

A close-up photograph of a person's eye, looking directly at the camera. The image is heavily stylized with a teal/cyan color overlay. The eye is the central focus, with long, dark eyelashes visible. The background is blurred, showing more of the face and hair.

JOB SKILLS 2020
ANNUAL REPORT

DETERMINATION

The background of the page is a blurred image of a waterfall, with water cascading down rocks. The image is framed by a thick orange border on the top, bottom, and sides. Two teal-colored rectangular boxes are overlaid on the image, containing the section headers.

Mission Statement

Job Skills offers employment solutions connecting the skills of job seekers with the needs of employers to create a more vibrant community.

Our Vision

We will develop a continuum of services to support individuals facing employment transitions as they progress towards self-reliance. Our services will span the employment development spectrum including social, workplace and labour market information, action planning, job-specific skills, employability skills, job maintenance, and self-employment assistance. Our services will build on the assets of the community and will promote community well-being. We will offer services at various levels of intensity and match clients to the level they require. We will be the service provider of choice for individuals, employers and the community. We will be at the forefront of human resource development, seeking out and taking on new initiatives that extend our expertise. We will have a diversity of funding sources, including federal, provincial and municipal governments, employers, non-governmental organizations, and individual fee payers. We will utilize the latest technologies and flexible workplace practices where they contribute to excellence in service delivery to clients and/or excellence in administrative functions. We imagine a day when there will be universal access to all labour adjustment.



About Job Skills

Job Skills, a non-profit charitable community-based employment and training organization, has successfully delivered employment solutions for 32+ years across the Greater Toronto Area (GTA) and neighbouring regions. Today, the agency provides employment, employer, business, and newcomer services and programs in York and Peel Regions and Simcoe County.

Since 1988, the agency's mission, vision, and values support a strong, outcome-focused and client-centric employment services system, grounded in responding to community needs and customer service excellence. Innovative programs and services, framed by technology, provide sustainable employment pathways for individuals while also supporting the business community.

Job Skills' programs, services, outreach, and referrals assist more than 15,000 individuals annually to maximize their potential through new employment opportunities, new careers, and new businesses that help build strong work foundations. Clients include those with specialized needs such as newcomers, youth with complex needs, persons with disabilities requiring additional supports, Indigenous people, those in receipt of Ontario Works, and Francophones. With a mix of programming approaches that include e-learning, workshops and coaching (virtual and in-person), as well as motivational interviewing, Job Skills is consistently able to maintain and exceed contractual outcomes by focusing on operational excellence.

Job Skills also offers customized supports to help employers meet their specific labour market needs, including recruitment, placement and retention services, along with financial supports for hiring. These services—including workforce planning support—help ensure the business community's long-term successful growth while supporting job seekers to find meaningful employment.

Job Skills receives funding from all levels of government, as well as the Ontario Trillium Foundation, the Greater Toronto Airports Authority, the United Way Greater Toronto. Funds are also generated through special initiatives, fee-for-service activities, and donations.

A volunteer board of directors provides governance, oversight and monitors the agency's strategic plan.

Report From Board Chair and Executive Director

Who could have anticipated the worldwide impact that the COVID-19 pandemic would have when we started a new decade in January 2020?

In just a few short months, the pandemic transformed our lives – personally and professionally. It was a year of challenges where we focused on new priorities and circumstances that required us to do things differently. Yet through this diversity, we also learned how to thrive, explore new ways of delivering services and grow in new areas.

There was an uneven economic impact across regions, locally, provincially and nationally. While provincial unemployment rates soared to 13.7% in May 2020, many businesses grappled with closures and never-before-seen restrictions. Many sectors were heavily impacted by layoffs, while other sectors experienced unprecedented growth. Many job seekers saw their livelihoods disappear and wondered how they would eventually fit back into a new world of work, post-pandemic.

Like everyone working in the employment services sector, Job Skills' staff faced never-before-experienced situations. We quickly found different ways to connect with new and existing clients and provide all our services and programs online. We had to support employers who desperately needed workers while dealing with a labour shortage of individuals who were reluctant to work in a COVID-19 environment or lacked the competencies and skills required.

