



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

2008-2009 ANNUAL REPORT

Québec

Montréal

Rimouski

Ste-Agathe-des-Monts

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Statement from the chairman and the director general

It is with pride that SPHERE-Québec presents today an encouraging statement for the fiscal year that ended on March 31st 2009. The year 2008-2009 was characterized by strong energy and a greater presence from the SPHERE-Quebec team in activities and in dialogue meetings all around Quebec.

This dynamism was shown by excellent results as 615 disabled persons were accompanied in their work insertion.


Besides, during the unveiling of the *National Strategy for Labour Market Integration and Maintenance of Handicapped Persons* of the government of Quebec, SPHERE-QUEBEC felt compelled by this event which mobilized a large number of actors animated by the motivation of seeing disabled persons in Quebec living as part of the community. In the course of the year, SPHERE-QUEBEC got involved in group meetings regarding the National Strategy in every region of Quebec. The organization certainly intends to pursue its participation as a partner in the success of the implementation of the Strategy.

During the year 2008-2009, SPHERE-Québec was devoted to evaluate its services, the results of which were published on its web site. This most beneficial exercise allowed the group to be aware of the full impact on its actions. According to its commitment, the team began to work on improving services offered by the organization, confident to reach a higher level of efficiency and a better way of answering the needs of its various clientele.

Furthermore, it is in 2008 that *L'Interface*, our news bulletin, was born. Its arrival allows us to promote our partners successes regarding initiatives and creativity as well as the special commitment of some of the employers.

Cheers to the team for the great efforts that were put in the accomplishment of the organization's mandates and thanks to the administrators for their commitment to put their expertise at work in SPHERE-Québec's mission. Let's not forget to mention the most necessary contribution of our partners, thanks to them, SPHERE-QUEBEC can indeed play its role of leverage and make a difference in the lives of disabled persons of Quebec.

In a few words, all efforts combined converge into a single objective: allow more disabled persons to participate in the social and economic life.



Martin Trépanier
Chairman



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 2008-2009

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 2008-2009, the members of the board of directors are :

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

Portrait of the clientele

In 2008-2009, SPHERE-Québec has served 615 disabled people who have for main characteristic to be 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.

Indeed, 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.

The following chart indicates that 81 % 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	72	48	120	20
High school	203	172	375	61
College	42	36	78	13
University	24	18	42	6
Total	341	274	615	100

We notice in the following chart that the young people with disabilities are well represented since 64 % of the participants are under the age of 35. We also notice that 55 % are men and that 45 % are women.

CHART 2 : CLIENTELE ACCORDING TO THE AGE GROUP

GROUP	MEN	WOMEN	TOTAL	%
Ages 16 – 25	132	107	239	39
Ages 26 – 35	93	60	153	25
Ages 36 – 45	51	51	102	16
Ages 46 – 55	58	45	103	17
Ages 56 – 65	7	11	18	3
Total	341	274	615	100
	(55 %)	(45 %)		

Chart 3 shows the breakdown of our clientele in 2008-2009 by type of disability.

CHART 3 : CLIENTELE ACCORDING TO THE TYPE OF DISABILITY

CATEGORY OF DISABILITY	%
Intellectual	35
Psychic	28
Motor	19
Organic	8
Auditory	5
Visual	5
Total	100

Accomplished activities in 2008-2009

Assistance for participants

In 2008-2009, SPHERE-Québec offered services to its clientele through four measures, these measures being Targeted 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. SPHERE-Québec's financing is received through the Opportunities Fund for persons with disabilities, a program of Human Resources and Skills Development Canada.

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.

Word 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 holds jobs in different categories. Thus we notice that 83 % 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	4	2	6	1
Support personnel	62	99	161	26
Day labourers	213	137	350	57
Professional personnel	13	5	18	3
Technical personnel	42	23	65	11
Non-specialized personnel	7	8	15	2
Total	341	274	615	100

c) Investment by measure and budget headings

The following chart presents the distribution according to the use of the measures in 2008-2009.

