



Canadian Association
for Supported Employment

ANNUAL REPORT

20**22**-20**23**

Letter from our Executive Director and Board President

In 2022-2023, workplace inclusion has been more essential than ever to strengthen individual, business, and community resilience. Disability employment equity and workplace inclusion are part of a movement that is reaching further and wider as more voices come on board. Your voices.

As the Canadian Association for Supported Employment (CASE) network expands, we are honoured to work alongside service providers, employers, advocates, and community groups. CASE strives to amplify our collective and individual voices on key issues to move the supported employment sector forward.

- **MentorAbility** facilitated significant, ongoing connections through a unique delivery model that benefits from a national initiative and local responsiveness.
- **Learning and Development** redesigned the learning management system and developed new offerings informed by a broader intersectional lens.
- A new **CASE Membership** value proposition and three membership categories were created, and a new, user-friendly membership platform was launched.
- The **Innovation Lab** and our partners collaborated on 21 projects, making significant progress towards establishing a culture of innovation across the country.
- The **Disability Inclusion Advantage**, CASE's new employer-focused newsletter, has already reached 1,000 subscribers.
- **Diversity Works**, completed in July 2022, continues to inform CASE Learning and Development and to be disseminated to improve intersectional employment service delivery.

Together, we have demonstrated the transformative changes that occur to organizations and to people when we work together through the disability employment journey.

We are grateful for the network of people who contribute to CASE: our valued members, our committed volunteer board of directors and staff, our community partners, and every service provider, employer, and job seeker who participated in our programs and initiatives.

We sincerely thank you for
increasing employment
inclusion in Canada.



Annette Borrows
Board President



Joanna Goode
Executive Director

WITH THANKS

CASE is a cross-country engaged network of members, community service providers, employers, and stakeholders who value the contributions of persons who experience disability to Canadian workplaces.

The accomplishments outlined in this report are, first and foremost, the result of the passion and dedication of CASE members and of all the service providers, employers, and job seekers who contributed to or attended a CASE initiative, networking event, training, or research project. Your motivation to contribute, to learn, and to share are the heart of supported employment in Canada. CASE has been privileged to work with you this past year.

We would also like to thank Employment and Social Development Canada for their financial support as well as their commitment to workplace inclusion for persons who experience disability and to innovation in the supported employment sector.

BOARD OF DIRECTORS

Our dedicated Board of Directors contribute their expertise and knowledge and countless hours each year to champion supported employment for all persons experiencing disability.

Annette Borrows – President (BC)
Garth Johnson – Vice President (AB)
Ernie Thiessen – Treasurer (MB)
Shelley Andrews – Secretary (NFLD)
Devon Broome – Director (PEI)
Maureen Haan – Director (ON)
Deb Hotchkiss – Director (ON)
Jennifer Oliver – Director (AB)
Jude Turner – Director (NS)
Nicole Diakite – Director (NU)
Lisa Smith – Director (BC)
Cory Thibodeau – Director (NB)

[To learn more about our Board members, click here.](#)

CASE STAFF

The CASE team has grown during the past year, a reflection of the increasing outreach and initiatives on which we have been working. Each CASE staff member shares their unique skills and experience to strive for diverse, safe, and healthy workplaces for Canadians of all abilities. We are grateful for this talented and resilient team who always find creative ways to respond to the needs of the supported employment sector.

[You can find a list of our current staff here.](#)



STRATEGIC PLANNING & FUTURE VISION

The Canadian Association for Supported Employment (CASE) is a national association of community-based service providers and stakeholders working toward employment inclusion of persons experiencing disability.



MISSION

CASE facilitates opportunities for supported employment service providers to increase employment inclusion for Canadians experiencing disability.



VISION

All Canadians experiencing disability have equal opportunity to secure and sustain meaningful employment.

VALUE TO MEMBERS

CASE's strong governance and management core ensures the provision of the following services to its growing number of members:

1. Access to relevant information
2. Targeted networking opportunities
3. Scaling of promising practices
4. Unified voice to decision makers

STRATEGIC PRIORITIES 2022-2025

Together, these strategic priorities will guide CASE activities to solidify the association, extend our reach, and strengthen our capacity to meet our mission in partnership with our members and allies in the supported employment sector.

