



## CASE Newsletter

**Staying connected and up to date with our national membership is important to us.** In this Newsletter edition CASE Board Members share the latest news on national initiatives and important new connections. Member organizations share their latest local news, controversial blogs, and inclusive employment success stories. Connect with us on [Facebook](#) and [Twitter](#) to share your thoughts!

### 2015-2016 CASE Activity Report

Since the last National Supported Employment Conference and CASE AGM last June in Victoria, CASE embarked on a very ambitious year. The strategic planning that our national association completed and ratified last June clarified the work of CASE and the change we seek as employment inclusion advocates. A new mission statement and vision were developed to more effectively describe this.

**Our Mission:** CASE works with supported employment service providers and employers to increase employment inclusion for Canadians with disabilities.

**Our Vision:** is the equal representation of people with disabilities in a diverse and inclusive Canadian labour market.

This strategic plan also declared three primary Strategic Priorities to support CASE's work and impacts:

1. Engage with employers
2. Enhance service to our members
3. Grow CASE's organizational capacity

Further details and objectives of The CASE Strategic plan can be found on our website at

[www.supportedemployment.ca](http://www.supportedemployment.ca)

We recognize that strategic plans are only as good as their ongoing review and implementation – so we've kept ourselves very busy.

**Disability Employment Awareness Month** – Last October, CASE members and board members across Canada engaged in activities, collaborations and events all designed to promote the employment inclusion of people with disabilities. CASE also took the bold step of officially proclaiming October as Disability Employment Awareness Month (DEAM). We've made sure that an abundance of the [resources, tools and templates](#) we used are available on our website to any parties interested in using DEAM to promote employment inclusion in their communities.

**Connecting with policy makers** – CASE board representatives met with the Minister of Employment, Workforce Development and Labour; MaryAnn Mihychuk in December 2015 to discuss strategies to increase the employment inclusion of Canadians with disabilities while supporting employers with diversity and inclusion. Although new to her post at the time, Ms. Mihychuk expressed commitment to identifying strategies which bring under-represented talent into the Canadian workforce.

In May of 2016, CASE board representatives met with The Honourable Carla Qualtrough; Minister of Sport and Persons with Disabilities to discuss DEAM, Collective Impact and a number of other strategies which would support an increase in the employment inclusion of Canadians with disabilities. Ms. Qualtrough has direct professional experience helping to increase employment inclusion in her province and was clear in her desire to help improve employment accessibility for people with disabilities.



**Collaborations and Partnerships** – CASE has had a number of meetings with the Canadian Business Sense-Ability network and the Canadian Centre for Diversity and Inclusion in order to explore strategies for collaboration. We have moved forward with joint submissions to the federal government asking for a DEAM proclamation to promote awareness of the talent pool we collectively serve.

**Member Services** – CASE has hired a part-time Communications and Engagement Coordinator to improve our membership processes, create an [online payment system](#) and ensure there is fresh content and new resources on our website. This position helps CASE to enhance current services to our members and identify new strategies to support CASE members. For those readers who follow CASE on our social media platforms (Twitter, Facebook, YouTube and LinkedIn), you've likely noticed that the information, content and resources provided via these platforms has increased significantly. CASE remains very committed to achieving our mission through supporting the work of members.

CASE has made connections with other national organizations and projects designed to support the employment inclusion of people with disabilities – and inclusive Canadian employers. We are collaborating in a number of national projects which raise awareness, promote inclusion and create resources for employers. We believe that our time and efforts in this regard will support the work of our members and the employers with whom we collectively partner.

With all of this year's work and the important connections we've made, CASE has built an extremely promising foundation for collaboration and the creation of new tools and strategies which support a more diverse Canadian Labour Market – one which includes people with disabilities.

## **CASE Board**

## Blog Feature: Wage Subsidy for Employment Integration Across Canada - Multiple Strategies!



When collaborating with partners across the country, we face different challenges over employment integration of people with disabilities. However, challenges are opportunities to learn and get the most out of different strategies.

One of the challenges is the wage subsidy. Across the country, different strategies work at cross purposes for several reasons, such as existing programs and tax incentives for integration or job retention, the action plan's duration, the needs of employers and lastly, the needs and distance of the job seeker from the labor market.

There are many possibilities and factors to consider, from employment integration without a wage subsidy to integration with a full wage subsidy; to integration with a declining wage subsidy.

### **Employment Integration without a Wage Subsidy**

Employment integration of a person with disabilities sometimes occurs without a wage subsidy. For example, the employer needs an employee and, if the person with some adaptation has the skills for the position, he hires her. Some employers will buy in because they believe, rightly, that what really matters are the skills. Others will buy in because they know or have a family member who is a person with disabilities. According to existing programs, other incentives, for example, taxes, can also act as leverage.

In this case, several other kinds of support are available to facilitate a candidate's employment integration. For example, in the case of employment integration without a wage subsidy, projects supported by SPHERE-Québec will focus on subsidizing the development of essential skills, customized training, other incentives (transportation, supplies, etc.) and employment coaching, etc.

