A Message From our Board of Directors

This has been another exciting year for CCRW! We are proud to have accomplished our 2014-15 goals and to be on track moving forward. In keeping with the goals of CCRW, the staff has been working hard to develop various projects. The following goals give a hint of some of these efforts:

Be known. Through various media and marketing tools, we have made CCRW more visible to funders, employers, clients and the general public.

Demonstrate unique knowledge. CCRW is continuing to work on measurable statistical information that can be used to help develop new partnerships and provide relevant information to those who require it.

Changed culture within CCRW. Reporting has been modified and we are reviewing and changing policies to meet current trends on an ongoing basis.

Enhance infrastructure (internal process/systems). Our IT needs have been analyzed and now meet our expectations. We are also happy to announce that our National Office will be moving in 2016 to a location that better suits CCRW.

Enhance funding, budgeting and financial management. Programs have been reviewed and revised to better meet financial needs, and a Resource Development department established.

To all the staff of CCRW from coast to coast, thank you for all your hard work and dedication. To our various funding agencies, thank you for continuing to believe in CCRW, our Vision and our goals. To our CEO, Maureen Haan, thank you for your hard work through yet again many changes—your vision of partnerships for CCRW is in action. Finally, to our Board of Directors, a heartfelt thank you for your leadership, skills and expertise. Your support to CCRW is paramount to our success.

Jennifer Dinn, Board Chair
A Message From our President & CEO

At CCRW, we have a strong Vision, an inspirational Mission and key Values. We are excellent at what we do. The testimonials in this report will demonstrate how we touch lives on a daily basis.

However, sometimes we need to qualify our work in different ways. One question I was asked earlier this year is “What is the CCRW return on investment?”

I believe this best explains our return on investment (ROI): David is a client of CCRW and lives in Vancouver, BC. After a number of years of being unemployed, he was hired at close to full-time work. He is happy; his energy is so strong that it is contagious. He is committed to his position, and is a great employee. He gives importance to his duties and is punctual and responsible. And David was retained at his job.

David has a great story. Now, let’s understand his story as a return on investment. The minimum amount David was receiving from disability supports was $908.42 per month. It is important to note, this amount does not include the costs of medical benefits, any additional disability tax credit or supports David may have been receiving. Based on this number, the total for one year of income support for David was $10,901.04.

Now David is working, and he is off disability supports and is paying taxes on his income.

Because David is working, he has lessened his chance of developing a mental health issue, as well as lessening his support on publicly funded assistance, such as hospital ER visits and clinic visits. And, CCRW did all of this for an average of $4,700.94. Even without the social benefits to the economy and the diversity benefits to the employer, we can say this is a huge success. In fact, the return on investment without further calculations is $2.32. For each dollar invested in a client like David, we’ll turn that into $2.32. That makes good business sense for the government, for Canadian citizens and for employers hiring people with disabilities.

I know I speak for the CCRW team when I say we are proud to acknowledge both the social and economic benefits to hiring people with a disability, and we are eager to continue our work to further shape the landscape of Canada in the coming year.

Maureen Haan
President & CEO
# Employment Services for People with Disabilities

## Employment Interventions Offered

<table>
<thead>
<tr>
<th>Program Title</th>
<th>Location(s)</th>
<th>Hard Skills and Certifications</th>
<th>Soft Skills and Pre-Employment Training</th>
<th>Job Search Support</th>
<th>Wage Subsidy</th>
<th>Employment Maintenance/Job Coaching</th>
<th>Employer Consultation/Awareness Building</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Services (ES)</td>
<td>Moncton, NB</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Ontario Workplace Inclusion Program (OWIP)</td>
<td>Durham Region, ON</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
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<tr>
<td>Partners for Workplace Inclusion Program (PWIP)</td>
<td>St. John’s, NL; Saint John, NB; Winnipeg, MB; Saskatoon, SK; Surrey, BC</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Ready to Work Inclusion Program (RWIP)</td>
<td>Kentville, NS; Kitchener/Waterloo, ON; Moose Jaw, SK; Prince Albert, SK</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Workplace Essential Skills Partnership (WESP)</td>
<td>Toronto, ON</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Youth The Future (YTF) and Training and Employment New Brunswick (TEN)</td>
<td>St. John’s, NL; Corner Brook, NL; Bridgewater, NS; Sydney, NS; Amherst/Truro, NS; Oshawa, ON; Halton/Peel, ON; Saint John, NB; Moncton, NB; Miramichi, NB; Fredericton, NB</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

## Employer Support Programs

**Job Accommodation Service® (JAS®)** supports employers to accommodate employees with disabilities. A Canada-wide bilingual service, JAS® offers advice, consultation and assessment services to public and private sector employers of all sizes.

