



**SOUTIEN À LA PERSONNE HANDICAPÉE
EN ROUTE VERS L'EMPLOI AU QUÉBEC**
(Support for disabled people seeking employment in Québec)

2007-2008 ANNUAL REPORT

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A word from the chairman

I take great pride in presenting SPHERE-Québec's annual report for 2007-2008.

Once more this year, SPHERE-Québec has been able to count on its partners to accomplish its mission. Whether it be by means of regional task forces on employment or by various multiple partner committees, all these caseworkers have used their expertise to diminish the hurdles to the socioprofessional integration of people with disabilities. The result of this responsible investment has been highly positive for 636 disabled workers from all areas of Québec.

The significant results obtained in 2007-2008 are without a doubt due to the team's dynamic work and the way the SPHERE-Québec's administrators invested themselves.

I sincerely thank them!

In the future, SPHERE-Québec pledges to pursue the action it has undertaken with all the other socioeconomic partners concerned in order that all disabled persons desiring and able to undertake employment may see their goal attained, as soon as possible, in the very near future.

A handwritten signature in blue ink, appearing to read 'Martin Trépanier', with a long horizontal stroke extending to the right.

Martin Trépanier
Chairman

Statement from the director general

2007-2008 progressed under a banner of action. 636 disabled individuals from the province of Québec benefited from the energy deployed by the SPHERE-Québec's team.

It is certainly due to the intervention philosophy shared by the partners, that these promising projects were developed: the most important condition leading to success is of course to meet first and foremost the needs of disabled individuals. For this reason SPHERE-Québec wanted this year to evaluate the level of its clients satisfaction, the main goal always being to better meet needs. Also SPHERE-Québec wishes to thank all those who willingly took part in this survey.

In 2007-2008, SPHERE-Québec has also known an uncommon effervescence regarding all initiatives as for the creation of integration models to the work field and consequently the transfer of those models. To this effect, it is of the up most importance that I highly commend the team of seasoned professionals who showed themselves all the more present and desirous of contributing actively to numerous projects which generated long term positive results.

Nothing motivates the future more than today's success!



Nancy Moreau
Director general

Mission and mandate

SPHERE-Québec is a non-profit organization that was created as a result of the desire of partners to ensure the integration of disabled individuals into the workforce.

Its mission is to foster the participation of a greater number of disabled individuals in economic and social life.

Its role is to financially support the creation of quality adapted positions; to participate in meetings with experts for the transfer of knowledge and practices; and to cooperate with local, regional, and provincial partners in the development of initiatives that foster the emergence of new models for workplace integration.

Board of directors for 2007-2008

The members of SPHERE-Québec's board of directors reflect the organization's preoccupation to have solid foundation by well representing the interests of people with disabilities.

For the year 2007-2008, the members of the board of directors are :

- * M. Martin Trépanier (chairman) - Regroupement des associations de personnes handicapées de la Gaspésie et des Îles (RAPHGI);
- * M. Steve Vaillancourt (vice-chairman) - Conseil québécois des entreprises adaptées;
- * M. Louis Adam (Treasurer) – Multiple sclerosis Society of Canada;
- * Mme Gaétane Lacroix – Regroupement d'organismes de promotion des personnes handicapées de l'Estrie (ROP);
- * Mme Isabelle Coulombe - Fédération des travailleurs et travailleuses du Québec (FTQ);
- * M. Denis Boily - Regroupement des organismes de services spécialisés pour l'emploi des personnes handicapées (ROSEPH);
- * Mme Martine Talbot – Alliance québécoise des regroupements pour l'intégration des personnes handicapées (AQRIPH).

Portrait of the clientele

SPHERE-Québec serves a clientele of disabled people who are unequipped for the workforce meaning that they have little or no training, and they have a very low level of experience or none at all.

Effectively, in 2007-2008, 36 % of the people with disabilities who have participated in our measures had never worked. Also, 8 % had not worked for at least 10 years.

Concerning the level of education, the following chart indicates that 78 % of SPHERE-Québec's clientele has not attained a level of education higher than the high school leaving certificate.

