



Canadian Council on Rehabilitation & Work

Annual Report 2022/2023



**Leading the way
to accessible
employment**



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Leading the way to accessible employment

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Message from the President & CEO

Canada, we've been through a lot. The whole world has changed in a few short years. We are now left dealing with priorities in our society that we have never seen before – massive labour shortages, increases in talent demand, and soaring economic pressure, just to name a few.

But there is a bright future when we view these challenges with an innovation lens.

Labour shortages can often be mitigated by simple workplace adjustments or policy revision; the talent needed to push our economy forward can be found within a Canadian pool of workers with disabilities; and the soaring economic pressure can be alleviated by ensuring our workplaces are accessible. Some experts have estimated that closing the gap of employment for people with disabilities would drive a gain of as much as \$54 billion in the Canadian GDP.

As we have been for almost 50 years, CCRW is here to help alleviate the pressures facing us now. Think innovation. Think inclusion. Think CCRW.

-Maureen Haan, President and CEO of CCRW



Meet Our Board Members



Naqsh Kochar
Chair



Kathy Malley
Secretary, Past Chair



Jennifer Dinn
Treasurer



Gary Robertson
Director



Wendy Braithwaite
Director



Ali Hamed
Director



André Laperrière
Director



Tony Dolan
Director

Who We Are

CCRW is a national not-for-profit organization that exists to promote and support meaningful and equitable employment of persons with disabilities.

At CCRW, we offer job search assistance, employer supports, accommodation assessments, consulting services, and a variety of workshops. Additionally, we provide a range of services for employers, from consulting, to hiring and retention, and disability confidence training.

Whether you are a job seeker living with a disability or an employer looking to tap into a talented pool of candidates, CCRW will partner with you to meet your unique needs and help you succeed.



Vision, Mission, and Values

Above all, we believe that the CCRW exists to create an environment where persons with disabilities may attain equality of opportunity



Vision

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 they impact people's ability to seek, acquire and retain productive employment.



Mission

To promote and support meaningful and equitable employment of persons with disabilities. As innovators and agents of change, we build partnerships, develop skills, share knowledge and influence attitudes.



Values

We recognize the capability of persons with disabilities and support their choices for equitable and meaningful participation in society.

We believe that we achieve our mission through partnerships, teamwork, cooperation, trust and mutual respect among and with all stakeholders, employees and volunteers.

We believe that we are responsible to those persons we serve, and hold accountability to our stakeholders, members, community at large and our benefactors.

Above all, we believe that the CCRW exists to create an environment where persons with disabilities may attain equality of opportunity.

As a national registered not-for-profit organization committed to supporting and promoting the meaningful and equitable employment of persons with disabilities, we believe that it is essential to partner and form alliances with groups and organizations representing persons with disabilities; and to work closely with all levels of government to influence change in policy reflecting a strengthened commitment to person with disabilities.

CCRW Locations

CCRW boasts a widespread and impactful presence across Canada, with seven strategic hub locations in Vancouver, Winnipeg, Toronto, Ottawa, St. John's, Moncton, and Halifax. Our hub locations are where our full scope of services can be accessed by employers and job seekers with disabilities. Our hub locations also support satellite locations, which offer a more targeted focus of our services.

Our satellite offices are located in Surrey, Scarborough, Saskatoon, Charlottetown, Saint John, Oshawa, Moose Jaw, Kitchener, and Halton-Peel. This extensive network underscores CCRW's commitment to breaking down barriers, promoting accessibility, and advocating for equal employment opportunities for all Canadians.



Employment Services

Supporting job seekers, workers, and
employers across Canada



Job Seekers and Workers

CCRW is a full-service employment organization that uses an intersectional approach to offer support and training for job seekers and workers with disabilities. Our services include:



01

Support

Resume and cover letter support, supportive job search, ongoing follow-up after your services, and transitional support to a new job

02

Training

1-on-1 employment goal planning and coaching, interview skills practice, workshops, eLearning, and certifications

03

Expertise

Requesting accommodations, disclosing a disability, pre-employment and workplace assessments, access to CCRW's robust Career Management Portal



TESTIMONIALS

Emily

“CCRW is an organization that helps people with disabilities and they helped me with job coaching. CCRW is a great organization, I found all the support I needed.”

