

# Annual Report 2019-2020



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# JobStart Celebrates Our 40<sup>th</sup> Anniversary

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2019-2020**

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## **Executive Team**

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Patricia Salmon

**Director, Finance**  
Louise de Roo

**Senior Director,  
Programs and Strategic  
Initiatives**

Jemima Sabapathy

**Executive Assistant**  
Diane Moore

## **A Message from the Board President and the Chief Executive Officer**

To JobStart's Valued Stakeholders:

JobStart has been empowering a diverse range of clients since 1980, to maximize their potential through an enhanced variety of programs and services. Our clients included adults, internationally trained professionals, newcomers to Canada, persons with disabilities, older adults, students, women, and youth. JobStart continues to provide our clients and employers with the opportunities to grow through our specialized and enhanced services – employment, mentoring, training, and settlement.

We support our clients in addressing barriers that may prevent them from reaching their full potential. JobStart's team work collectively with their clients as they strive to meet their career goals for a successful and sustainable future.

We are pleased to present JobStart's 2019- 2020 Annual Report.

This year JobStart is celebrating 40 years of leadership experience in the employment service sector. Over the past 40 years JobStart has significantly enhanced and expanded our services to support the growing diversity of our clients, and to our employers by providing them with pre-screened qualified candidates. We continue to expand our programs and services and our dedicated staff have creatively enhanced our virtual services, due to the Pandemic, to broaden our much-needed services in our communities. We are extremely grateful to have such an enthusiastic group of skilled employees who continually find new and innovative ways to assist our customers.

As the new Chief Executive Officer at JobStart, the Board of Directors has been extremely supportive of the Agency during these unprecedented times as we continue our direction to grow and achieve key directions in JobStart's 2016-2021 Strategic Plan:

- Enhance and Expand Services
- Continuous Improvement Process
- Strengthen Strategic Alliances

The JobStart team continues to build our capacity by enhancing and expanding services and building and strengthening our relationships, highlights include:

- JobStart secured five years of Federal funding to focus on employer engagement and immigrant integration by creating employer awareness, empowerment of newcomers - specifically skilled immigrants - through settlement, mentoring and employment support; two new programs launching April 1, 2020
- Through our first corporate sponsorship (Manulife), we empowered immigrant and refugee women. After attending employment preparation workshops and networking events combined with one-on-one counselling and settlement services, 90% of participants secured meaningful employment or returned to school to pursue full time education.
- JobStart conducted an Agency wide Data Analysis and Impact Measurement of all our programs and services
- Under new leadership, the Agency significantly built and strengthened relationships with external customers, empowerment of staff, clients, community collaborations and positive change management, as we continue to focus on achieving results for the success of our customers

We thank all our key stakeholders; clients, employers, funders, partners, volunteers, practicum students, mentees and mentors, catalysts', and communities empowering JobStart to achieve our Mission.

Thank you.

**Rob Glube,**  
Board President

**Patricia Salmon,**  
Chief Executive Officer

# 2016-2021 Strategic Plan

## **Three Strategic Directions**

### **Enhance and Expand Services**

Deliver a variety of proactive programs and services that meet the diverse and changing needs of clients, employers and community.

### **Continuous Improvement Process**

Review systems and practices to maximize human and financial resources toward cost-effective program delivery and capitalize on opportunities to ensure excellence in organizational performance.

### **Strengthen Strategic Alliances**

Align JobStart with organizations to share resources, streamline service delivery, and to maximize value to clients, employers and funding partners.

## **Value Statements**

### **Customer Centred**

Our customers are our clients, community, employers, funders and partners; our programs and services are designed to respond to their changing needs.

### **Partnerships**

Our relationships create opportunities to maximize community resources and deliver unique and innovative approaches to service delivery coordination.

### **Respect**

We respect the dignity and rights of each individual; we honour and acknowledge diversity in the backgrounds, experiences and abilities of our JobStart team and those we serve.