Depending on the case, this strategy focuses on the skills and job-candidate suitability, rather than on a lack of productivity that has to be financially compensated.

### **Employment Integration with a Wage Subsidy**

In contrast, some job integrations require a full or partial wage subsidy incentive. For example, when a candidate is far from the labor market or when the employer fears a lack of productivity. This option is also assessed based on existing programs, for example, in anticipation of recurrent wage subsidy for job retention. Regardless of the reason, full or partial wage subsidy can be an incentive when considering employment integration of people who are far from the labor market. At SPHERE-Québec, the salary support provided can reach full wage during the entire employment integration.

However, depending on the circumstances, a wage subsidy could highlight a lack of productivity. Thus, maintaining a job afterwards without subsidies could be more difficult. Something to consider when a recurring subsidy is required to keep a job.

### **In between: Employment Integration with Declining Wage Subsidy**

At SPHERE-Québec, an integration project wage subsidy may cover a period of a few weeks to 12 months, with the possibility of varying the percentage of wages covered, resulting in a declining salary.

In response to the needs and the context, a declining wage subsidy is an interesting option, an alternative to a full or no wage subsidy. It gives the employer and the employee time to get to know one another, explore possible solutions to the challenges the disabling condition poses and optimize the workflow. The end result is an employee who can fully function at a job suiting his skills and ability. It increases the possibility of keeping a

job without a subsidy afterwards.

However, this option requires more preparation before the integration process.

### **And you?**

Many important factors have to be considered when offering an employment integration wage subsidy. Each case is unique and success is a result of customizing the integration by using multiple strategies, which may or may not include a wage subsidy. One thing is clear; the ultimate goal is supporting a person so they can maintain employability. Adequate employer support is also a key factor.

How are things going in your province, in your area? Do you use the incentive? Why? Share with us your experience!

To read the blog in French:

<http://sphere-qc.ca/en/blog/wage-subsidy-la-subvention-salariale/>

### **Caroline Pouliot**

SPHERE (QC)



### **Success Story: Calgary Alternative Employment Services**

"So this morning, Devan is on the plant floor by himself dumping bins and has another employee running the shredder. I happened to look at the cameras and see the bobcat running in the dump room and realized that it is Devan driving the bobcat! I am so impressed with this guy! He was very hesitant to drive either the bobcat or the forklift, but Gage spent some time with him showing him how it's done. He is now pretty much running the whole show on the plant floor – doing what needs to be done without any supervision. He is by far one of the best hires I ever made!"

**Nikki King**  
**Plant Manager**  
**Iron Mountain Inc.**  
Calgary, AB

## Interview with Sean Wiltshire: Disability Rights Promotion International Project



Founding CASE President Sean Wiltshire continues to take Supported Employment to the World. For the last ten months Sean has been working in three countries in South East Asia, as well as Canada. Sean has been working with an international development project called Disability Rights Promotion International based on the UN Convention on the Rights of People with Disabilities funded by Global Affairs Canada and the Swiss Government.

Sean works with companies in Dhaka (Bangladesh), Kathmandu (Nepal), and Hyderabad (India) to help them understand the benefits of hiring individuals with disabilities and works with local project staff to develop placement plans and institute processes to support the diversification of the workforces in these countries.

### **1) Can you tell us a little more about this project? Who are the key stakeholders or contributors?**

The project is called DRPI (Disability Rights Promotion International) is part of a larger International Project called DRPI AWARE, which is working on Individual Rights Monitoring in 54 countries in the world as a part of a United Nations Project funded by Global Affairs and the Swiss Government.

This particular part of the project is based on the "right to work". It looks at three countries and uses a model of employer engagement to find and develop employment opportunities. Job Development in Asia is very similar to Job Development in Canada. It is based on relationships and matching skills from an individual to the skills in the job they are applying for. It also supports the "place then train" model.

In each country we work with a national disability group; two staff people from each country work with employers and other disability groups to advance both the model of inclusion and the process that is used by the project. There is also continued involvement with the employers after the hiring.

### **2) What is the major challenge you experienced working with this project in these Asian countries?**

While there are many differences in culture, language and traditions; the experience was surprisingly similar to working with employers in Canada. The concerns that employers presented about hiring a person with a disability are the same ones that we hear here across Canada. Employers want to diversify their workplaces but are often unsure about how to do it. What are the actual mechanics for integration into the workplace? They want to support a process that includes people with disabilities but need support and information to have that inclusive process.

It is also an education process trying to educate individuals, employers and other organizations of the benefits of hiring a person with a disability. It is sold on a basis of the business case of inclusive hiring; inclusion and diversity makes good business sense.

**3) In your opinion, where do you see this project in the next year? What do you hope to see it accomplish in the coming months?**

We are in year two of a five year project, every six months we do a visit to the three countries and work with local groups to continue to advance the project. As well, each Monday morning we have a lengthy conference call with each country to work on any immediate issues.