As a Job Skills' team, we showed determination, tenacity, creativity and incredible resilience that continued to move us forward to help our clients and support our community partners, still staying true to our mission and values. The senior management team, and all levels of staff, from frontline to managers, developed and implemented solutions to adapt to continually changing priorities and situations.

Job Skills' board of directors was there every step of the way, offering expertise, oversight

and ultimately support, as policy changes and adjustments were made that impacted service delivery.

Yet through this adversity, we found new opportunities and ways to support job seekers and employers. A common Latin saying, "**per ardua ad astra**," summarizes it best – "through adversity, to the stars."

Some of those highlights include:

- All 22 Job Skills programs and services pivoted to online delivery by the end of March 2020 – less than two weeks after staff began working remotely. By July, we had created more than 50+ online workshops and introduced special featured events and panel discussions (i.e. the Table Talk Series and the Handbag Project) to provide new options for our clients.
- Programs did not experience downtime, and clients could access our staff support through phone, email or video conferencing technology. Clients were supported as they attended online workshops, networking opportunities, and individualized coaching/mentoring activities.
- Security, client confidentiality and IT protocols were enhanced to support the new virtual service delivery method.
- Newcomers continued to receive specialized services virtually through all of York Region's Welcome Centres. All Welcome Centre service providers worked collaboratively to support immigrants' needs and referrals across the system.
- Service integration was accelerated, and coordinated responses were developed to support job seekers in our core programming, focusing on shared workshop content, enhanced support for employers, and modifying our service delivery approach.
- Job Skills' new website was launched in August 2020, providing upgraded ways for clients to connect with us with a live chat line, additional online resources and the enhanced use of social media.

- New internal committees and special projects were created to advance and support our virtual work, enhance our infrastructure, maintain quality assurance and service delivery, and focus on new client recruitment and retention strategies.
- Specialized virtual hiring events and information sessions were developed to meet the specific hiring needs of employers faced with critical labour shortages.
- Motivational interviewing and other training equipped our employment consultants to be successful with increasingly marginalized client groups.
- Various communication tools supported our working-from-home efforts providing resources and connectivity to Job Skills staff regularly to enhance virtual service delivery activities.
- Specialized, one-time funding was received to assist our most vulnerable clients – including funds from the United Way Emergency Community Support Fund to provide a computer loan program and implement a live chat line on our new website. Funding from the Greater Toronto Airports Authority (GTAA) was provided to support their laid-off employees with customized workshops and individualized support from Job Skills employment consultants to look at their options post COVID.
- Funders continued to fully fund Job Skills' 20+ agreements while remaining flexible and acknowledging the pandemic's challenges on the job market.

In 2020, Job Skills also became one of 22 service providers in Peel, working with a new funder, WCG, to launch the new Employment Ontario service delivery model as of January 2021. As part of the province's Employment Ontario pilot in three areas, Job Skills received increased target levels to expand our presence in Peel Region and return to service delivery in Mississauga with a new location in 2021. We are looking forward to exciting times ahead both in Peel, and the rest of our service delivery areas, as the province continues with plans to implement the full Employment Ontario transformation in 2021-2022.

In May, tragic situations in the US gave rise to the global Black Lives Matter movement protesting social injustice and racism. In recognition of the effect this had on Canada, our communities and neighbourhoods and our own organization, a

Diversity, Equity and Inclusion Committee was formed to ensure information and supports were available for staff, clients and the community we serve to ensure an inclusive environment was a priority. We joined our voice to the efforts being made in communities and through umbrella organizations to bring about changes in racism and equity issues.

We cannot look at 2020 and not think of the pandemic and how our work and personal lives have changed. Although the pandemic was still impacting our communities at the end of the year, all of our efforts have not been in vain.