Build Our Influence

Grow as an association to strengthen the voice of the supported employment sector.

Equip Our Members

Enhance the resources, training, and networking offered to members.

Strengthen Our Capacity

Ensure resilience through quality assurance and operational growth.



MEMBERSHIP

CASE is a proactive community-based network with extensive resources, events, and training opportunities for service providers and employers. Service providers and employers become CASE members to increase their professional capacity, develop inclusive workplace policies and practices, engage in training, or network with others also striving for disability inclusion.

In the past year, CASE Membership has embarked on a transformative journey. We've introduced a new platform and expanded our membership offerings to better serve the needs of our CASE community.

New Membership Value Proposition

A new CASE Membership value proposition was developed in 2022-2023:

CASE facilitates opportunities for
supported employment service providers
to increase employment inclusion for
Canadians experiencing disability.

Introduction of New Membership Categories

The introduction this year of new Membership Categories makes it easier than ever for professionals to join CASE.

- Individual Membership
- Organizational Membership for Supported Employment with 1 to 8 Staff
- Organizational Membership for Supported Employment with 9-plus Staff

More User-Friendly Membership Platform

This past year, we switched from the Wild Apricot platform to WordPress to create a more user-friendly experience for CASE members. Transitioning to a new platform has allowed us to evolve and adapt, ensuring that we continue to offer best-practice solutions and network connections for supported employment practitioners nationwide.

Total CASE Members: 228



MENTORABILITY

MentorAbility Canada is an innovative national awareness project that strengthens the ability of employers to hire inclusively while empowering job seekers experiencing disability through meaningful career exploration. In the past year, significant and ongoing connections were facilitated between employers, employment service providers, and job seekers experiencing disability through short-term mentorships, networking, and learning events.

Since 2019 when MentorAbility started:

700+ MentorAbility mentorship matches facilitated.

1000+ networking and learning events hosted.

400+ employers engaged in mentorships across the country.

MentorAbility Canada is coordinated by CASE in collaboration with partners across the country, called MentorAbility Hubs.



Project Outcomes

After engaging in MentorAbility mentorship:

91% of job seekers discovered career opportunities aligning with their interests and talents.

85% of employers expanded their networks in supported employment, fostering greater support for the workplace inclusion of persons experiencing disability.

Source: Project evaluation by Goss Gilroy Inc.

MentorAbility mentorships can lead to strengthened, longer-term relationships between service providers and employers, which further strengthens that employer's capacity to hire and retain employees who experience disability.



CASE is thrilled to announce the continuation of the MentorAbility Canada initiative until the end of March 2026. The project will be extended

across the country, including the territories, and we will work with existing and new partners. We will continue to facilitate MentorAbility mentorships, offer networking and learning events, and share stories. In addition, research will be undertaken to develop a deeper body of evidence around inclusive employment and mentoring as an effective mechanism to increase workplace inclusion for persons experiencing disability.

“ My favorite thing about this is the partnership. I acted as a mentor, but they came back with other opportunities and ways to engage and learn, even bringing in a speaker. This was so much more than just a mentorship for me and they became much more engaged in the fabric of our organization. ”

– Mentor about their experience with MentorAbility

LEARNING & DEVELOPMENT

The Learning and Development Team designs and facilitates professional development opportunities as part of a comprehensive strategy to increase capacity within the supported employment sector. We strive to equip professionals with relevant and timely training focused on advancing role-specific performance while addressing critical and evolving themes within the sector.

This past year brought significant growth and change in two key areas:

1. **How we deliver training** – An extensive review of our current learning offerings and learning management system (LMS) led to:
 - A new LMS to better fit current and future requirements.
 - A user-friendly platform with increased accessibility, functionality, and networking features.
 - The establishment of continuing education units with a professional association.
2. **Commitment to an intersectional approach** – A broader intersectional lens informed the development of our inclusive learning opportunities.
 - Partnered with Stó:lō Community Futures to support 100-plus Indigenous learners to increase digital literacy. Integrated key learnings from working with Indigenous communities into the design of the LMS.
 - Worked with subject matter experts to develop an asynchronous course based on the Diversity Works research which launched in September 2023.