Keisha

“CCRW offered me support in the job search by giving me a lot of different trainings, helping with my confidence. resume building, interview skills, as well as some career aptitude tests to point me in the right direction for a career that was aligned with my interests.”

Myles

“CCRW taught me how to revamp my resume as well as all the ins and outs of the job search, they also connected me to my employer which ended up getting me a job.”

Employers

CCRW offers resources and expertise to employers looking to hire inclusively and create a more accessible workplace. Our aim is to break down barriers and foster a more inclusive work environment for everyone. Our services include:

01

Recruitment

Recruitment of skilled and motivated candidates

02

Onboarding

Ongoing support with employment of a CCRW candidate including: Job coaching, awareness training, accommodation and adjustment supports, and performance support

03

Financial Resources

Financial resources related to employee onboarding

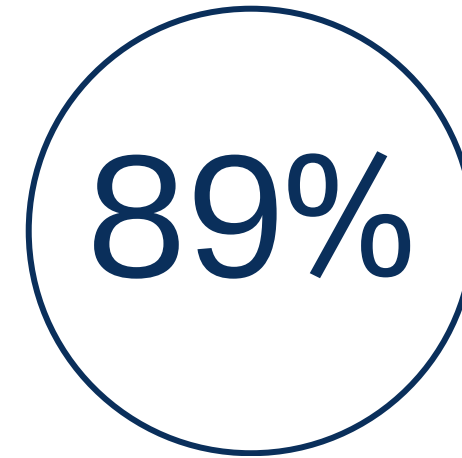
2022/2023 Highlights

Insights and Key Metrics

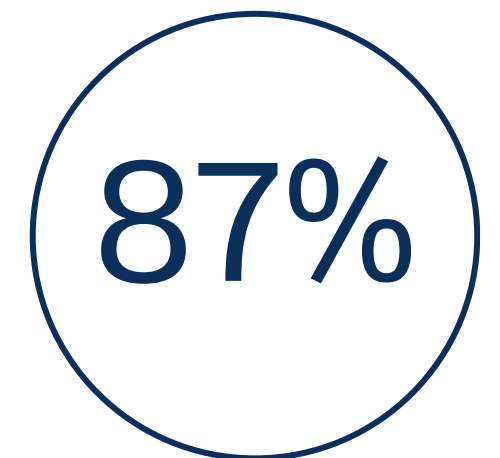


Key Metrics & Achievements

Insights from a comprehensive survey showcasing CCRW's success in supporting businesses and fostering high levels of employer contentment



Of employers saw a boost to staff morale after implementing workplace accommodations



Of employers felt somewhat or very prepared to meet the needs of an employee with a disability after working with us

Benchmarks & Progress

CCRW's job seeker survey highlights remarkable success - Unveiling CCRW's impact in nurturing career aspirations and delivering satisfactory employment outcomes

83%

83% of job seekers were happy with their “job fit” – how their current job matches their skills, qualifications, and talents.

75%

75% of job seekers said CCRW helped them get their current job

77%

77% of job seekers noted that CCRW had either a direct or indirect role in supporting them to obtain employment.



2022/2023 Milestones

A chronicle of key events and achievements in advancing inclusion, employment, and community impact





CCRW Ottawa Grand Opening

This past year CCRW was ecstatic to establish an office for serving clients in the capital of our country, Ottawa. We're fortunate through our funding to be able to expand our services and have six staff members on-site who are partnering with other community organizations, reaching out to employers, and supporting job seekers and workers with disabilities.

Our office is strategically located to be near the government for events and networking as we continue to advocate for the rights of persons with disabilities in the workplace. For instance, our CEO Maureen Haan had the opportunity to speak with Prime Minister Justin Trudeau at an early celebration in Ottawa for the International Day of Persons with Disabilities.

We were thrilled to host a grand opening of our office where we hosted the Honorable Carla Qualtrough, the then Minister of Employment, Workforce Development, and Disability Inclusion. Our office location in Ottawa is shared with our partners, DAWN Canada, Inclusion Canada, and Indigenous Disability Canada. It has been great partnering with them and working together to make the workforce in Canada more inclusive of persons with disabilities.