We became a stronger more determined, more flexible, resilient organization. Our priority continues to be our job seekers, employers and the communities we serve. The majority of our programs finished the year on or near target. We developed new competencies, innovated our service delivery options, made stronger connections with our community partners, and renewed our sense of commitment to make our communities thrive and grow.

Board Chair Wayne Thiessen and I would like to thank our volunteer board of directors, our passionate staff, funders, community partners and umbrella organizations for their ongoing support, dedication and commitment to supporting our communities during this complex, challenging year.

As we look forward to a new world of work in 2021, Job Skills, with the ongoing support of the board of directors and the commitment of our staff, will continue to work to support the economic recovery of our communities, helping those that need it most.



Wayne Thiessen
Chair, Board of Directors



Nella Iasci
Executive Director

Job Skills

Our strength in numbers

Together, Job Skills is working with job seekers, employers and community stakeholders to build stronger communities in York and Peel Regions.

Job Skills' employment and business supports extend to more than 15,000 individuals and employers annually. Whether it is through resources on the agency's website, supports available through a live chat service, or a broad mix of programs and services, Job Skills provides assistance. Job Skills is there for job seekers (from youth facing barriers to employment, newcomers starting their life in Canada, mature workers looking for new employment opportunities, and persons with disabilities requiring extra support in the labour market). Employers also receive the necessary resources and services to get qualified staff to meet labour market needs. Strong partnerships with community stakeholders also expand and strengthen the supports available to get, and keep, our communities working.



Clients served across all program/services



Programs/services delivered in York/Peel Regions with a **95%** overall program satisfaction rate



Gained employment or registered in education/training



Workshop/info sessions offered featuring **62** different workshops



Partnerships with community stakeholders



Unique individuals accessed online workshops, hiring events, etc.



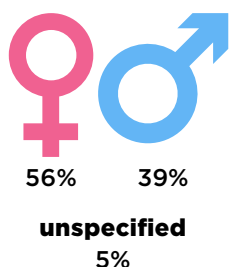
Average monthly users of www.jobskills.org



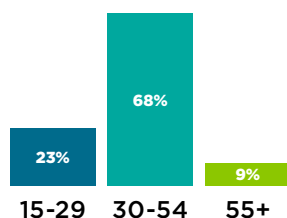
Unique visitors/month assisted by Live Chat in first 7 months

Job Skills' Client Profile

Gender



Age



Education

24% High School or Less
16% Certificate or Diploma
34% Bachelors Degree
26% Post Graduate