New courses developed:

- Wellness While Working at Home
- The Nature of Innovation
- Preparing to be a Mentor

TRAINING	PARTICIPANTS
Customized Live Webinars	185
Certificate Programs	
<u>Supported Employment Essentials</u>	65
<u>Job Development</u>	29
<u>Solution-Focused Career Practitioner</u>	22
<u>Digital Literacy Instructors</u>	24
<u>Digital Literacy Job Seekers</u>	158
Asynchronous Courses	
<u>Nature of Innovation</u>	68
<u>Preparing to Be a Mentor</u>	138
<u>Accessible Communications</u>	126
<u>Guiding Principles</u>	126

“ The comprehensive curriculum offered a perfect blend of theoretical knowledge and practical strategies, equipping me with the tools and confidence needed to effectively connect with and support individuals with disabilities in their employment journeys. ”

– Olha Lytvynenko,
DASCHWorks (Job Development)

INNOVATION LAB

CASE's Innovation Lab supports, promotes, and shares learnings from innovative collaborations across the country to remove barriers to employment and to strengthen the Canadian economy through workplace disability inclusion. The Innovation Lab and our partners made significant progress in 2022-2023 towards establishing a culture of innovation in supported employment and developing practical solutions to increase disability inclusion.

- Developed partnerships and collaborated with 19 service provider, community, and private sector organizations on 21 projects:

✓ Enhancing employment opportunities/participation

✓ Transformative technologies

✓ New trends in employment supports

✓ Public education and awareness

✓ Engaging underserved/equity-deserving populations

✓ Raising profile of supported employment services

- Established an Innovation Lab Community of Practice.
- Developed awareness and educational resources, including [The Nature of Innovation course](#).
- Promoted and improved the National Supported Employment Service Provider Registry.
- Raised the profile of supported employment and promoted innovative solutions.

Funding

Funding received in 2021 by the Government of Canada's Sectoral Initiatives Program through Employment and Social Development Canada (ESDC) will support up to 27 projects through the fall of 2024.

Key Findings

- Solutions developed with key stakeholders have the highest potential for success.
- Partnership and collaboration are the most effective in developing robust, transferable solutions.
- An innovation requires an equally innovative marketing and dissemination plan.
- Tech that builds on existing apps and tools is more successful and less expensive.
- The most effective innovations are person-centric and highlight skills and abilities.

Innovation Lab Accomplishments



CASE Initiatives

COMMUNICATIONS

During 2022-2023, CASE's communication activities expanded as we strengthened and diversified relationships with supported employment service providers and employers across the country.

NEWSLETTERS

The majority of service providers and employers who are connected to CASE subscribe to our informative monthly newsletters. Stay on top of all supported employment news by signing up for the **CASE Connect** and **Disability Inclusion Advantage**.

The CASE Connect

CASE shares industry news, research, and important updates with supported employment service providers and members through The CASE Connect.

Current subscribers: 4,648

Disability Inclusion Advantage

In January 2023, CASE launched the first issue of our employer-focused newsletter, Disability Inclusion Advantage. This publication is providing needed information for employers on how to diversify their staff and to create a truly inclusive environment that sets all employees up for success.

Current subscribers: 1,000

SOCIAL MEDIA

CASE social media is the first place you will hear about exciting news, research, initiatives, and events. Follow CASE now to make sure you don't miss important industry information!






CASE's social media followers increased across all platforms.

CASE BLOG

The CASE Blog is an extensive resource for all things supported employment. CASE publishes blog posts on topics such as current research and resources, networking events, professional development opportunities, MentorAbility success stories, DEAM events, accessibility and inclusion best practices and strategies, job vacancies at CASE, and much more.



To view our blog, **click here** and check back often for new posts.

				
	Facebook	X/Twitter	Instagram	LinkedIn
2020	1,178	1,281	120	320
2021	1,405	1,442	291	1,091
2022	1,600	1,533	418	1,446
Difference from previous year	+14%	+6%	+44%	+33%

CASE Initiatives

DEAM

CASE proudly celebrates Disability Employment Awareness Month (DEAM) every October. In 2022, our fourth annual 31 Days of DEAM social media campaign highlighted the work of service providers and employers across the country to diversify the Canadian labour market.

