



ANNUAL REPORT

2024-2025



Letter from our Executive Director and Board President

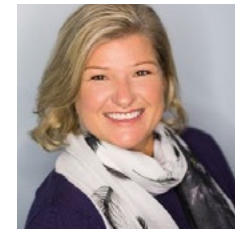
The theme for the 2024 Annual National Supported Employment Conference, Advancing in the Workplace, spoke to the advancement of workers experiencing disability as well as the larger issue of disability inclusion. When new threats to advancement in accessibility and inclusion emerged in the United States in the first months of 2025, many in our sector wondered about the future here in Canada.

As we review the work accomplished by Canadian employment service providers, employers, and the Canadian Association for Supported Employment (CASE) this past year, we are encouraged by the collaborative action to increase understanding of and commitment to employment inclusion for persons with disabilities.

- **The Innovation Lab** culminated its three-year project with the Voices of Impact document and five position papers on employment for workers from diverse communities.
- **MentorAbility Canada** was recognized with a Zero Project award!
- **Research** with Mentor Canada expanded understanding of the benefits of inclusive mentoring.
- **CASE** launched new asynchronous e-learning courses grounded in equity-focused disability inclusion.
- **CASE partnered with** Ready, Willing and Able to host focus groups to inform the development of resources for supported employment practitioners.

CASE remains committed to working with and learning from people with lived experience, professionals in the supported employment sector, and others who share our vision that all persons living in Canada experiencing disability have equal opportunity to secure and sustain meaningful employment.

We look forward to the coming year and the opportunities for partnership, learning, growth, and innovation it brings.



Annette Borrows
Board President



Joanna Goode
Executive Director

With Thanks

The supported employment sector is always adapting and innovating to ensure that programs and services meet the needs of the people we serve. Collaborations are key to identifying where change is needed, to working towards the most effective solutions, and to bringing about lasting change – for people, organizations, and communities. CASE relies on these collaborations in all that we do: initiatives, projects, research, and events.

Thank you for continuing to say “Yes” to these opportunities for shared work and greater impact.

BOARD OF DIRECTORS

We are grateful for the commitment and the breadth of supported employment experience and knowledge that each of our board members contributes to CASE governance and activities. The CASE Board of Directors remain the driving force behind CASE’s strategic growth.

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)
Edina Markovitz – Director (QC)
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

CASE could not do what we do without the daily contributions of the skilled and committed people who make up our staff team. They contribute their unique skills and experiences to ensure you receive the program opportunities, resources, training, events, and information you need to do the work. Thank you!

You can find a list of [our staff](#) and [current job postings](#) on the CASE website.

Strategic Planning and 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.

STRATEGIC PRIORITIES 2022-2025

This annual report offers the opportunity to reflect on our progress as we enter the final year of our strategic plan. We have much to be proud of and much to accomplish yet this year. While CASE remains committed to our strategic priorities as noted below, we also look forward to planning for the coming years.

CASE members and our broader network will be invited to inform the 2026-2028 strategic plan in the coming months. We thank you in advance for contributing to CASE's ongoing support of the 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.



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



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.

Building Our Membership

This past year, we remained committed to supporting our members in their vital work and to the continued growth of our CASE community.

Current membership: 88

NATIONAL SERVICE PROVIDER REGISTRY (NSPR)

The new and improved NSPR features service providers across Canada committed to employment inclusion. With a free listing on the NSPR, service providers can gain visibility among employers seeking partners for inclusive employment initiatives and workforce support.

NEW CASE MEMBER BENEFIT

A new members-only benefit was launched to complement the existing benefits that support professional development and service delivery.

- **Wellness While Working at Home Asynchronous Course (\$60 value):** To navigate the unique challenges of remote work while enhancing well-being and productivity.

We continue to partner with CASE members on projects and initiatives across the supported employment sector to advance workplace inclusion in Canada.