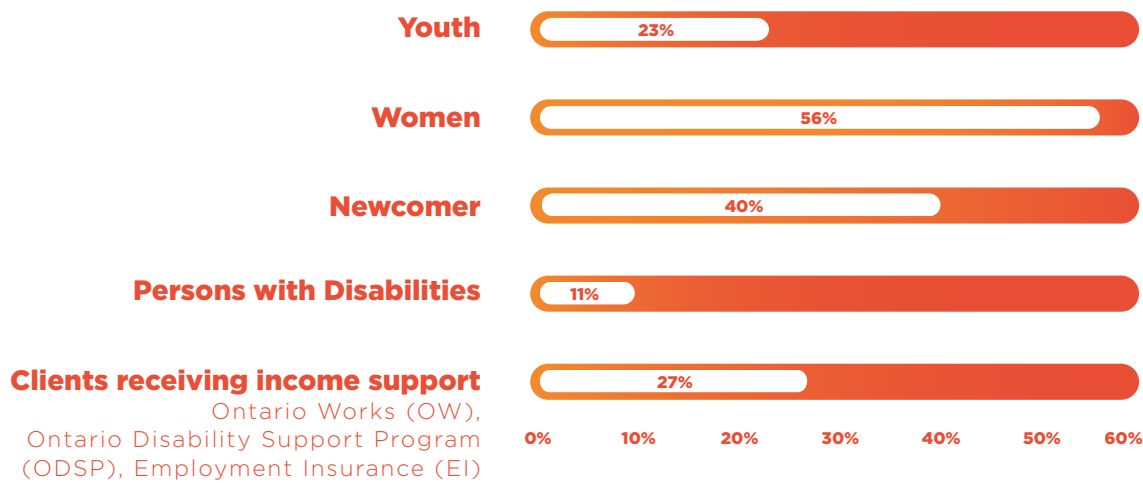
Country

112 Countries represented
Iran
India
China
Pakistan
Nigeria
Top countries (not including Canada)

Language

39 Languages spoken by our clients
Farsi
Hindi
Mandarin
Arabic
Urdu
Most common (not including English)

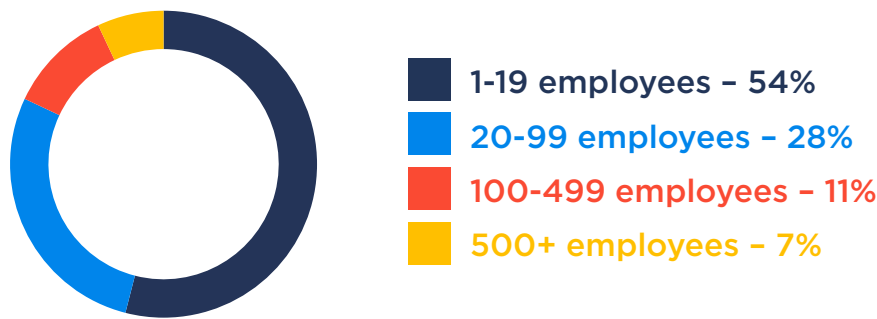
Specialized Client Groups



Job Skills has extensive expertise working with all types of job seekers, including all specialized client groups and those seeking self-employment. We provide customized programs and supports that enable clients to reach their individual employment goals.

Employers

Job Skills works with 1200+ employers representing all sectors across the GTA



Top sectors represented in 2020 included:

-  Professional, Scientific & Technical Services
-  Manufacturing
-  Retail Trade
-  Health Care & Social Assistance
-  Administrative & Support, Waste Management and Remediation Services
-  Accommodation and Food Services
-  Construction

A Black man with a beard and short dark hair, wearing a dark suit jacket over a light blue button-down shirt, is sitting at a desk. He is smiling and waving his right hand towards a laptop screen. In his left hand, he holds a yellow disposable coffee cup with a black lid. The background is a bright, out-of-focus office space with large windows. A teal banner with the text "JOB SEEKERS" is overlaid across the middle of the image.

JOB SEEKERS

Job Seekers

Reimagining the world of work

The employment landscape changed dramatically in 2020. The needs of job seekers, the way employment services and supports were accessed and delivered, and even the job opportunities offered by employers were impacted. If their jobs permitted, many workers transitioned to working at home but many struggled to juggle personal and work responsibilities, learn new skills, and adjust to new technologies.

Some sectors, and individuals, were impacted more than others. Vulnerable women were hardest hit, with the fear that many will slip into long-term unemployment. The jobs they occupied before the pandemic may cease to exist post-COVID as many high-touch service roles could be replaced with automation solutions.

Navigating the world of work in 2020 required innovative ideas, new approaches and flexibility to provide job seekers with employment opportunities providing sustainable outcomes.

Despite these challenges, Job Skills continued to be committed to supporting **4291** individuals looking to enter or re-enter the job market, achieve their career goals or plan for a future post-pandemic.

As the pandemic took hold in the early Spring of 2020, physical sites were closed, and in-person service delivery was halted. Job Skills pivoted quickly to move to online service delivery for all of its offerings.

The focus remained on delivering the supports necessary to assist clients in developing a pathway to find work and stay employed by providing the assistance needed to achieve personal and professional success and meet their financial obligations.

Job Skills delivered **20** programs and services for individuals seeking employment, from job search supports, customized programs, online bridging programs to life skills and pre-employment programs. Individuals supported by these programs included those in receipt of social assistance, youth,

newcomers, women, persons with disabilities, Indigenous people and Francophones.