### **Professionalism**

We are accountable for our actions, focus on achieving results for the success of our customers, and deliver high quality service through a dedicated JobStart team.

### **Leadership**

We provide strategic guidance and collaborate with community partners to share our knowledge, expertise and best practices.

## **Mission Statement**

JobStart empowers clients and employers to maximize their potential through participation in a variety of career and personal growth programs and services.

## **Vision Statement**

Create innovative opportunities for successful and sustainable futures.

## JobStart Offers Job Seekers a Menu of Employment, Mentoring, Training and Settlement Services

- Access to Education and Training
  - Second Career Strategy
- Accommodation Assistance
- Apprenticeship
- Customized Employment Services for Newcomers, youth, older adults, and Persons with Disabilities
- Customized Job Search Workshops
- Customized Services for Youth – Mentorship and Training on Career Exploration/ Development, Job Search/Job Readiness, Personal Management Skills
- Employment Assessment
- Employment Preparation
- Individual Job Coaching
- Information and Referral
- Job Placement Services
- Job Postings and Job Leads
- Job Search Resources and Equipment
- Mentoring Opportunities
- Networking Groups
- Settlement Services
- Summer Employment and Year Round Part Time Employment for Students
- Training – Basic Computer, First Aid/CPR, Smart Serve
- Work Trials

## JobStart Offers Employers a Range of Recruitment Services

- Accommodation Assistance
- Apprenticeship
- Complimentary Job Postings on our Website for Registered Employers
- Job Fairs
- Job Retention Services
- Job Trials
- Mentoring Opportunities
- On the Job Support
- Pre-Screened Qualified Candidates
- Training Incentives for Job Placements with Clients Registered with JobStart
- Training Reimbursement for Employees
- Wage Subsidies for Summer Employment (Students)

## Programs and Services

**Toronto West Local Immigration Partnership (TWLIP)** is a collaborative initiative to enhance local delivery of services to newcomers through improved coordination among social service agencies as well as other community stakeholders. It is collaboratively delivered by four community partners, Delta Family Resource Centre, Rexdale Women's Centre, Social Planning Toronto, and JobStart (lead agency). The TWLIP's Strategic Plan supports bringing to life its vision. A Toronto West community where – through a collaborative approach – newcomer's needs are met, they are fully engaged and integrated in our community.

**Collaboration Catalysts Partnership (CCP)** engages volunteers (Catalysts) to be actively involved in the settlement-sector, supporting the work of service providers through innovative approaches and collaborations to improve service efficiency & effectiveness for newcomers, particularly vulnerable newcomers with low education/language skills and no/limited knowledge about settlement/other community services available to them.

Funded by:



Immigration, Refugees and Citizenship Canada

Financé par :

Immigration, Réfugiés et Citoyenneté Canada

**TRIEC Mentoring Partnership** pairs recent immigrant professionals with a mentor in their field, delivered in collaboration with community and corporate partners and the Toronto Region Immigrant Employment Council (TRIEC). Mentors share their business experience and knowledge of the Canadian job market, and share industry trends with their mentees, as well as giving them access to professional networks. The Job Readiness program for Mentees delivers an intensive 4-day workshop to ensure participants are fully prepared to make the most of their mentoring relationship while learning about Canadian resumes, interviewing, work place culture and communication, and employment standards. The Job Readiness component of this program, funded by the Ontario Trillium Foundation, ended Dec 31, 2019.



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**Employment Services (ES) – operates at two locations,**

**Lake Shore and Dufferin** provides integrated client centered services designed to support individuals 16 years of age or older, with a goal to find sustainable employment or higher skills training in a streamlined and outcome oriented model. JobStart offers a broad range of resources, supports and service components to respond to the career and employment needs of individuals and the skilled labour needs of employers, by providing the five components of Employment Services; Client Service Planning and Coordination, Resource and Information (RI), Job Search, Job Matching / Placement & Incentive and Job Retention.