Ottawa Grand Opening

A Visual Journey of Inaugural Moments and Community Engagement





Expanding Our Services

Not only were we able to open an office in Ottawa during the 2022-2023 year, but we were also granted new funding that allowed us to support more job seekers, workers, community partners, and employers across Canada.

With a rising demand for virtual services and a growing desire for virtual self-directed learning, we spent this past year investing in developing an eLearning library for CCRW's job seekers and workers. We converted our workshops that have been developed and fine-tuned over the years for job seekers into self-directed learning so that job seekers can be empowered to learn on their own time. This also allows job seekers to craft their own learning journey and to go through our learning library and select the courses that align with their goals most.

Funded by the Federal Adult Learning, Literacy, and Essential Skills Women's Employment Readiness Program from the Government of Canada, we were able to target our services towards women with disabilities across Canada. We leveraged our pre-employment training to equip women who are new to the workplace and our skill-based training to support women looking to grow and reach their employment goals. Through this funding we added more human resources behind our virtual services and expanded our in-person support in Halifax, Ottawa, Saskatoon, and Winnipeg.

Expanding Our Services

We also launched a Skills for Success training program funded through the Federal Adult Learning, Literacy, and Essential Skills Program through the Government of Canada. This funding allowed us to further develop our eLearning library and focus on the skills encompassed within the Skills for Success model.

Over the course of this funding, we're working towards having a publicly available eLearning library that allows anyone with a disability to learn more about these important skills.

Lastly, CCRW received funding through Sectoral Initiatives Fund through the Government of Canada to launch our Employment Services targeted towards those working towards their Red Seal certification. This was initially targeted towards Manitoba and British Columbia, but we look forward to expanding this nationally in the coming year. We have been focused on building connects with colleges, employers, and apprentices and tailoring our services to the trades in Canada.



Coming Together Post-COVID-19

For the first time we were able to gather all CCRW staff for a Congress in Toronto. It was an amazing time bonding as a team, meeting co-workers for the first-time face to face, and to discuss the future of our organization.

A team of our staff planned out this event and created space for all of us to connect and get to know one another. This was also a strategic time for our organization to build our team and network with co-workers from all across Canada. We also were able to take in training together, specifically around supporting people's mental health.

During this event we also took the time to honor some of our staff with awards that were voted on by their colleagues. We also had a little (a lot) of fun together.





Unveiling Innova

Inclusive Solutions for an Enhanced Workforce

About INNoVA

In 2022 we were excited to announce the launch of our for-profit entity, INNoVA, marking a significant milestone in our journey. INNoVA is an innovative employment strategies firm focused on creating dynamic inclusion for Canadian workforces. INNoVA's mission is to remove barriers and cultivate individualized employee experiences that drive engagement and business success. With a focus on customized employment solutions and a vision for a more equitable future, INNoVA is guiding business to evolve to where diversity is organic, potential is maximized, and economic growth is fulfilled. As a partner organization of CCRW and its' 45 years of experience in disability inclusion, INNoVA understands that disability is critical for the true inclusion of everyone in the workplace.

INNoVA Services

INNoVA provides comprehensive guidance and strategies to help businesses create accessible and inclusive workplaces. All INNoVA services are designed for businesses to remove barriers from their formal and informal processes and practices, and to develop customized solutions to foster a more inclusive work environment and attract and retain diverse talent. INNoVA Services include:

- Accessibility Consulting
- Employment Strategies Exchange (ESX)
- adVISOR
- Business Intelligence
- IN-Pulse

#TheInnovaSolution | To Learn More:

www.theinnovasolution.ca

info@theinnovasolution.ca



Trends Report

Making Waves in the Current Canadian Labour Market

[Download the Report](#)

Issue Report 1: A Retrospective Look at Accessibility & Disability Inclusion in Canada for a retrospective exploration of disability and work in Canada.

