



Annual Report for the year 2023-2024

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INTRODUCTION

As we wrap up our second year of operations, I reflect on our achievements, and I am filled with immense pride in the progress we have made in building our cooperative from the ground up. Together, we have embarked on a journey filled with challenges and triumphs, and I am delighted to see how far we have come.

While we acknowledge that there is still much to accomplish on our path ahead, I am confident that we are moving in the right direction. The passionate and dedicated individuals who work in each avenueNB member agency bring their unique talents and perspectives to the table each day. It is this collective enthusiasm and commitment that propels us forward and fuels our success.

I am grateful for each and every one of you and the contributions you make to our collective goal. Your hard work, dedication, and engagement are the driving forces behind our achievements, and I am honored to serve such an exceptional group of people.

Let us continue to collaborate with determination and purpose as we strive to realize our shared vision for the future of our cooperative.

With sincere appreciation,

Nathalie D'Amours

BACKGROUND

AvenueNB Cooperative is a provincial non-profit organization of 22 member agencies across the province working to remove barriers and increase employment rates for persons with disabilities.

Since its establishment in 2022, avenueNB's goal has been to enhance the employment opportunities for individuals with disabilities in the New Brunswick labour market. Recognizing that New Brunswick had the 2nd lowest employment rate for persons with disabilities in Canada, we identified the need for a comprehensive system revamp. By uniting services within a cooperative model, we have been able to formulate a provincial strategy, identify gaps, and improve operational effectiveness. Through a cooperative approach, all specialized agencies have a platform to advocate for the unique needs of each of their population while the centralized approach allows us to prioritize gap areas to ensure service equity.

ADMINISTRATION

In 2023-2024 the team continued to grow and develop the organization's needs. Roles were adjusted to reflect our growing operations.



External Contractor:
Celine Leblanc Administrative Services
Bookkeeping, Administrative and Translation

PROFESSIONAL DEVELOPMENT AND MEMBER ENGAGEMENT

SALARY SCALES

The first priority implemented in 2023-2024 was the salary scale alignment for the Employment Counsellors and the Transition Facilitators. This exercise was initiated in 2019 within PETL following similar exercises of roles and competencies. The salary scale was developed by an external HR consultant (Pivot Consulting) who considered comparable roles in the non-profit sector within the Atlantic provinces. The purpose of the salary realignment was to address staff retention challenges in a competitive labour market and a growing rate of staff turn-over, impacting service delivery and results. There was also a clear inequity of salaries across regions.

TRAINING AND AGENCY ENGAGEMENT

Annual Forum June 2023 – Fredericton

Presenters and Sessions:

- Overview of PETL Programs – Mike Griffin
- Mental Health Services (Canadian Mental Health Association)
- Panel of disability Specific Experts (Vision, Hearing, Intellectual, Assistive Technology)
- Employment Supports and Services Program (ESSP) Overview
- Employer Services Consultation report briefing
- Networking activity
- Future Ready NB

Board Governance Session (Chapman Group)

The avenueNB leadership team toured each agency in person during Quarter 3. This initiative was to foster engagement, communication and share information, concerns and successes.

EMPLOYER AND NEW SERVICES

JOB DEVELOPPER

The job developer initiative was developed under the recommendations of the Provincial Shared Services committee (board).

Development of the Implementation and Delivery documentation.

- Job Developer 5 Step Process
- Collaborative Proposal
- Job Developer Job Description
- Member Agency 5 Step Process
- Client Referral Form
- HR toolkit for hiring Member Agency

Call for proposals have been issued in 2 regions (Acadian Peninsula and South-West). Recruitment will be underway in Q1 of the next fiscal year.

WEBSITE

The avenueNB Website is intended to be a resource of information for employers, persons for disabilities seeking employment and all community partner, service providers, educational institutions, and allies.

Launched March 22nd with accessibility features. Delays were encountered in obtaining American Sign Language (ASL) and Langue des signes du Québec (LSQ) interpretation due to lack of available staff. ASL and LSQ translations are in progress and will be uploaded in the next fiscal year.

JOB COACH

A thorough gap analysis was conducted across the province, including analysis of existing services under Employment Counselling contracts, consultation on expected needs per region and disability groups. The current process and its challenges were included in the analysis. This was the first step in identifying the need and implementing new job coach services for the province. Next fiscal year will see the creation of service, processes, recruit qualified job coaches and implementation of a job coach pool.