CHART 5 : INVESTMENT ACCORDING TO MEASURES

MEASURE	INVESTMENT	%
Targeted salary subsidies	\$ 889,622	33
Work experience	\$ 1,025,019	37
Assistance for self-employed workers	\$ 482,095	18
Enhanced employment assistance services	\$ 339,639	12
Total	\$ 2,736,375	100

We notice in chart 6 that 65 % of the funds are invested in salary expenses for the participants.

CHART 6 : INVESTMENT ACCORDING TO BUDGET HEADINGS

BUDGET HEADINGS	AMOUNT	%
Salary and salary wages for participants	\$ 1,788,364	65,4
Costs of subsistence	\$ 298,675	10,9
Support measures: adapted equipment	\$ 38,796	1,4
Support measures: accompanying	\$ 413,986	15,1
Support measures: others	\$ 17,959	0,7
Professional fees	\$ 58,911	2,2
Fixed assets – adaptation costs	\$ 34,380	1,3
Business trips and transportation	\$ 85,304	3,1
Total	\$ 2,736,375	100,0

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 7 : RELATED CONTRIBUTIONS

SPHERE-QUÉBEC	EMPLOYERS	OTHER FINANCIAL PARTNERS
\$ 2,736,375	1,431,586 \$	874,392 \$

The average investment in 2008-2009 was \$ 4,450 per participant.

Besides the financial input, it is important to mention the essential contribution in expertise of the partners which is determining in the success of the plans of intervention of the disabled persons supported by a measure of SPHERE-Québec. This partnership includes specialized labour services (SSMO's), rehabilitation centers, local development centers and other experts of the community economic environment, associations and government agencies.

e) **Regional use of funds**

Chart 8 provides information on the use of funds in each region of Québec. The use of funds is tributary of many factors determining the opportunities and the obstacles related to the integration in the workforce, for example the availability of the services and the socioeconomical structure of the region. This way of doing things allows SPHERE-Québec to modulate its intervention where the needs are.

Furthermore, this chart indicates the number of participants who benefited from one of the measures of SPHERE-Québec according to the administrative regions.

CHART 8 : REGIONAL USE OF FUNDS

REGION	INVESTMENT	%	NUMBER OF SERVED PARTICIPANTS
01-Bas-St-Laurent	\$332,673	12,2	79
02-Saguenay-Lac-St-Jean	\$142,622	5,2	41
03-Capitale Nationale	\$251,840	9,2	48
04-Mauricie-Bois-Francis	\$176,999	6,5	23
05-Estrie	\$103,486	3,8	31
06-Montréal	\$338,215	14,2	82
07-Outaouais	\$86,743	3,2	16
08-Abitibi-Témiscamingue	\$132,988	4,9	36
09-Côte-Nord	\$91,722	3,4	34
10-Nord-du-Québec	\$23,095	0,8	2
11-Gaspésie-Îles-de-la-Madeleine	\$52,216	1,9	11
12-Chaudière-Appalaches	\$140,815	5,1	39
13-Laval	\$10,426	0,4	14
14-Lanaudière	\$121,956	4,5	17
15-Laurentides	\$148,835	5,4	45
16-Montérégie	\$442,782	16,2	90
17-Centre-du-Québec	\$88,962	3,3	7
Total	\$2,736,375	100	615

Presence in the regions

A color for every region !

When it's time to participate in the development of a project for job creation benefiting the disabled people, SPHERE-Québec is always ready to contribute by its expertise or by a financial input. Among the activities in which takes part SPHERE-Québec regularly, we count more than 40 meetings with the regional task forces during the year 2008-2009.

Every year around the province, the partners work hard to find innovative ideas and to put them in concrete form, helping the disabled people to walk along their carrier path. In 2008-2009, SPHERE-Québec actively participated in about 60 meetings of partners' committees regarding specific projects. These meetings are meant to elaborate and to develop projects or to find solutions to ensure the success of the intervention plan for a disabled person. To give you an outline of SPHERE-Québec and its partners' commitment during the year, we chose to summarize some of the innovative projects.