Now that the project has been working for a couple of years, we are starting to see more people with disabilities going to work. On my last visit to Nepal we secured 15 additional jobs for individuals with disabilities in a pharmaceutical factory. In India there has been a huge increase in individuals working in Tech based industries. The project will also work to develop processes that will remain after the end of the project. It is about supporting processes that build inclusion and diversity, both through education and the real life examples that we are using to promote the project.

**Sean Wiltshire**

Avalon Employment Inc. (NL)

**News Feature: Langley Association for Community Living**

**Fraser Focus – [Helping Hands Episode 40](#) (First Air Date: January 17, 2016)**

Leah & Dean explore the concept of Helping Hands in this episode. They discover how the most underprivileged of our society are getting help, and giving back to society at the same time. We catch up with Rotarians and Langley Association for Community Living both of who are helping differently abled members of our society get jobs . The also visit SALI – Semiahmoo Animal League Inc. & see how help can be provided by animals too!

**[LACL 'Light' Magazine Feature](#) (April, 2016)**

“Services like LACL sometimes face the challenge of dispelling myths and stereotypes. One myth suggests individuals with disabilities have a higher absentee rate. Partners in Employment Supervisor, Tami Logan, says: “Studies have shown that employees with disabilities do not miss work more than their colleagues without disabilities. Rather, it has been found that employees with disabilities tend to have a better attendance record than their non-disabled co-workers. People with disabilities want to work and are grateful to have employment.”

**Tami Logan**

Langley Association for Community Living (BC)

**CASE Board Member Bio: Jane Orrell BA, DSW, CDMP, CCDP Executive Director, EmployAbility Patnership (NS)**



Jane has more than 30 years professional experience working within the non-profit and business sectors and currently manages an Employment Resource Centre in Cape Breton, Nova Scotia. She has a strong background in community collaboration and partnership and has been the Executive Director of the EmployAbility Partnership since 2001 where she manages a staff of 13. She recently, successfully lead her organization through a service delivery competition which resulted in a major expansion, bringing the staff composition from 13 to 29

with a broadened scope and geographic region.

Jane is a leading advisor to government on disability related employment programs, services and supports for employers, students and job seekers. Jane is currently working with government representatives and is developing and implementing a program to address universal design and assistive technology within all employment resource centres across Nova Scotia.

Jane led the successful development and implementation of the Community Coordinator Model within Canada, a model that is widely used throughout the Country to deliver funding to diverse communities. For 7 years Jane facilitated the Diversity@Work Leadership Event for Employers, which was one of the largest attended events of its kind with over 500 participants each year.

Jane is the founding Chair of the Collaborative Partnership Network of Nova Scotia and is the current Co Chair, she is Board member of the Nova Scotia Career Development Association, a founding member of the Equity Advisory Council of Cape Breton, and is a founding member of the Canadian Association of Supported Employment and the current Nova Scotia representative on the Board of Directors.

Jane holds a Bachelor Arts degree from Mount Saint Vincent University, a Diploma in Social Work from the University of Waterloo; she is a certified Rehabilitative Worker, is a graduate of Dalhousie University's Non-Profit Leadership Management Program, has a Diploma in Disability Management through Dalhousie University and is a Certified Career Practitioner.

Jane's guidance, direction, driven nature and her passion have lead to the development of a "One Stop Shopping" employment model which prioritizes service excellence, fiscal responsibility and accountability. People who know Jane would say that her professional career choice has been driven by a personal passion for people.



## 21st Annual National Supported Employment Conference (Edmonton, AB June 14-16)

### Can a Conference Change Our World?

*It is the long history of humankind (and animal kind, too) that those who learned to collaborate and improvise most effectively have prevailed.* — Charles Darwin

Based on feedback from the last conference, we've switched up the format significantly and increased delegate engagement and networking opportunities. There are fewer, shorter 'lecture style' sessions and more interactive sessions such as Learning through Failure, Impact Labs, and Panel Discussions. The conference will also launch a national Collective Impact Initiative to increase the employment inclusion of people with disabilities in an effort to create a stronger more diverse Canadian workforce. The Collective Impact Initiative will bring service providers, self-advocates, policy-makers and employers to the same table to develop a common agenda in order to identify measurable strategies and mutually reinforcing activities to achieve real change. The collective wisdom of the #CASE2016 delegates will be captured and shared with government, service provider networks, business associations and advocacy groups and will help fuel an ongoing national Collective Impact Initiative and support its working groups.

Confirmed Conference Panelists include representatives from the provincial and federal governments, union representatives, international employers, service provider leaders and self-advocates with 'lived experience.' Our closing plenaries include service and policy partnerships focused on awareness initiatives, as well as the internationally renowned, Rich Donovan, who has developed the 'Return on Disability' concept and an economic case for the employment inclusion of people with disabilities. It is our intent to make this a 'career altering event.'

Can a conference change the face of employment inclusion in Canada? We won't know if we don't try. We hope you'll bring your voice and experience to Edmonton in June. There's still time to register at [www.caseconference.ca](http://www.caseconference.ca)