CHART 1 : CLIENTELE ACCORDING TO THE LEVEL OF EDUCATION

LEVEL	MEN	WOMEN	TOTAL	%
Elementary	82	48	130	20
High school	188	178	366	58
College	47	32	79	12
University	29	32	61	10
Total	346	290	636	100

We notice in the following chart that the young people with disabilities are well represented since 63 % of the participants are under the age of 35.

CHART 2 : CLIENTELE ACCORDING TO THE AGE GROUP

GROUP	MEN	WOMEN	TOTAL	%
Ages 16 – 25	132	101	233	37
Ages 26 – 35	91	73	164	26
Ages 36 – 45	53	49	102	16
Ages 46 – 55	53	56	109	17
Ages 56 – 65	17	11	28	4
Total	346	290	636	100
	(54 %)	(46 %)		

Chart 3 shows the breakdown of our clientele in 2007-2008 by type of disability.

CHART 3 : CLIENTELE ACCORDING TO THE TYPE OF DISABILITY

CATEGORY OF DISABILITY	%
Intellectual	35
Psychic	27
Motor	22
Organic	7
Auditory	4
Visual	5
Total	100

Accomplished activities in 2007-2008

Assistance for participants

SPHERE-Québec's financing is received through the Opportunities Fund for persons with disabilities. In order to participate in a measure, the participant must satisfy the following criteria :

- * being recognized as a disabled person in every sense of the law;
- * having no access to regular measures with respect to employment insurance;
- * being unemployed;
- * needing help in order to integrate into a workplace.

In 2007-2008, SPHERE-Québec offered services to its clientele through four measures, these measures being *Salary subsidy*, *Work experience*, *Assistance for self-employed workers*, *enhanced employment assistance services*. Each measure is designed to improve the employability of the individual and to foster their integration into the workforce on short or longer basis.

a) Measures and eligible expenses

Targeted salary subsidies

This measure is intended for participants who are better equipped for the labour market. Its objective is to put in place the means necessary to help out participants by providing interim support to facilitate their short-term integration into sustainable employment.

Work experience

The purpose of this measure is to enable the participant to improve his or her employability through the acquisition of significant experience. This experience also encourages the development of good work habits, and helps increase self-confidence and the development of people skills, etc.

Assistance for self-employed workers

Thanks to this measure, a disabled person can start up a small business and thereby create his or her own job.

Enhanced employment assistance services

With this measure, a participant can take part in internship that may or may not be remunerated. This type of on-the-job training places the participant in a concrete work situation thanks to individualized accompaniment provided by professional resource.

Different categories of expenses are admissible in each of these measures. SPHERE-Québec may pay a portion of the salary and reimburse costs related to adaptation, accompaniment, adapted transportation or any other living and assistance expenses to allow each individual to succeed in their intervention plan.

When a request for grant is deposited, a professional resource evaluates the person's needs and works out a personalized intervention plan. It is important to mention here that SPHERE-Québec's contribution is complementary to existing programs. The flexibility of SPHERE-Québec's measures makes it possible to meet the real needs of disabled individuals. This way, the chances of success regarding their projects are maximized.

SPHERE-Québec does neither encourage the precariousness nor the hiring of unskilled low-cost labour, since the subsidies that are granted take into consideration salary scales in effect at companies.

b) Jobs held

The clientele of SPHERE-Québec hold jobs in different categories. Thus we notice that 82 % of the clientele is mainly concentrated in the areas of support services and day-labour.

CHART 4 : CLIENTELE ACCORDING TO THE TYPE OF EMPLOYMENT

TYPE OF JOB	MEN	WOMEN	TOTAL	%
Executive personnel	5	4	9	1
Support personnel	84	106	190	31
Day-labourers	191	135	326	51
Professional personnel	16	10	26	4
Technical personnel	40	26	66	10
Non-specialized personnel	10	9	19	3
Total	346	290	636	100

c) Investment by measure

The following chart presents the distribution according to the use of the measures in 2007-2008.