By the end of March 2020, all Job Skills staff was fully equipped with both hardware and software to provide complete employment services remotely. Employment consultants connected with clients by phone, email, texting or online through Zoom and MS Teams platforms.

With services now virtual and accessible online, the physical location was not a limitation, and job seekers from outside our typical communities also reached out for guidance and support. Limitations only occurred with those most vulnerable that did not have access to technology, and arrangements were made to accommodate those needs.

The formation of an enhanced triaging process also helped to support all inquiries while meeting the agency's high customer service and satisfaction standards.

More than **60** workshops were developed to be delivered virtually. From identifying skills and building an effective resume to sessions focussing on financial literacy and mental health – the workshops supported clients looking to maintain job readiness during this uncertain period. Specialized workshops were designed to help those clients experiencing additional barriers to employment or provide alternatives for those thinking about future employment opportunities.

During the year, **355** online workshops were delivered, providing resources, tools and tips, and direction to enhance the job search activities of **3116** participants.

For all existing Job Skills employment programs, the curriculum was quickly adjusted for delivery on Zoom or e-learning platforms. Participants used the additional time to develop supports and strategies that would help them cope with the realities of a new work world.

Virtual hiring events and information sessions provided new, COVID-safe opportunities to link job candidates with employers. These specialized recruitment opportunities provided information to job seekers about current labour market and employment opportunities and gave employers a new way to recruit.

A new Job Skills website launched in August 2020, with enhanced search capabilities, blogs, and a live chat feature, provided additional resources to support job seekers and employers. Weekly newsletters, targeted digital advertising, and an enhanced social media presence offered additional ways to connect with new and existing clients, providing resources, information and support for their job search activities.

Throughout the year, Job Skills continued to offer specialized employment supports for **2072** newcomers virtually. To reduce the effects of isolation, networking opportunities such as the Handbag Project, Table Talk Series, and expert panel discussions provided support, encouragement and ways to move forward.

In 2020, Job Skills continued its key role as one of the lead agencies operating the Welcome Centre Immigrant Services in York and Durham Regions, responsible for delivering employment services through the Centres. The seven centres provide core services and programs and unique community-based services to newcomers annually. From targeted employment supports at the Welcome Centres in York Region to specialized job search workshops and bridging programs, Job Skills provided newcomers with personal online support, training and resources specifically tailored towards helping them integrate into the Canadian workplace.

The impacts of COVID-19 in 2020 presented extraordinary challenges for Job Skills, its clients, employers and community partners. The determination, flexibility and adaptability of staff, job seekers and employers to embrace new ways of delivering services, learning, looking for work, hiring employees and acquiring new skills will continue as the Agency supports the economic recovery of local communities emerging from the pandemic.

Job Seekers by the Numbers

4291

Total number of job seekers assisted

20

Programs supporting job seekers

355

Online workshops/info sessions presented

62

Different workshops developed

65-80%

Range of individual programs success rates

Key sectors of employment:

- Administrative and Support
- Retail Trade
- Professional, Scientific and Technical Services
- Construction
- Accommodation and Food Services

Employment Services offered by Job Skills

Employment Ontario Employment Service Centres (EOES) – Brampton, Keswick, Markham, Mississauga (opening early 2021)

Offering a range of resources, supports, and services to respond to an individual's career and employment needs.

Youth Job Connection/Youth Job Connection-Summer/Part-time (YJC) – Northern York Region

Providing more intensive supports beyond traditional job search and placement opportunities for youth experiencing multiple and/or complex barriers to employment.

Job Search Workshops (JSW) – Welcome Centres, York Region

Pre-employment program specifically designed to assist new and recent immigrants in their job search.

Employment Support Services (ESS) – Welcome Centres, York Region

Individualized assistance with job search and career planning for newcomers.

Bridge to Healthcare Alternatives – mobile/online, York/Peel Regions

Bridging program that supports internationally educated professionals looking for alternative health care careers.

Bridge to HR Online – National

An online, bilingual bridging program for internationally educated HR professionals.