MENTORABILITY

AvenueNB became the provincial hub for the Canada-wide MentorAbility program. The contract was approved in October 2023 up until March 31st, 2026. It is funded by the Canadian Association for Supported Employment (CASE) through the Opportunities Funds. The Project Coordinator was hired in January 2024.

Program Description:

MentorAbility Canada is a national initiative built on a supported employment foundation that promotes the recruitment, employment, and retention of persons experiencing disability. The initiative provides and celebrates in-person and virtual mentoring experiences, networking and learning events, social media campaigns, as well as building a body of evidence through research activities.

With a specific focus on facilitating unique, short-term (from 1 hour to 1 day) mentoring opportunities between employers and persons experiencing disability, this initiative is part of a national effort to promote the employment of Canadians experiencing disability.

OUTREACH AND SECTOR ENGAGEMENT

The avenueNB team has participated in various events and developed some key partnerships.

EVENTS

Canadian Autism Summit (Ottawa ON) April 2023 attendee
 Global Public Employment Supports (International-virtual) Presenter April 2023 (Deloitte)
 Canadian Student Leadership Conference (Saint John NB) Exhibitor Nov 2023
 NB Career Development Association Conference (Moncton, NB–Presenter & Exhibitor Nov 2023
 World CASE Conference – Vancouver, Presenter and attendee, June 2023
 Breaking Barriers Seminar – Federal Government, Shediac NB March 2024 Presenter and Exhibitor
 Disability and Work Canada Policy Roundtable Virtual– Presenter September 2024
 Multi Departmental HR session (Federal - virtual) – Presenter March 2024

PARTNERSHIPS

Canada Post
 Department of Fisheries and Oceans
 Kindred Home Care
 NeuroBridge
 We Believe Foundation
 Canadian Association of Supported Employment (CASE)
 Centre Excellence de l'Autisme (Péninsule Acadienne)
 Disability and Work Canada
 Future NB Employer Steering Committee
 MentorAbility Canada
 NB Association of Supported Services and Employment (NBASSE)
 Member of Chambers of Commerce: Fredericton, Saint John, Bathurst, Edmundston

PROGRAM COORDINATION

Our team has contributed to program service coordination through:

42 Assistive Technology Referrals to Assistive Technology Loan program
 14 SEED placements (Spring 2023)
 15 Contact NB requests processed

APPENDIX A

TARGETS AND MEASURES

TARGETS AND RESULTS RÉSULTATS ET OBJECTIFS	RESULTS- RÉSULTATS 2021-2022 WorkingNB	RESULTS RÉSULTATS 2022-2023 Year 1	TARGETS OBJECTIFS 2023-2024 Year 2	RESULTS RÉSULTATS 2023-2024 Year 2
Active action plans (number of clients served) Plans d'action actifs (nombre de clients servis)	1720**	2132*	1900	1946*
New employment action plans Nouveaux plans d'action à l'emploi	574	1738***	722	1520
PWD who obtained employment (PT and FT) PAH ayant obtenu un emploi (T plein et T partiel)	557	610	678	705
Jobs saved Emplois sauvés		129		112

* Source was contract annual reports.

**Source excel forms contract reports Q4.

***Significant increase due to change in tracking.

APPENDIX B

CONTRACT TYPES

Services are delivered under 4 types of contracts. We strive to continue to improve the service alignment within these contract types. The contract types are divided by types of outcomes.

Contract Types:

Contract Type	Target client:	Services (examples):	Target Results (examples)
Employment Counselling	Adult job seekers (includes those who pursue post-secondary education)	<ul style="list-style-type: none"> • Job Search • Career Decision • Training and Skills Enhancement • Job Connection • Disability Support • Employment Maintenance 	<ul style="list-style-type: none"> • Interventions • Clients with EAP • Close to Employed • Collaboration
Transition	Youth in High School and /or adults who require bridging services to access Employment Counselling services	<ul style="list-style-type: none"> • Preparation modules or curriculum • Experiential learning, volunteering, or other career exploration activities • Group or individual employment preparation, coaching / mentoring 	<ul style="list-style-type: none"> • Interventions completed • Clients transfer to agency or employment
Specialized Services	Varies	<ul style="list-style-type: none"> • AT, AT Support • Psycho-Educational Assessments • Special Admission Support • Self-Employment Benefit 	<ul style="list-style-type: none"> • Clients served • Collaboration • Service turnaround time
Consulting Services	Agencies, Government, employers (not accessed by clients directly)	<ul style="list-style-type: none"> • Workplace Assessments • Support to cross-disability, GNB • Disability Specific 	<ul style="list-style-type: none"> • Collaboration • Clients supported • Employer served