**Youth Job Connection (YJC)** helps youth between the ages of 15 and 29, who are not in employment, education, or training who experience multiple barriers to employment by providing intensive support leading to long term employment and/or education/training. Wage remunerations and hiring incentives are available for eligible Ontario employers to provide work experience, training and mentorship in their workplace.

**Youth Job Connection: Summer** for students 15-18 years of age, provides summer, part-time and after-school job opportunities to high school students who are facing challenging life circumstances and may need support transitioning between school and work.

**Canada-Ontario Job Grant (C-OJG)** provides direct financial support for employers who wish to purchase training for their workforce. Employers choose the individuals they want trained as well as the training that meets their workforce development needs. The cost of training is a shared investment between employers and the government. Training is intended to help individuals acquire new skills for their current job, prepare for another job with the same employer, and/or assist unemployed individuals to secure a new job.



**Employment Accessibility for Students (EAS)** assists post-secondary students and graduates, 16 years of age or older, with verifiable disabilities prepare for, obtain and maintain

competitive employment. The program helps reduce disability related barriers to employment and assists clients to reach their competitive employment goals by obtaining part time or full time employment through one on one job search support, job matching, job placement and job retention services. Pre-employment and post-employment accommodation and disclosure assistance is available.



**Peer Employment Mentoring (PEM)** delivered a peer focused employment mentoring project for persons with disabilities. Enhancing people's economic wellbeing, this initiative helped people become and stay employed. It offered group and one-on-one mentoring for job seekers, 17 years of age or older, with disabilities (visible and invisible), to help them reach their career goals. The focus was to raise awareness of available services, provide tips and tools, and increase self-confidence. Services included customized workshops on life skills, accommodation and disclosure, industry specific information, job search and interview preparation. Networking opportunities were also available. This program ended September 30, 2019.



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**Newcomer Settlement Program (NSP)** assists all newcomers, including permanent residents, Canadian citizens, refugee claimants, temporary foreign workers and international students, whether in Ontario for a few days or for a few years, to settle and/or integrate into their new community. NSP supports newcomers by facilitating access to services in areas of healthcare, housing, childcare, education and employment. The program also provides support and information on cultural adaptation and a range of real life issues such as applying for a social insurance number (SIN), driver's licence, and financial



management. Workshops, information sessions and peer support groups are also delivered to support the settlement and integration process.

**Capability (CAP)** assists individuals with disabilities (self-identified included) who have little or no labour force attachment to prepare for and obtain employment and to develop the skills necessary to maintain their new employment. Persons with disabilities attend customized workshops to help them prepare for their transition into the labour market. Participants attend 6-8 weeks of pre-employment training and development workshops, after which they receive support to acquire a 12 week paid work placement. Participants also receive free First Aid and CPR training and certification, individualized one on one coaching and job development assistance.

**Seniors Mentorship and Connection (SMC)** focus on engaging seniors, 55 years of age and older, to mentor youth and youth with disabilities as well as participate in senior-led activities that enhance their employable skills or adjust to life without employment.

This project is funded by the Government of Canada.



**Transitions for Youth (TFY)** focused on the development of soft skills to enhance individual's marketability to employers, as well as give individuals the tools necessary to work well and adapt in any workplace to ensure job retention. Clients attended a two week workshop that covered a variety of diverse employer recognized soft skills that are in demand, which included; communication, teamwork, leadership, professionalism, stress management and personality dimensions. Employment networking sessions and mentoring days were also facilitated throughout the year for clients. This program ended March 31, 2020.

**Foundations for Youth Success (FYS)** is for youth 15 to 24 years of age, who face multiple and/or serious barriers to finding and retaining education and employment. It engages youth in interactive and dynamic life skills training and mentorship initiatives that prepare youth to develop the skills needed for successful participation in employment readiness programs.

**Newcomer Community Integration Program (NCIP)** is specifically designed to address barriers experienced by newcomer immigrant and refugee women and facilitates improved access and connections to supports and opportunities which foster social and economic integration into the Canadian Community through one-on-one counselling, workshops and settlement mentoring.