Job Find Club – Enhanced (JFC-E) – mobile program, York Region

Job search program delivered in a group setting focusing on enhancing job search strategies.

Simpact Practice Firm – York Region

Supporting unemployed women explore new career pathways through a simulated work experience program.

Right Fit for You – York/Peel Regions

A 20-week program targeted to support youth with disabilities and/or complex barriers in overcoming barriers to employment.

Level Up – York Region

A 5-week online/facilitator-led program designed to provide youth with the soft skills that employers are looking for and gain success in their professional lives.

Propel Your Career (PYC) – Peel Region

Helping women graduates leverage their education to find work that matches their education and experience.

Smart Start – mobile program, York Region

Specialized program supporting those seeking work in food services or customer service.

Quotes from our Job Seekers



The resources (the Employment Consultant) shared and her experience in the industry was invaluable. (She) helped me create a resume that reflected my experience and career aspirations. She coached me on interview techniques and shared resources to ensure I was prepared for any possible scenario during the interview process. Bottom line is I wouldn't have the position I do now without her. – **C.M., Employment Services Client**

I think the Smart Start Program is amazing - you learn so many things you didn't know. For me it's going to help me working with seniors and be able to move to different positions within a long-term care or retirement community. The knowledge on resumes and interviews was also very helpful....The way the program is facilitated online is amazing especially for me at this time, not having day care and being home with my son. – **F.S., Smart Start Client**

Finding a job in Canada, as a new immigrant and amidst an economic recession fueled by the pandemic, turned out to be even more challenging than I expected. ... The JFC-E workshops turned out to be a lifesaver as the classes were aimed at learning how to market ourselves in the Canadian job market today. ...The advice and tips that I gained from the workshop(s) have also helped me land my first job in Canada as a Finance Analyst ... I would confidently recommend JFC-E to anyone looking for jobs in Canada, particularly newcomers. – **C.K., JFC-E Client**

I am very excited and grateful for getting the job and the opportunities it will open up for me. Thank you again for your assistance in preparing for the interview, it is greatly appreciated and helped me being successful at landing the job ... I came for the program with a vague idea of where I stand in terms of my employability, but now got a clarity about where I stand and how to move forward – **J.S., PYC Client**

After attending all the webinars from Job Skills I felt more equipped and prepared to begin my career as a Civil Engineer. My resume is more polished, my interview skills have improved and among other things I have received great tips on how to network. Now, with the help of Job Skills I will begin working.... – **H.M., Youth Job Connection Client**



Quotes from our Job Seekers



I was very excited when I was (able to) join the Bridge to Health Care online program. This program is well designed to understand the health care system and its opportunity. This credit goes to you and your team ... I am pretty sure and confident about job searching. I will definitely get (a job) very soon. – **D.L., B2HCAO Client**

For me, SIMPACT was not only a place where I could get useful information for job search, obtaining more skills and knowledge about Canadian culture at work, and connecting people. Here was also the place where I could develop self-awareness. Thank you for this opportunity to learn, connect with wonderful people, and a courage to move forward. – **A.K., Simpac Client**

I want to express my gratitude for all your efforts during this entire Bridge to HR Online program. The program enabled me to learn various aspects of the HR with real life examples and it has proved to be extremely useful during my job search process and while communicating with other HR professionals. Also, I would like to thank you for your continuous encouragement for candidates like us who are sailing through a difficult time and hit by the effects of the pandemic. Thank you once again for your valuable time and support. – **B.R., B2HRO Client**

I want to thank you for your support and assistance during my job hunting. Your genuine and thoughtful advice and tips helped me a lot. I learnt so much from your amazing job search workshops and that experience paved the road to the success of landing my first job in Canada. I am grateful for all of this! – **Z.A., JSW Client**

Participating in a LinkedIn workshop offered by JS... has broadened my horizon and I have learnt a wealth of knowledge. I tailored my profile accordingly to make it professional. I invested my time every day on it, and have been active networking. As a result, the (employer) contacted me on LinkedIn. Now I am preparing myself for my first job in Canada. – **A.R., ESS Client**



A young person with dark skin and short hair is smiling and looking down at a smartphone held in their right hand. They are wearing a green cardigan over a purple t-shirt. In their left hand, they hold a yellow pencil. On the table in front of them is a large, circular color wheel with various shades of blue, green, yellow, and red. There are also other color swatches and a small notebook on the table. The background is blurred, showing what appears to be a classroom or workshop setting. The entire image is framed by a thick orange border.