CHART 5 : INVESTMENT ACCORDING TO MEASURES

MEASURE	INVESTMENT	%
Targeted salary subsidies	\$1,024,201	38
Work experience	\$1,022,149	38
Assistance for self-employed workers	\$296,183	11
Enhanced employment assistance services	\$350,034	13
Total	\$2,692,567	100

d) Related contributions

SPHERE-Québec brings good leverage by its contribution. In other respects, employers and other partners contribute financially, each as they can, in a collective effort leading to the integration of people with disabilities to the workforce in the province of Québec. Therefore, as an indicator the following chart gives an overview of the contributions.

CHART 6 : RELATED CONTRIBUTIONS

SPHERE-QUÉBEC	EMPLOYERS	OTHER PARTNERS
\$2,692,567	\$1,605,213	\$876,031

The average investment in 2007-2008 was \$4,234 per participant.

e) **Regional use of funds**

Chart 7 provides information of the use of funds in each region of Québec. Because SPHERE-Québec's budget is not regionally decentralized, the use of the funds is tributary to many factors determining the opportunities and the obstacles related to integration in the workforce, for example the availability of services and the socioeconomical structure of the region. This way of doing things allows SPHERE-Québec to modulate its intervention where the needs are.

CHART 7 : REGIONAL USE OF FUNDS

REGION	INVESTMENT	%
01-Bas-St-Laurent	\$330,121	13
02-Saguenay-Lac-St-Jean	\$217,440	8
03-Capitale Nationale	\$326,160	12
04-Mauricie-Bois-Francs	\$135,900	5
05-Estrie	\$53,521	2
06-Montréal	\$565,432	21
07-Outaouais	\$27,180	1
08-Abitibi-Témiscamingue	\$62,199	2
09-Côte-Nord	\$107,703	4
10-Nord-du-Québec	\$7,329	0
11-Gaspésie-Îles-de-la-Madeleine	\$19,609	1
12-Chaudière-Appalaches	\$137,123	5
13-Laval	\$27,180	1
14-Lanaudière	\$138,900	5
15-Laurentides	\$163,080	6
16-Montérégie	\$324,108	12
17-Centre-du-Québec	\$49,582	2
Total	\$2,692,567	100

Presence in the regions

More than ever, the SPHERE-Québec team has been active in the 17 regions of the province through its participation in regional task forces on employment which include representatives from *Specialized labour services* (SSMOs), rehabilitation centers, employers, unions, government agencies.

SPHERE-Québec participates actively in the setting up of innovative projects that create jobs for the disabled individuals, moreover SPHERE-Québec keeps in close contact with various experienced partners who have choice expert appraisal available on the regional task forces. SPHERE-Québec uses all occasions so its clientele throughout the province of Québec can best profit.

In that manner, SPHERE-Québec can very well play its part as a liaison agent between the partners and between the regions. This part consists in transferring to another region integration models of different sectors of activity that work well in a region.

For example, to better attend self-employed worker's needs, a model of partnership has been developed in the region of Saguenay-Lac-Saint-Jean and tried in many other regions of the province. When structuring the model, the partnership became more consolidated and the socio-economical case workers joined the team. Here again, a various choice of partners mobilized in order to help the disabled persons to succeed in their job creating project!

Many similar projects were launched in all regions of Québec where the expertise of the SPHERE-Québec's team has been useful.

Among others, the job integration project in the St-Hubert restaurants in the region of the Laurentides has been so successful that the other St-Hubert franchises wanted a similar experience. So also, the Montérégie partners have welcomed this project with enthusiasm and adapted it to their clientele and to the employer's manpower needs. Soon, a group of partners in the region of la Capitale-Nationale will also start the process.

Finally, when a disabled person encounters a particular difficulty along the way, partners form a committee to assist the individual and accompany him or her through every stage.

This way of doing things helps us find solutions as they encounter problems along the way and this increases the chance of success.

Indeed, these are only a few examples; many other initiatives also obtaining great results could have been cited.

Participation at events related to information, awareness and discussions

In order to talk about obstacles regarding integration in the workforce experienced by disabled people in Québec and to contribute to research and setting up of solutions, SPHERE-Québec participated in a number of events organized by the network partners. Therefore visibility for the “organization” benefits a greater sphere of the disabled clientele and may even allow a faster intervention in certain cases along the way. Finally, all those events have been an occasion to discuss and improve the ways of doing!