**Manulife Empowering Women to Employment (MEWE)** was designed to prepare immigrant and refugee women, who were skilled but remained unemployed, with the tools, knowledge and training they needed to be successful in finding employment in Canada. It offered individual needs assessments, counselling, coaching, group orientations and a two-week employment preparation workshop. The goal was to increase self-reliance and self-sufficiency. JobStart, along with our community partners worked together to maximize resources to ensure the women experienced a seamless transition to employment in Canada with complete access to local services. This program ended on March 31, 2020.



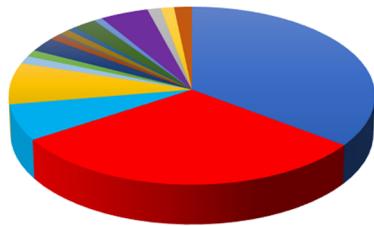
**Enhancing Economic Opportunities Program for Older Unemployed Workers**, in Partnership with Ontario Society of Senior Citizens Organization (OSSCO), is a program for those between the ages of 50-70. This two-part program includes a 2-day workshop and 4 weeks of an Employment Networking group. Topics covered in the workshop include: Finding your job niche, Tackling the barriers of ageism, Career transition, Net giving and Networking, and more! Participants can also connect with a JobStart Employment Services Job Coach to further support their employment goals.



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## Clients Served

JobStart Served 5,548 Clients in 2019-2020



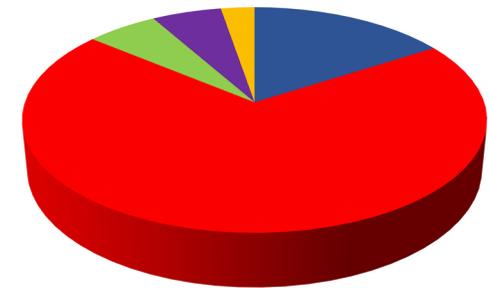
## JobStart Condensed Statement of Operations

Years Ended March 31, 2020 and 2019

Extracted from the audited Financial Statements prepared by MacGillivray Brampton

Revenue	2020	2019
Federal	807,783	774,895
Provincial	3,513,716	4,088,567
Ontario Trillium Foundation	291,181	245,985
United Way Greater Toronto	283,357	240,198
Other	136,954	66,198
	<b>5,032,991</b>	<b>5,415,843</b>
<b>Expenses</b>		
Direct Program	3,545,779	3,796,520
Program Support	737,090	786,924
Administration & Other	694,685	763,703
	<b>4,977,554</b>	<b>5,347,147</b>
<b>Excess of revenue over expenses</b>	<b>55,437</b>	<b>68,696</b>

## Sources of Revenue 2019-2020



April 1, 2020 JobStart Launched the Employer Engagement for Immigrant Integration and the Mentoring Pathways to Employment Programs, funded by Immigration, Refugees and Citizenship Canada.

### Employer Engagement for Immigrant Integration (EII)

Employer Engagement for Immigrant Integration works with small to medium sized enterprises, and will reach out to large employers with information, training, and best practices around hiring and retaining newcomer talent. The focus is on educating employers through workshops, meetings, events and at the same time offering opportunities for professional newcomer clients to increase their knowledge of Canadian workplace culture. Newcomers will attend workshops on: Cross Cultural Communication, Soft Skills, Canadian Workplace Culture, and Employer Expectations and Job Retention. In addition, there are ongoing networking sessions with employers.

### Mentoring Pathways to Employment (MPE) project

Mentoring Pathways to Employment supports skilled newcomers in finding employment commensurate with their education, skills, and experience by providing them with job search preparation, mentoring, networking, and employment support. The project will focus on assessing newcomer's preparation for finding employment through needs assessment, then provide them support in job readiness through a variety of workshops and match them with an occupation – specific mentor. Participants will also have opportunities to participate in employer networking events, job fairs and receive facilitation in job matching through coordinated internal JobStart services, including settlement support.