OUR WIDE RANGE OF EXISTING BENEFITS:

- **National Supported Employment Conference**
Discounts: Registration savings to support professional growth, skill development, and networking opportunities.
- **Extra Resources and Option to Co-Brand:** Extra resources to which you can add your logo, like PowerPoints, flyers, DEAM materials, and more.
- **Discounts on Professional Development:** Save on specialized CASE training sessions and certification programs designed to deepen professionals' practice.
- **Highlight Members Nationally:** Showcase member organizations through a Member Spotlight and promote events, programs, services, and job postings.
- **Help Shape Sector by Voting at CASE AGM:** Vote at the AGM to influence the future of supported employment (one vote per member organization).
- **Automatic Inclusion in National Registry:** Members are automatically included in the National Service Provider Registry, increasing national visibility.

CASE Initiatives

MentorAbility

CASE's MentorAbility Canada initiative is a national awareness project coordinated in collaboration with CASE members (Hub partners) in each province and territory.

In 2024-2025, over 600 mentorships were facilitated, with more than 1,300 mentorships since the beginning of the project in 2019.

This year's mentorships were facilitated by 116 mentorship facilitators. These facilitators are representatives of the hub organizations and community partners across Canada.

CASE's MentorAbility Canada initiative is honoured to have been recognized with a Zero Project 2025 Award for Employment. This award is celebrated alongside the MentorAbility partners and network in recognition of the important contributions we all make to increasing workplace inclusion.



MentorAbility Canada is grateful for the financial support of the Government of Canada's Opportunities Fund for Persons with Disabilities.

Funded in part by the
Government of Canada's
Opportunities Fund for Persons
with Disabilities

Canada



Visit our website to learn more about MentorAbility.

In 2024-2025:

13 Hubs active across the country in each province and territory

600+ mentorships facilitated

165 mentorship facilitators signed up

470+ in-person and online events reaching 21,702 employers, service providers, community partners, job seekers, and advocates

New employer and sectoral research and resources developed with strategic partners Mentor Canada, The Conference Board of Canada, and the Challenge Factory

Mentors involved represent **700** entrepreneurs and representatives from a wide range of employer organizations and sectors. In addition, **10** national employers are active in the Abilities at Work national employer committee who advise on project activities and resources.

“ The MentorAbility program is very important to spread awareness to companies. There are many wonderful individuals that have many skills that companies could benefit from.

– MentorAbility Mentor **”**

CASE Offerings

Learning and Development

CASE's Learning and Development team designs certificate programs, courses, and multimedia tools and collaborates in strategic partnerships to provide information, resources, and opportunities for career development professionals to upskill, reskill, or deepen their practice. This year, priorities were aligned with the Board's strategic direction, responsive to evolving needs in supported employment and attuned to unique opportunities across the e-learning landscape.

2024-2025:

765 learners accessed CASE's learning platform

470+ learners completed asynchronous courses

194 graduated from facilitated certificate programs

5 new asynchronous courses in both official languages were developed

1 member-exclusive complimentary course was developed

THREE CORE AREAS OF FOCUS:

1. Inclusive, Intersectional Content and Learning Design

We launched new asynchronous e-learning courses grounded in equity-focused disability inclusion and an expanded understanding of how disability intersects with other social identities and employment experiences.

New courses include: Supporting Disability Disclosure, Inclusive Recruitment, 9 Guiding Principles, Impact of Innovation, and the Strengths-Based Approach to Career Development.

2. Strategic Partnerships for Broader Impact

We strengthened and expanded partnerships to ensure quality and accessibility in professional development offerings.

Highlights include: new collaborations to develop the Strengths-Based Career Development Toolkit and digital curriculum, partnership with the National Career Development Centre for CEU-eligibility, and continued alignment with the College of Vocational Rehabilitation Professionals to offer asynchronous and facilitated CEU-approved learning.

3. Systems and Internal Capacity Building

We enhanced infrastructure to support high-quality, scalable learning experiences.

Highlights include: continued improvements to the Learning Management System, the CASE website, and systems for collaboration and project development. Additionally, we supported continued development of expertise and technical skills across the team.

CASE Initiatives

Innovation Lab

In 2024-2025, the CASE Innovation Lab (IL) collaborated with partners on creative solutions to remove systemic barriers and to facilitate employment for persons experiencing disability. In addition to supporting partner organizations from coast to coast to pilot innovative approaches to increasing employment inclusion, the project completed the following national level initiatives:

Inclusive Recruitment Webinar Series: Part 2 “Real Talk”

A panel of employers and employees shared their experiences with inclusive hiring, accommodations, and disclosure during a free live webinar.

