oakville, U.W. Burlington and Greater Hamilton, U.W. Halton Hills and the U.W. Milton.

Operating fund expenditures for 2016 increased \$273,568 or 12.5% to \$2,455,812 (2015-\$2,182,244). Salaries and benefits increased \$251,013 to \$1,603,010 (2015-\$1,351,997) and represented over 65% (2015-62%) of total operating expenditures. This increase was mainly a result of the Employment Peer Mentor Program introduced in 2016.

Expenditures on equipment in 2016 were \$74,710 (2015-\$26,974). The increase reflects the replacement of the van used to transport North Halton clients to the worksite. The van was purchased using proceeds of the Strokes for STRIDE golf tournament and cash generated during the year from other operating activities.

The financial results for the year ending March 31, 2016 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.

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 of recovery.

Strokes for STRIDE



The Strokes for STRIDE golf tournament with Boston Pizza as the title sponsor took place on May 30, 2015 at Carlisle Golf Club. The event was a huge success with \$25,000 being raised to purchase a new van for the North Halton worksite.

L to r: Frank De Vuono, board member; Richard Helm, chair 2014/15; Donna Corrigan, Boston Pizza franchisee Oakville and Milton



Board of Directors 2015—16

Doug McCarthy - *Chair*
Anita Stellinga - *Vice-Chair*
Richard Helm - *Treasurer*
Michelle Grouchy - *Secretary*

Jane Bullbrook
Frank De Vuono
Jordan Kramers
Clark Oslon
Brandon Parkes*
Joanne Royce
Leanne Simpson
Rajeev Sharma*
Fatima Ul-Haq

**resigned during the year*



The Board of Directors. Back row (l to r): Frank, Richard, Jordan, Joanne, Maggie
Front row (l to r) Bianca*, Michelle, Doug, Anita, Leanne*

**will be joining the board at the AGM*



Thank you to our placement students for representing STRIDE at the Sheridan Placement Fair in February, 2016.

L to r: Joseph, Rebecca, Katrina and Bartek.

Staff

Anita Lloyd
Julie Lange
Jan McCabe
Mark Cox
Bonnie Trimble

Stephanie McCann
Debbie Blaser

Employment Specialists

Katrina Anderson
Crystal Dainard
Angela Marova
Deborah Rapelje
Terri Skov

Employment Peer Mentors

Mohammad Abdulla
Genevieve Blazik
Rob D'Souza
Denise Porter

Lead Hands

Gary Archer
Laurier Carriere
Brad Jensen
Dorothy Welfare

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

Vocational Support Workers

Janet Behrens Wendy Jefferies
Betsy Bond Maria Okroukh
Sofia Bronze Lee Sargent
Rebecca Lawrie Joven Senoran

Youth Employment Specialists

Laura Andersen
Christina Fergus
Stephanie Hancock
Brittany Joyce
Barbara Oliver

Van Drivers

Gary Archer
Steven Beyrouthy
Jessica Clark



Back left to front right: Rob, Mark, Katrina, Christina, Brittany, Laura, Anita, Stephanie M., Angela, Bonnie, Stephanie H, Julie, Jan, Genevieve, Deborah, Barbara, Mohammad, Crystal, Terri, Dorothy, Lee, Maria, Janat, Debbie.



Bonnie, Mark and Anita during the STRIDE BBQ to raise fund to support the United Way.



The new North Halton passenger van purchased from the proceeds of the Strokes for STRIDE golf tournament.



Anita, Anna Marie and Deborah volunteering at the Strokes for STRIDE golf tournament.



*The new Peer Mentor team: l to r Genevieve, Mohammad, Denise and Rob.
Backrow: Bonnie, Manager of the program*



Victoria and Stephanie at the United Way Milton Touchdown Event at the Milton Velodrome.

Acknowledgements!

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



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Youth Employment Program

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STRIDE Youth Employment Program
STRIDE Employment Connections Program



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