Issue Report 2: Inclusion, Diversity, Equity, and Accessibility Trends in Canada to learn more about current context in diversity, inclusion, equity, and accessibility, and the value they can bring.

Issue Report 3: COVID-19 and Work – Where We’ve Been & Where We’re Going for a deep dive into how businesses can adapt and thrive in the ‘new normal’ of our post-pandemic world.

Issue Report 4: Looking to the Future – How the Accessible Canada Act (ACA) Changes the Game for a comprehensive walkthrough on what the upcoming ACA means for your business, and how you can prepare.





Grant Funded Research

In 2023, CCRW's Research Team began executing two grant-funded research projects



Knowledge Mobilization

2022-2023 Trends Report

Research produces an annual trends report that examines new data, current issues, and emerging trends in disability and work. The 2022-2023 Trends Report, “Making Waves in the Current Canadian Labour Market,” was produced in collaboration with INNOVA. This report covered topics such as the history of disability policy in Canada; intersectionality and accessibility; adapting to the post-pandemic working world, and what the Accessible Canada Act means for Canadian businesses. In addition to the written report, Research also produced an audio version of the 2023 Trends Report.

Evaluation

Research conducts measurement and evaluation for CCRW Employment Services and overall organizational success. Measurement is a critical tool for quality assurance and quantifying impact; informing future program development; and gaining meaningful feedback from the community. Organizational measurement is conducted in alignment with the Performance Measurement Framework and shared in Quarterly Reports, while funded programs are evaluated in alignment with their unique funder requirements, logic models, and evaluation frameworks.

Mobilizing Evaluation Research: Live Work Well Conference

Research and CCRW Employment Services staff mobilized information on the impact of the Empower program at the 2023 Live Work Well Conference hosted by Guelph University. Research presented success metrics and service outcomes of Empower participants, as well as the barriers participants experienced in their job search journeys.

Evaluation Dashboards

Research created visualization tools to showcase evaluation data collected from eLearning, survey, and Salesforce files. The Skills for Success (SFS) dashboard visualizes the improvement in the nine SFS following candidates' participation in eLearning. It also shows the most popular SFS courses at CCRW and candidates' satisfaction with the course delivery (net promoter score). The Quarterly Report dashboard captures key reporting metrics including service outcomes, industry and occupation data, candidate satisfaction with CCRW services, and employment equity information.



Financial Report



FINANCIAL REPORT

CCRW's full financial statement for 2022-2023 can be found on our website.

Revenues



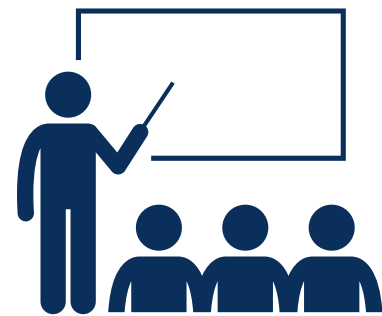
91.64%

Government



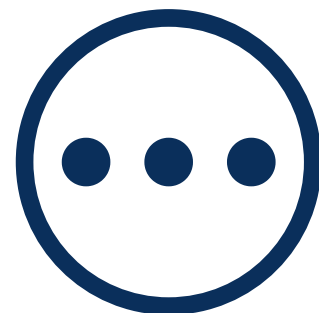
2.34%

Investment Income



4.96%

Training



1.06%

Other

Expenses



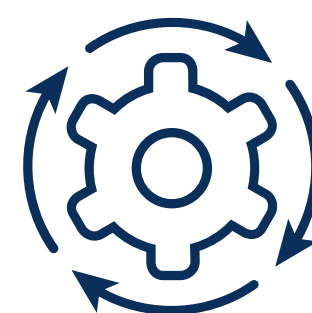
41.48%

Staffing & Consultation



37.18%

Participant Expenses



13.67%

Operations



7.67%

Other

SPECIAL THANK YOU

Our mission is made possible by the
dedicated support of our funding
partners, and we extend our sincere
appreciation for their instrumental role.

Canada 

New Brunswick Nouveau
Brunswick
C A N A D A

Ontario 

Saskatchewan 

THANK YOU

For your support and for
embarking on the journey to
inclusivity with us

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