**New Brunswick Employer Support Service (NBESS)** supports employers across New Brunswick with the hiring and retention of persons with disabilities, and advancing diversity in the workplace.
CCRW Programs and Services receive funding in part from various levels of government. In 2014-15, funding was received from:

**Government of Canada:**
- National Projects Opportunities Fund: Partners for Workplace Inclusion Program (PWIP) Ready to Work Inclusion Program (RWIP)
- Regional Opportunities Funds: Ontario Workplace Inclusion Program (OWIP) Training and Employment New Brunswick (TEN)
- Regional Employment and Social Development Canada (ESDC) Skills Link: Youth The Future (YTF)
- ESDC Income Security and Social Development Branch, Office of Disability Issues: Resource Development Program (National Office)

**Provincial Governments:**
- Government of Ontario, Ministry of Training, Colleges and Universities (MTCU): Workplace Essential Skills Partnership (WESP)

- PWIP Surrey, BC
- PWIP Saskatoon, SK
- RWIP Moose Jaw, SK
- PWIP Winnipeg, MB
- RWIP Prince Albert, SK
- TEN Miramichi, NB
- TEN Moncton, NB
- TEN Fredericton, NB
- TEN Saint John, NB
- PWIP Saint John, NB
- WESP Toronto, ON
- JAS® Toronto, ON
- National Office, Toronto, ON
- PWIP Oshawa, ON
- YTF Halton/Peel, ON
- YTF Oshawa, ON
- YTF St. John’s, NL
- PWIP St. John’s, NL
- YTF Corner Brook, NL
- NBESS Moncton, NB
- ES Moncton, NB
- YTF Sydney, NS
- YTF Amherst, NS
- YTF Truro, NS
- RWIP Kentville, NS
- YTF Bridgewater, NS
BUILDING PARTNERSHIPS TO WORKING WITH COMMUNITIES

CCRW has nurtured ongoing relationships and forged new partnerships with communities across the country. Community engagement is an integral component of CCRW’s success. Sharing resources, supporting partner organizations and participating in events like New Brunswick’s Disabilities Awareness Week assist our staff to ensure services are in line with current regional needs.

WORKING WITH EMPLOYERS

CCRW prides itself on excellence in employer relations and engagement. We work together to ensure that we understand the needs of the employers and that they understand the benefits of hiring and retaining a person with a disability.

Employer Engagement activities include:
- JAS® consulting and assessment services
- Business Advisory Committees
- Awareness training and seminars
- Skills Training Partnership (STP)® presentations
- WORKink® accessible job-post site

“We have hired many CCRW-OWIP clients and always found them to be keen, hardworking and job ready. CCRW are our number one choice for new employees.”

- Sue Pontis, Co-Owner, One World World Buffet

2014-2015 EVENTS

EMPLOYMENT SUPPORT
The WESP program hosted a Career Fair for professionals with disabilities on October 15th, 2014. The event was attended by nearly 500 job seekers with disabilities and 20 employers from a variety of sectors including finance, communications, travel and not-for-profit.

EMPLOYER ENGAGEMENT
The PWIP program hosted a series of Business Awards Luncheons across the country. BALs were attended by a variety of stakeholders including political, social and community leaders, employers and PWIP clients. This successful model has been mirrored in other CCRW programs across the country.