SELF-EMPLOYMENT

Self-Employment

Entrepreneurial spirit creates new opportunities

Being your own boss is always appealing – and in 2020, that was not only an option but was driven by necessity for many.

Job Skills' self-employment programs made that option a reality for **471** individuals with an entrepreneurial spirit who explored the possibility of being self-employed in 2020.

The actual businesses launched during the year spanned the range from custom baking and yoga apparel to industrial tool distribution, online home décor and soccer skills training. For many of these new entrepreneurs, these new enterprises created supplemental income and a sense of control during a time of uncertainty. Others received the resources, information and encouragement to do important market research and begin developing a business plan for future consideration. All participants learned how to adapt their business ideas to the COVID-19 environment and think creatively.

The Youth Entrepreneurship Program (YEP) provided **57** marginalized and barriered youth the opportunity for achievement and success through demonstrated perseverance. By reinforcing self-worth and self-esteem, they were able to apply life skills they learned and understand how they can participate positively in their communities and the Canadian economy.

The **414** newcomers registered in the Self-Employment Pathways for Newcomers (SEPN) program learned about the Canadian small business environment, acquired relevant business and cultural information, and conducted self-assessments as they explored the feasibility of starting a new business.

The youth and newcomers registered in Job Skills' self-employment programs received practical assistance, and motivational support through specialized programming designed for their particular needs. Personalized coaching and focussed business essentials workshops – all delivered in online group or individualized coaching sessions – provided support to help them reach their entrepreneurial goals.

Volunteer guest speakers from the business community provided clients in both programs practical real-life knowledge and experience, specialized information on subjects from financing to marketing, current industry best practices, and the motivation to succeed.

With a success rate of **72%** over more than 20 years, supporting the launch of more than 5200 businesses, Job Skills' self-employment programs have continually provided the necessary upfront supports, increasing the likelihood of long-term success for the new business owner.

Self-employment by the Numbers

471

Participated in
self-employment
programs

57

Youth participated
in YEP

85

Started a business
in the SEPN
program

Programs for Entrepreneurs to assist start-up business ventures

Youth Entrepreneurship Program (YEP) – Brampton/Keswick

Supporting the entrepreneurship dreams of at-risk youth age 15-30.

Self-Employment Pathways for Newcomers (SEPN) – York Region

Supporting newcomers interested in starting a business in Canada.

Quotes from our Entrepreneurs



The YEP program is one of the best things that has happened to me. It helped me grow in several areas of my life even more than I imagined. It helped my ability to be committed, helped my research and learning, business, finance management and negotiation skills. Considering that YEP was one of the first programs I enrolled into upon my relocation to Canada this year, YEP taught me most of the things I need to know about Canada.

– **T.A., YEP Client**

Thank you for this amazing and truly beneficial program you and your team designed and successfully implemented for us... Through the years of my living in Canada and being in various supportive programs, the SEPN undoubtedly stands on top. And it couldn't happen, except for your great work and your great team! – **H.N., SEPN Client**

Thanks to (my business coaches for) motivating me to achieve my business goals and always congratulating me on any positive step I made and offering me extra resources and options which helped me take extra steps to strive towards successI believe all business coaches brought a balance to my learning experience more than any school could have and just want to thank all of you again for allowing me opportunity to make it to the finish line.