Promotion

In 2007-2008, SPHERE-Québec has worked on updating information documents and promotional material. Sometimes small, sometimes great, these changes had a purpose of harmonization with SPHERE-Québec’s graphic image.

Moreover, SPHERE-Québec has produced new information tools and has revised its web site to be more friendly user without neglecting the accessibility standards.

Finally, in terms of promotion, SPHERE-Québec has contributed to make the disabled people known as a competent manpower source by participating in a special publication in the *Journal les Affaires* on the subject.

Other activities

In 2007-2008, SPHERE-Québec has started a large evaluation of its service proposal by approaching people with disabilities, partners of the associative movement and *Specialized labour services*, and also employers. In a word, SPHERE-Québec wanted to hear from all its users.

The evaluation was undertaken seriously and with a soul purpose of insuring that the measures offered by SPHERE-Québec and its way of doing things adequately meet the needs. The evaluation results will be brought about somewhere in 2008-2009 and will be available on SPHERE-Québec’s web site.

Furthermore this year, SPHERE-Québec's place on the board of directors of the *Canadian Council on the Rehabilitation and Work* (CCRW), representing Québec, has been confirmed. Once again, this Canadian coast to coast privileged network of partners is a place for discussions and sharing on the efficient strategies encouraging the integration of disabled people in the workforce.

Obtained results in 2007-2008

The sustained efforts of the entire SPHERE-Québec's team in 2007-2008 allowed 636 disabled people throughout Québec to progress in their journey of integration to the workforce. The following chart show that 53 % of participants remain active after having participated in SPHERE-Québec's measures.

CHART 8 : RESULTS OBTAINED AFTER PARTICIPATION WITHIN A MEASURE

RESULTS	%
Employed	44
Self-employed	3
At school	6
Unemployed	47
Total	100

The follow-up of all clientele having participated in a SPHERE-Québec's measure show that 47 % of said clientele is still active after one year.

CHART 9 : RESULTS OBTAINED AFTER 12 MONTHS OF PARTICIPATION WITHIN A MEASURE

RESULTS	%
Employed	41
Self-employed	2
At school	4
Unemployed	53
Total	100

These results confirm that the support offered by SPHERE-Québec to its clientele allow not only improved short term employability but also encourages greater long term social participation of disabled people. This is the heart of SPHERE-Québec's mission.

Financial statement

SPHERE-Quebec's annual operations are audited by an external accounting firm, *Goudreau, Poirier S.E.N.C.R.L.*, which ensures that SPHERE-Quebec operations in 2007-2008 were carried out in accordance with the agreement that binds it to its funding partner. This audit also includes the evaluation of SPHERE-Québec's internal control process thus guaranteeing healthy management of public funds. The table below illustrates the breakdown of incomes and expenses for 2007-2008, based on the audited financial statements. The complete verified financial statements are available on request.

CHART 10 : INCOME AND EXPENSES FOR 2007-2008

STATE OF RESULTS	
Incomes	
HRSDC	\$3,453,689
Emploi-Québec CIT	\$16,213
Subsidies support for « offices »	\$4,766
Income from interest and returns	\$7,740
Contributions related to fixed assets	\$19,627
Total	\$3,502,035
Expenses	
Activity of participants	\$2,692,567
Operation costs	\$809,468
Total	\$3,502,035

Conclusion and acknowledgments

The year 2007-2008 has been of the most productive. All of SPHERE-Québec's team and the members of the board of directors have put their shoulder to the grindstone to attain the fixed goals, that being to assist the greatest possible number of disabled people in their journey toward employment and to encourage greater social participation. Mission accomplished!

These productions would not have been brought to term without the indefectible contribution of the network case workers and the employers.

In closing, thanks to *Human Resources and Social Development Canada (HRSDC)* for its financial contribution and for the trust they extended to us year after year.

After such a successful year, SPHERE-Québec is looking forward to the future with much enthusiasm.

SPHERE-Québec includes through employment. One person at a time.



Human Resources and Social Development Canada (HRSDC)