Partnership with Tourism HR Canada’s Belong Project

The IL participated in Tourism HR Canada’s Employment Inclusion Partnership Advisory Committee and their “Belong: Building IDEAL Workplaces” project. CASE was pleased to support Tourism HR Canada’s first fully inclusive webinar for the tourism sector.

National Awareness of Workplace Inclusion

In October, ads celebrating DEAM appeared on digital billboards in airports and shopping centres across Canada. Accessible workplaces and disability inclusion were highlighted in articles in Maclean’s and the Toronto Star.

The CASE Innovation Lab is funded by the Government of Canada’s Sectoral Workforce Solutions Program.

Funded in part by the Government
of Canada’s Sectoral Workforce
Solutions Program

Canada

Research Partnerships for Employment and Intersecting Identities

The IL partnered with organizations to develop position papers that explored employment experiences for persons experiencing disability with intersecting identities:

- women and gender-diverse persons (DAWN Canada)
- Indigenous persons (Community Futures Treaty Seven)
- youth (CCRW)
- persons living in rural and remote communities (Aspect BC)

To cap off the IL’s three-year project, the Voices of Impact book illustrates the tangible impact of thoughtful, personalized approaches to supported employment. It is a testament to how collaboration, innovation, and empathy can empower individuals and reshape traditional employment practices.

Read the Voices of Impact [on the CASE website](#).

CASE Offerings

Communications

During 2024-2025, CASE continued to expand its national reach and to prioritize the dissemination of evidence-based best practices, in both English and French, through various communication platforms.

NEWSLETTERS

Over the years, our newsletter subscriptions have steadily grown, reflecting our commitment to keeping our community informed and engaged. CASE offers two monthly newsletters:

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

Disability Inclusion Advantage shares information with employers on inclusive hiring practices and creating an inclusive workplace culture.





Current subscribers: **5000+**

CASE BLOG

In 2024-2025, we published **44** blog posts.

SOCIAL MEDIA

CASE actively engages on social media platforms, and our followers have steadily increased across all channels over the years.

	 Facebook	 X	 Instagram	 LinkedIn
2022-2023	1,655	1,567	439	1,559
2023-2024	1,877	1,656	568	2,299
2024-2025	2,116	1,626	678	3,497

Follow or like us on [LinkedIn](#), [Facebook](#), and [Instagram](#)

[Subscribe to our newsletters](#). [Visit our website](#) and [our blog](#).

CASE Initiatives

DEAM

Every October, CASE proudly celebrates Disability Employment Awareness Month (DEAM). DEAM is an opportunity to celebrate and discuss disability employment inclusion and to collaborate to increase inclusive hiring.

In 2024, our sixth year recognizing DEAM, CASE led three impactful activities:

- **#31DaysofDEAM** – Every day in October, we shared DEAM highlights and stories about workers who experience disability and organizations committed to inclusion.
- **Cheers to Inclusion!** – Events brought together employers and service providers in celebration of disability-inclusive workplaces. The Cheers to Inclusion! toolkit provided postcards, bookmarks, posters, and digital resources that could be co-branded with organizations.
- **DEAM Proclamation Toolkit** – The toolkit supported efforts to approach provincial representatives about proclaiming October DEAM.



Light It Up! For NDEAM 2024®

MentorAbility Canada and JobsAbility Canada collaborated with the Ontario Disability Employment Network (ODEN) in support of ODEN's Light It Up! For NDEAM® campaign. Well over 800 locations in 200 communities across the country were lit up in purple and blue!



CASE Initiatives

Conference and Awards

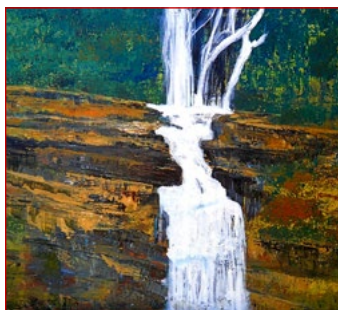
CASE and SARC welcomed more than 330 attendees to the **29th Annual National Supported Employment Conference, Advancing in the Workplace**, June 11-13, 2024, in Regina, Saskatchewan.