To celebrate Canada's inclusive employers, the employer engagement campaign, **Cheers to Inclusion!**, included DEAM events across Canada and a toolkit with various materials.

Every day in October, the **Dare to DrEAM** campaign leveraged social media to share stories about service providers and employers who are championing inclusive hiring. A toolkit encouraged participation.

In 2022, the first **DEAM Proclamation Toolkit** was developed and distributed. The toolkit contained information for service providers to approach their provincial representatives about proclaiming October DEAM.

Light It Up! For NDEAM 2022®

CASE's MentorAbility Canada partnered with the Ontario Disability Employment Network (ODEN) again this year, as well as with JobsAbility Canada, in support of ODEN's Light It Up! For NDEAM® campaign.

Over 400 locations across the country were lit up in purple and blue on October 20, 2022. From big cities to small towns to rural areas, 118 Canadian communities participated in the DEAM campaign.



To find out about DEAM celebrations in your community, follow the CASE DEAM **page here**.

Sean Wiltshire Webinar

To recognize DEAM, CASE hosted an entertaining and informative live webinar, *Becoming Agents of Change in the New World of Work*, with CASE founder and international employment equity advocate, Sean Wiltshire. Staff burnout, quiet quitting, and the impacts of privilege and systemic oppression were explored. The importance of self-care and self-knowledge were highlighted, given the important work done every day in communities across Canada.



CONFERENCE & AWARDS

The 27th CASE Annual Conference, Unlocking the Inclusive Economy, was held in Winnipeg on June 7, 8, and 9, 2022. This conference, hosted in partnership with the Manitoba Supported Employment Network, offered our 350-plus delegates many opportunities to connect, including interactive sessions, a networking and idea sharing space, and exhibitor booths. Delegates expressed feeling energized to meet in person once again.

Keynote speakers included David Roche, Disability Advocate, Humorist, and Order of Canada Recipient, and Joel Dembe, Accessibility and Diversity Expert, Paralympian Medalist, and TEDx Speaker.



CASE 2022 ART CONTEST

The winner of the CASE2022 Art Contest was Hannah Hicks with *Lava Dance*.



“ I am grateful to be able to attend the CASE conference. It was filled with great insight on how to better support our participants as well as make connections with employers and other agencies. ”

– Chelsey Irwin, Job Developer

2022 AWARDS

Each year, CASE celebrates outstanding contributions to the promotion of inclusive employment in Canada. Award recipients are leaders and role models who demonstrate an ongoing commitment to reducing barriers to employment for persons experiencing disability and to building diverse workforces.

Wiltshire Award of Excellence in Supported Employment

This award is given to an outstanding individual or agency that has contributed significantly to the increased labour market participation, full citizenship, and personal capacity for Canadians experiencing disability. The criteria for this prestigious award are modelled after the inspiring work of Sean Wiltshire, CASE's Founding President. Sean has dedicated his 30-plus year career to supporting persons who experience barriers to employment and is a pillar of Canada's supported employment community.

Matthew Gallina

Mathew works as an employment coordinator for the Congress of Aboriginal People. He works with off-reserve Indigenous clients with a high percentage of disability. Mathew addresses challenges caused by intergenerational trauma and racism in contemporary urban employment environments in Canada. He has been a tireless worker, challenging the barriers that Non-Status Indigenous have in accessing disability supports reserved for First Nations, Metis, and Inuit.

Mark Wafer Award for Business Excellence

This award was founded on the triumphs of inclusive employment champion and former Tim Hortons franchisee, Mark Wafer. It recognizes outstanding businesses that have made significant contributions to the promotion of full citizenship and personal capacity for persons experiencing disability through the facilitation of increased labour market participation and outcomes.

Parian Logistics

Parian Logistics has been recognized within the supported employment community in Winnipeg for their clear vision and plan to be a purposeful inclusive employer and for hiring persons who experience disability. Parian uses several metrics to track staff productivity, which clearly demonstrate the value of each employee. Some of their best performers were hired through supported employment agencies, and they happily share those metrics with other employers to demonstrate the benefits of inclusive hiring.

Phillip Emmerson Award for Employment Excellence

This award recognizes an individual who has made significant contributions to the promotion of full citizenship and personal capacity through employment and innovation in the workplace within Canada. The inaugural award was presented to its namesake Phillip Emmerson at the 25th annual CASE supported employment conference in September 2020.