COMMUNITY ENGAGEMENT
The ES program opened its doors to the community with an Open House in December. CCRW clients and staff from ES, NBESS, TEN and PWIP were involved with New Brunswick’s Disability Awareness Week, participating in the Walk n’ Roll and hosting various events.
SUPPORT AN INCLUSIVE NATION

WORKING WITH GOVERNMENT

CCRW works closely with various levels of government both with funding initiatives for direct service, and also by education of government staff, assessments and consultations. This important work leads to insights and has resulted in changes in policy and program design to ensure full understanding of the issues around employment of Canadians with disabilities. This long-term relationship has improved the understanding of the business case for employing Canadians with disabilities into meaningful jobs and careers, and how government can respond properly to this important work.

For 2015-16, CCRW will continue with government discussions in the area of employee retention statistics, funding for accommodations, policy development, evaluation measures and episodic disabilities in employment. We look forward to our joint work.

Talent Untapped—A Film About Breaking Barriers

CCRW shared resources and offered support to filmmaker Anna-Karina Tabunar for her documentary film project “Talent Untapped.” The film, set for release in December 2015, documents the barriers to employment experienced by Canadians with disabilities as well as the business case for supporting an inclusive workplace.

“Inclusion is not about bringing someone into your space— inclusion is about making space for everyone.”

- Maureen Haan

Pictured: Senator Jim Munson, Anna-Karina Tabuñar and Maureen Haan
CCRW’s Ready to Work Inclusion Program (RWIP) was an employment project that supported people with disabilities in returning to work. This was accomplished through a 6-12 month wage subsidy placement, accompanied by support for employers to train, accommodate and retain employees with disabilities. Funded in part by the Government of Canada’s Opportunities Fund, RWIP supported job seekers with disabilities and employers in Moose Jaw, SK; Prince Albert, SK; Waterloo, ON; Kentville, NS; and consumers of Community Living Toronto, in Ontario. This 18 month pilot project came to a successful conclusion on March 31, 2015.

CCRW’s RWIP program boasted many successes, including reaching 88% of employment targets with 106 persons with disabilities either securing employment or returning to school. Wage subsidies were framed to employers as a means of recruiting, training and accommodating a new staff member.

One of the strengths of RWIP was access to accommodation funds for each client. The ability to secure assessments and utilize CCRW’s Job Accommodation Service® for clients with complex needs was essential to ensuring a successful transition to employment.

Employers reported valuing CCRW services and the RWIP program for 2 primary reasons: we provided pre-screened applicants who “matched” their hiring needs; and we provided ongoing monitoring and support to both the employer and the client to ensure a successful transition.

As in all CCRW programs, the RWIP process was client-driven; we support job seekers as they lead the way to long-term success. We are proud to have helped so many individuals and employers to reach their goals!

“My greatest area of growth has been in my self-confidence; I now believe I have many valuable skills and talents to contribute and that I am an asset to the workforce.”

- Client, RWIP
Ahmed’s Ambition: A Success Story

I would like to thank CCRW for the assistance that they provided to me. Prior to joining the WESP program I went from one agency to another with little success. I knew about WESP but was hesitant to join, thinking it would be just like other organizations. I decided to give it a chance—I wasn’t disappointed—the classroom sessions were outstanding, and working with the Job Developer was incredibly helpful.

Finding opportunity was very difficult. I never gave up. CCRW staff were always there to assist me, providing the resources I needed and connecting me with the right contacts. I attended the Career Fair and created valuable connections with employers. With CCRW support I was able to secure the career I was looking for.

Today, I’m completing an internship at RBC as an Analyst, Funds and Data Reporting. RBC has been very accommodating, working with inclusion experts to assess my needs. They have provided me with accommodations including JAWS (a screen reader). I feel extremely blessed to be a part of such a caring and adaptive organization.

My goal is to turn this internship into a permanent role, and to work my way up to a senior position at RBC.

CCRW has made a significant difference in my life. I wouldn’t be where I am today without the supportive staff. Thank you WESP staff! Thank you for all you have done for me and know that you have a lifetime supporter in me!

- Ahmed Abukar

CCRW’s Job Accommodation Service® supports employers across Canada.