Guest speaker, Dr. Jessica Dunkley, shared her story about breaking barriers to become the first Deaf Métis physician in Canada. Popular session topics this year included self-employment and persons experiencing intellectual disability, as well as current focus areas in the sector, like neurodiversity, intersectionality, and well-being.

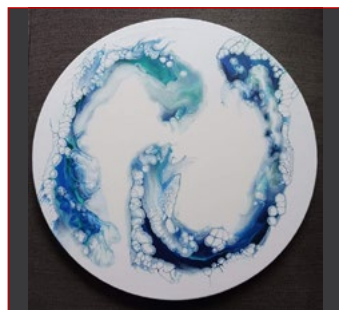
Thank you to our sponsors and to all the volunteers without whom this conference would not have been possible.

ART CONTEST WINNERS

Karen Colville, a recognized Western Canadian nature painter



John Darveau, an artist from Saskatchewan who creates colourful projects



2024 AWARDS

Every year, CASE celebrates outstanding contributions by leaders and role models who demonstrate an ongoing commitment to reducing barriers to employment for persons experiencing disability and to building diverse workforces.

The CASE Wiltshire Award of Excellence in Supported Employment

Ashlea Larson, Autism Resource Centre

Ashlea introduced innovative practices to the Autism Resource Centre to increase labour market participation for job seekers with autism. After identifying gaps, she developed a new Employment Readiness Program and introduced HR software evidencing qualifications.

The CASE Mark Wafer Award for Business Excellence

Kari Cook and Elaine Morris, Anne Ross Day Nursery

The Anne Ross Day Nursery is a role model for inclusive hiring practices and community engagement. Abilities are at the forefront of hiring and feedback is tailored to each employee's unique needs. Training and resources help all employees understand how to foster an inclusive workplace culture.

The CASE Phillip Emmerson Award for Employment Excellence

Wanda Deschamps

Wanda is the founder and principal of Liberty Co, a consultancy focused on increasing neurodiverse employment with an emphasis on autism due to her own midlife diagnosis. She is the catalyst behind the hashtag Women4Women collective and an advocate for autistic women.

CASE Initiatives

Global Engagement

To stay informed and to share research and best practices, CASE engages with organizations and initiatives involved in supported employment and disability inclusion around the world. These cross-border relationships support our own learning, create opportunities for international partnerships, and help to strengthen the position of supported employment on the world stage.

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. To receive the WASE newsletter, please sign up by visiting WASE.ca.



MentorAbility Recognized with Zero Project Award

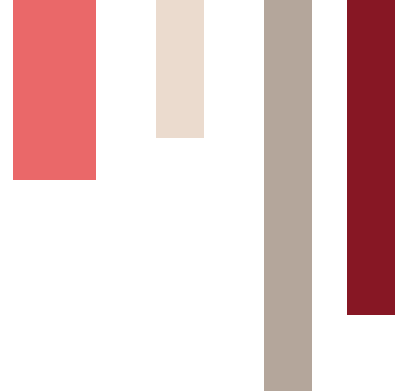
MentorAbility Canada has been recognized as a 2025 Zero Project Awardee. CASE is honoured to see our work highlighted among global innovations that make a meaningful impact. We celebrate this award alongside our MentorAbility Hub partners and the service provider, employer, and strategic partners with whom we collaborate to deliver this initiative across Canada.



Global Leadership Exchange

CASE continues our involvement with the Global Leadership Exchange, supporting knowledge-sharing with leaders in disability and mental health from countries around the world. The next Global Leadership Exchange will be held in Canada in 2026, and CASE is fortunate to partner with CCRW and Avalon Employment to host the employment match.





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

95.12%



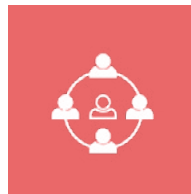
Government
Funding

3.38%



Conference

1.12%



Training

0.27%



Membership

0.12%



Other

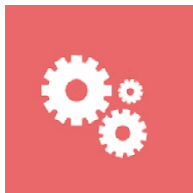
EXPENSES

92.41%



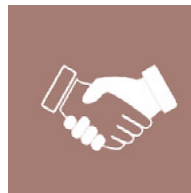
CASE
Initiatives

6.71%



Administration

0.88%



Capital



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](#)

Enhance supported employment in your community!

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

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