Yat Li

Yat is Senior Accessibility Consultant for the Presidents Group, a network of 25 change-driven BC business leaders who champion accessible, inclusive workplaces. Yat has been instrumental in speaking, from a lived experience perspective, on behalf of the Presidents Group and increasing their social media presence. He has amplified inclusive messaging and contributed to greater acceptance of persons who experience disability and to everyday conversations in his community about workplace accessibility.

CASE Initiatives

GLOBAL ENGAGEMENT

To stay informed and to share best practices, CASE engages with international organizations and initiatives involved in supported employment. In addition to learning opportunities, these cross-border relationships help to strengthen the position of supported employment on the world stage, resulting in support that ripples out to Canada.

World Association for Supported Employment (WASE)

CASE is a proud member of the World Association for Supported Employment (WASE) and serves as a voluntary member of the WASE Board of Directors.



CASE strives to leverage collaborative opportunities with WASE and to share best practices to strengthen Canada's supported employment sector and to encourage employment inclusion worldwide.



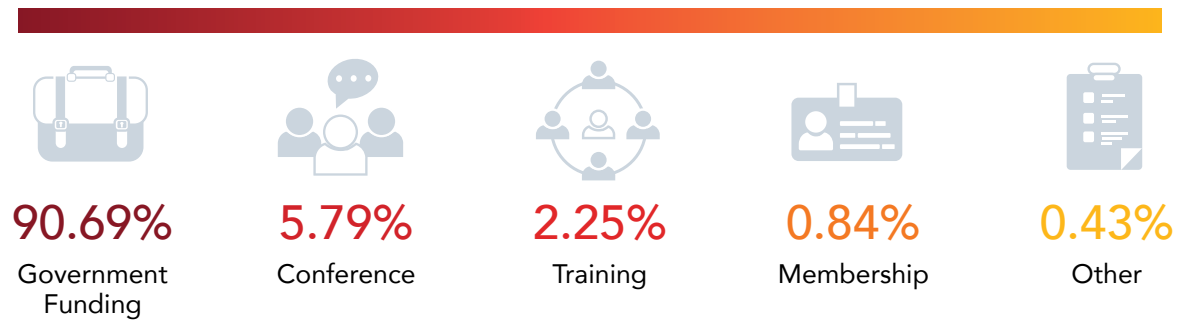
Join our mailing list to receive updates on our ongoing international efforts and partnerships.



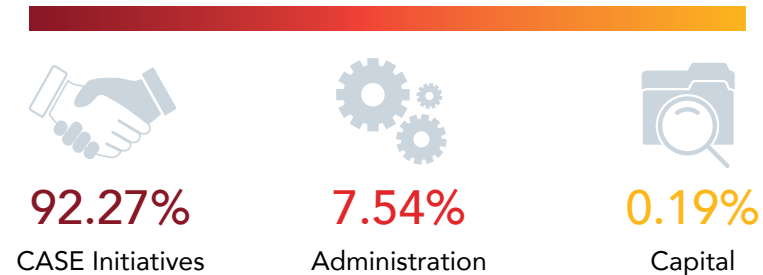
FINANCIALS

CASE's success would not be possible without our valued members and broader CASE community. We sincerely thank each of you for your continued support this year, and we look forward to the exciting initiatives and opportunities that lie ahead for the CASE community.

Revenues



Expenses



GET INVOLVED

CASE reflects the voices of our members and the supported employment sector in Canada.

Get involved and make sure your voice is heard.

Join a proactive community that is moving the needle forward on supported employment.

[Become a CASE Member today](#)

Learn about supported employment or deepen your knowledge.

[Learning and development opportunities for service providers and employers](#)

[Free resources for service providers and employers](#)

Receive and share the latest news, research, and best practices.

[Subscribe to our monthly newsletters:](#)

- ✓ **The CASE Connect** – for the supported employment sector
- ✓ **Disability Inclusion Advantage** – for employers interested in disability inclusion

Enhance supported employment in your community!

[Participate in MentorAbility to help job seekers and to introduce employers to inclusion.](#)

[Learn about innovations that could improve how you work.](#)



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