Funded by: Financé par :



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

# Special thanks to Funders, Foundations, Corporate Sponsor, Donors, Community Partners, Associations, Employers, Volunteers and Practicum Students!

## Funders

### Government of Canada

- Immigration, Refugees and Citizenship Canada
- Service Canada

### Government of Ontario

- Ministry of Labour, Training and Skills Development
- Ministry of Children, Community and Social Services

### United Way Greater Toronto

## Foundations and Corporate Sponsor

- Ontario Trillium Foundation
- The McConnell Foundation

### Corporate Sponsor

- Manulife

## Community Partners

Ability Learning Network, Accenture – Skills to Succeed Learning Exchange, ACCES Employment, ACCESS Alliance Multicultural Health Centre, ACCESS Community Capital Fund, Alternative Youth Centre for Employment, Arab Community Centre of Toronto, A-Way Express, BioTalent Canada, Brands for Canada, Career Edge, Catholic Cross-Cultural Services, Centre for Addiction and Mental Health, Collège Boréal, Community Outreach and Workforce Development, COSTI Immigrant Services, CUIAS Immigrant Services, Culturelink, Daily Bread Food Bank, Delta Family Resource Centre, Etobicoke Service Delivery Network, Eva's Phoenix, Free Geek, George Brown College, Humber Community Employment Services, Humber College Institute of Technology and Advanced Learning, JVS Toronto, Jane Finch Community & Family Centre, Job Skills, Kababayan Multicultural Centre, LAMP, Lakeshore Collegiate Institute, LakeShore Village BIA, Learning Enrichment Foundation, Liberty Village Business Improvement Area(LVBIA), Madbakh Women's Initiative Inc., Magnet, MIAG Centre for Diverse Women and Families, Mennonite New Life Centre of Toronto, Mimico Adult Learning Centre, Office of the Independent Police Review Director, Ontario Masonry Training Centre, Ontario Society for Senior Citizens Organization, Ontario Tourism and Education Corporation, Ontario Youth Apprenticeship Program, Parkdale Community Information Centre, Parkdale Centre for Innovation, Parkdale Intercultural Association, Parkdale Liberty Economic Development Corporation, Partners for Access and Identification, Parkdale Neighbourhood Service Providers Network, Parkdale Residents Network, Polycultural Immigrant and Community Services, Pathways to Possibilities, Rexdale Women's Centre, Rotman School of Business, Ryerson University, Seneca College, Skills for Change, Social Planning Toronto, Stonegate Community Health Centre, St. Stephen's Community House, The Career Foundation, Toronto Business Development Centre, Toronto Catholic District School Board, Toronto Community Housing, Toronto District School Board, Toronto Public Library, Toronto West Partnership, Toronto West Local Immigration Partnership, Toronto Workers' Health and Safety Legal Clinic, TRIEC Mentoring Partnership, Tropicana Community Services, Ukrainian Canadian Social Services (Toronto) Inc., University of Toronto, VPI Working Solutions, Vital Enrichment Services Association, West Neighbourhood House, Women's Habitat of Etobicoke, WoodGreen Community Services, Working Skills Centre, York University, Youth Employment Partnerships-City of Toronto, YES, YMCA, YWCA

## Associations

- Consortium of Agencies Serving Internationally-trained Persons
- First Work
- Ontario Council of Agencies Serving Immigrants
- Ontario Disability Employment Network
- Ontario Job Opportunity Information Network
- Ontario Network of Employment Skills Training Project
- Ontario Nonprofit Network

## Employers

JobStart would like to thank the many employers in our community for their continuous support by providing employment, training and mentorship opportunities to assist our clients to achieve their employment success.

## Volunteers and Practicum Students

JobStart sincerely thanks our dedicated volunteers and practicum students for the many hours they donate every year enhancing our services to benefit JobStart's customers; they truly make a difference to our organization!