The implantation of a work coop for persons with a visual deficiency. The Caecitas foundation in Quebec city wished for a long time to set up a work cooperative for 4 massage therapists having a visual impairment. The partners committed to this initiative were the *Corporation de développement économique communautaire* (CDEC) of Québec, the *SSMO La Croisée*, the *Institut de réadaptation en déficience physique de Québec* (IRD PQ), SPHERE-Québec and the *Coopérative de développement régionale* (CDR). Thanks to the effective work of the committee, the cooperative can start its activities in the beginning of June 2009. Besides being able to give a massage, these 4 massage therapists made the necessary apprenticeships to manage, operate and do all the tasks related to their work. SPHERE-Québec contributed financially by covering needs of adaptations and wages. Of course, the Caecitas foundation also supported the project with a significant financing.

Adapted training in horticulture. In 2008-2009, SPHERE-Québec got involved in a customized horticulture training for a new group in Montérégie. SPHERE-Québec played a part by its presence to all the meetings of the committee and with a financial contribution covering costs of transport, school equipment and educational support. This training is available since 2001 in Saint-Hyacinthe, since 2003 in Beauharnois and since 2007 in Quebec City. It has been elaborated to reach a clientele having a light intellectual deficiency and allows this clientele to be hired in

gardening centers, where the workers are strongly needed. The partners who have made this project a success are the SDEM-SEMO Montérégie, *the Commission scolaire de Saint-Hyacinthe*, the *Groupement des associations de personnes handicapées du Richelieu-Yamaska (GAPHRY)*, the *Centre de formation professionnelle des Moissons, HortiCompétences*. Emploi-Québec has also made a financial contribution.

Machine operator training for deaf and hearing-impaired persons. SPHERE-Québec participated with dynamism in the activities of the committee regarding the machine operator training of the *Commission scolaire de la Pointe-de-l'Île in Montreal*. This training leading to a vocational training diploma (DEP) addresses deaf and hearing-impaired persons. SPHERE-Québec financed a good part of the interpreting budget and the transport costs for 12 people registered on the training. It is a first experience, the course will end in July 2009 and the participants can have their practical training next August. The *CAMO pour personnes handicapées, l'Étape, AIM-Croit, the CSMO de la fabrication métallique industrielle and Emploi-Québec* have also participated in this project.

Transition school and active life/Task forces of Montreal and Laval. The task forces for disabled persons and work of Montreal and Laval created two different committees regarding the transition from school to active life, each of them having a liaison officer of *Engagement jeunesse*. So, *Engagement jeunesse* and the other members of the committee are elaborating an action plan to allow the set up of a more effective structure towards the continuity of the services for the high school students. This committee is consisted of a whole range of partners including people from the education community (schools, school boards, MELS), the *Agence de la santé et des services sociaux* (CSSS, hospitals, etc.), rehabilitation centers, the OPHQ, some associations and SPHERE-Québec. SPHERE-Québec actively participated in more than 10 meetings in both regions.

Promotional committee for the hiring of disabled persons. In 2008-2009, SPHERE-Québec belonged to a committee in the Estrie region for which the objectives were to work on planning and carrying out regional actions for promoting the hiring and the preservation of employment for the disabled persons within the terms of the *National Strategy*. The committee consisted of representatives of *Han-Droit, Défi SM, Emploi-Québec, Trav'action* and SPHERE-Québec. They held more than 5 meetings during the year. The members elaborated a schedule of 9 tracks of actions to be prioritized in the region. Some actions are already completed like the

implementation of a trade show as a project for raising the employers' awareness, a project which will be repeated next year. The end of activities is planned for 2010.