In 2014-15, JAS® helped 307 employees with disabilities like Ahmed identify and retain the accommodations and adaptive equipment they require to be successful in their role.
THANK YOU TO OUR 2014-2015 DONORS AND SPONSORS

Accenture  Hewlett-Packard  South East Regional Adult Learning Board  Telelink
Air Canada  Keyin College  SGI Canada  The Raging Spoon
BMO  Manitoba Hydro  Steele Hotels  Top Notch Employment Services
Cameco  Occupational Concepts  TCE Canada  Workplace Health, Safety and Compensation Commission
Canadian Tourism College  RBC  TD
FS Financial Strategies  Scotiabank

2014 marked a new milestone for our organization with development of CCRW’s Resource Development Program to diversify funding sources. As we move forward, resource development will help CCRW remain sustainable, strengthen existing partnerships and forge new ones in support of continued excellence in service for people with disabilities across Canada.

Board of Directors
Ms. Jennifer Dinn, Chair
Ms. Ashley Caldwell, Vice-Chair
Mr. Al Tinney, Treasurer
Ms. Kathy Malley, Secretary
Mr. Leigh Derry, Director
Mr. Naqsh (Nick) Kochar, Director
Ms. Carol Thiessen, Director

The CCRW Board of Directors

The Board of Directors in itself is growing and fulfilling the needs of CCRW as we seek out the competencies and expertise that will help make vital decisions at the Board level. We welcomed Nick Kochar to the Board in 2014-15 and are pleased to welcome Jon Wollaston in 2015-16. Both offer valuable insight to the organization with their expertise in marketing and finance. I would also like to thank Leigh Derry for his hard work over the last number of years as his term with the CCRW Board comes to an end.

A Special Thank You and Farewell

As we start our next year with CCRW, we would also like to take the opportunity to announce that Venatius Babu has retired from CCRW as our Vice President & CFO, effective August 2015. Venatius has worked with CCRW for 18 years. He has been an integral part of the organization, and his hard work will not be forgotten. On behalf of everyone at CCRW, we would like to both congratulate and thank Venatius!
During this fiscal year, CCRW achieved a slight financial surplus of $58,073, indicating stable financial performance and appropriate expenditures. Slightly increased revenue from government sources ($4,663,792) and non-government sources ($587,851) supported CCRW in serving people with disabilities to find or retain employment, or return to school.

### Financial Overview—Fiscal Year 2014-2015

<table>
<thead>
<tr>
<th></th>
<th>2015</th>
<th>2014</th>
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</thead>
<tbody>
<tr>
<td><strong>Revenues</strong></td>
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<tr>
<td>Grants and Contributions—Federal Government</td>
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<td>$3,404,114</td>
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<tr>
<td>Grants and Contributions—Provincial Governments</td>
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<td>Training and Consulting</td>
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<td>$557,364</td>
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<tr>
<td>Memberships, Donations and Other</td>
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<tr>
<td></td>
<td><strong>$5,251,643</strong></td>
<td><strong>$4,984,972</strong></td>
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<tr>
<td><strong>Meeting and Operating Expenses</strong></td>
<td>2015</td>
<td>2014</td>
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<tr>
<td>Salaries and employee benefits</td>
<td>$2,567,983</td>
<td>$2,568,067</td>
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<td>Training, course fees and supplies</td>
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<td>Rent, HST and amortization</td>
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<td>Communication, translation, maintenance, supplies and other project costs</td>
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<td>Consulting, accounting and legal</td>
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<td>Project administration and support</td>
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<td>Disability accommodation</td>
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<td>Travel</td>
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<td>Advertising and promotion</td>
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<td>Executive and meeting expenses</td>
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<td></td>
<td><strong>$5,193,570</strong></td>
<td><strong>$4,978,295</strong></td>
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</table>
CCRW is the pre-eminent Canadian centre of excellence on the economic, social and psychological aspects of disability (be it one or more physical, sensory, medical, learning or mental health disability), as it effects people’s ability to seek, acquire and retain productive employment.

Charitable Number: 11883 0611 RR0001

www.ccrw.org 1-800-664-0925 info@ccrw.org

For a digital version of this Annual Report, please go to www.ccrw.org/userfiles/AnnualReport2014_15.

Please contact us if you would like to receive this report in an alternative format.