Communication and promotion

In order to promote success, SPHERE-Québec launched in May 2008, the first edition of *L'Interface*, its online news bulletin. This bulletin is a window allowing us to share real success stories lived by many disabled persons in their road to work insertion. It is also a platform where partner's contributions are put forward. *L'Interface* is published 3 times a year and is available at: WWW.SPHERE-QC.CA.

Like every year, SPHERE-Québec takes part in different events to promote disabled person's integration: job and training fairs in many regions, collaboration to *Semaine québécoise des personnes handicapées*, etc. The organization has also contributed as a member of the Canadian Council on Rehabilitation and Work (CCRW), as a member of chambers of commerce and as a member of *Coalition des organismes communautaires pour le développement de la main-d'œuvre (COCDMO)*.

Also, in 2008-2009, almost 40 information workshops were held by SPHERE-Québec in order to inform its partners, like the SSMO counsellors, professionals in rehabilitation centers and the community economic circle. These workshops were essentially about measures and possibilities offered by SPHERE-Québec in order to improve employability of disabled persons.

Likewise, SPHERE-Québec held more than 20 meetings addressed particularly to employers concerning custom-made project possibilities in businesses so as to fulfill their workforce needs.

Finally, to better disseminate information to disabled persons of Québec, to partners and to employers, SPHERE-Québec updated its promotional material. In fact, a video will be produced this summer and should be launched next fall. This video will allow SPHERE-Québec's measures to be known and will praise the integration of disabled persons and also the importance of partnership for the success of integration projects.

Obtained results in 2008-2009

The sustained efforts of the entire SPHERE-Québec's team in 2008-2009 allowed 615 disabled people throughout Québec to progress in their journey of integration to the workforce. The following chart shows that 54 % of participants remain active after having participated in SPHERE-Québec's measures.

CHART 9 : RESULTS OBTAINED AFTER PARTICIPATION WITHIN A MEASURE

RESULTS	%
Employed	46
Self-employed	3
At school	5
Unemployed	46
Total	100

The follow-up of all clientele having participated in a SPHERE-Québec's measure shows that 49 % of said clientele is still active after one year.

CHART 10 : RESULTS OBTAINED AFTER 12 MONTHS OF PARTICIPATION WITHIN A MEASURE

RESULTS	%
Employed	43
Self-employed	2
At school	4
Unemployed	51
Total	100

These results confirm that the support offered by SPHERE-Québec to its clientele allows not only improved short term employability but also encourage 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 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 following chart illustrates the breakdown of incomes and expenses for 2008-2009, based on the audited financial statements. The complete verified financial statements are available on request.

TABLEAU 11 : INCOME AND EXPENSES FOR 2008-2009

STATE OF RESULTS	
Income	
RHDSC	\$3,504,692
Emploi-Québec CIT	\$17,183
Subsidies support for « office »	\$5,531
Income from interest and returns	\$4,618
Contributions related to fixed assets	\$15,858
Total	\$3,547,882
Expenses	
Activity of participants	\$2,736,375
Operation costs	\$811,507
Total	\$3,547,882

Conclusion and acknowledgements

This annual report is a great testimony of the dynamism and the constant efforts that was put in by the administrators and the team members of SPHERE-Québec, who used their expertise for the benefit of disabled persons, especially in the development of new models related to work.

In the last year, the desire of seeing this society project improve was more than ever present not only for SPHERE-Québec, but also for the partners affected by the necessity of having even more disabled persons get access to quality employment. For this, we are once again anxious to thank all staff members, all partners who worked in collaboration with SPHERE-Québec during the year and Human Resources and Skills Development Canada for their financial contribution.

For the next year, we plan to direct our efforts mostly on a three-year planning, an analysis of the needs of the self-employed workers and ways to promote even more our measures to the employers.

Finally, we shall continue to pursue our mission which will still pass likely and always by the determination of the actors engaged in the integration and the preservation of employment regarding the disabled persons, and let's say it, by the contribution of our governments.

See you again soon!

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



Human Resources and Skills Development Canada