– **D.S., YEP Client**

Having just gotten to Canada about two weeks ago, this was the most valuable experience I have had. I have run my own business in the past and appreciate that execution and time management is one of the most important things I can focus on. I got so much value from the slides and the conversation ... because this was insight that would have taken me months to gather. – **T.M., SEPN Client**



A photograph of two construction workers in an industrial setting. The worker in the foreground is a man with a beard, wearing an orange hard hat, a white surgical mask, and an orange safety vest over a dark long-sleeved shirt. He is looking down and to his left. The worker in the background is partially visible, wearing a similar orange hard hat, glasses, and a white surgical mask. The background shows industrial structures and scaffolding. A teal banner with the word 'EMPLOYERS' in white capital letters is overlaid on the image.

EMPLOYERS

Employers

Specialized services support employers new reality

The effects of the pandemic on the workforce during 2020 left many employers reeling. Some had to layoff, or change direction while others had to ramp up - quickly. Many required additional supports and resources to keep operating - from advice on health and safety protocols, navigating confusing government regulations and supports, and retraining staff to perform new job functions. Limited by lockdowns, other restrictions, and online capabilities, other employers needed assistance to find new ways to recruit and interview - quickly and virtually. By adapting its services and resources, the Job Skills team worked with employers to assist with their hiring needs based on their current situations during the pandemic and their changing needs.

As always, the goal was to find efficient and effective ways to link hiring employers from its roster of **1200+** small and medium-sized employers across the Greater Toronto Area with qualified job-seeking clients. Job Skills provided assistance and additional resources, including financial incentives and supports for hiring and training new and existing employees, allowing them to maximize their limited workforce.

Many employers required assistance to meet their increased staffing needs. This was provided through specialized virtual hiring events and information sessions and personalized recruitment and screening services.

There were focused efforts to support employers considered to be essential services that remained open during the pandemic. Demand grew for onsite jobs in manufacturing industries, including food, personal protective equipment (PPE) production and medical waste, as well as for remote workers in customer fulfillment, call centres, order desk and help desk jobs. The Job Skills' team recruited and identified clients from sectors that had retracted to readjust and get ready for new roles, and worked

with employers to enhance their workplace training strategies to encourage staff to expand their skill sets and adapt to different functions, as required.

The Job Skills' team stayed on top of local labour market information through local Chambers of Commerce/Boards of Trade, participating in economic planning consultations and continually monitoring hiring trends. This information was critical when advising job seekers about the skills and jobs in demand, supporting retraining opportunities in future high-growth sectors, and making adjustments to ensure that services match current and future job opportunities.

To improve employment opportunities for clients with unique needs, Job Skills continued to educate employers on the benefits of being an inclusive organization. This included providing expertise and supports for job carving, assisting with developing appropriate workplace accommodations and specialised supports, to meet hiring, training and retention needs.

Job Skills continued to collaborate with employers to offer clients workplace and mentoring opportunities, and advice on careers and job search. Employers were integrated into the delivery of Job Skills' programs and services by volunteering their time and expertise as guest speakers and workshop/panel presenters, providing a real-world perspective to clients. Employer representation continued on advisory committees and panels, providing sector-specific expertise, curriculum and program development, and program design input.

Throughout 2020, Job Skills worked to ensure its employers would be stronger and better positioned to take advantage of the expected rebound in consumer confidence and the increase in demand for goods and services.

Employers by the Numbers

1200

Employers

5

Virtual hiring/
information events
226 clients registered

405

Incentive agreements
supporting employers
with hiring needs

181

New/existing staff
were supported through
training incentives

Employer supports and services

Business solutions to help employers grow through:

- Recruitment services to help find qualified and diverse candidates
- Virtual and in-person hiring events
- Apprenticeship information and support
- Financial incentives for hiring/training new and existing employees
- Labour market resources to support business growth

Quotes from our Employers



FGF Brands would like to thank Job Skills for a job well done putting together a virtual career fair. The event exceed our expectations, and we were able to fill an opening. We would recommend their services in the future and look forward to continuing our partnership. – **Talent Acquisition Team, FGF Brands, Brampton**

The COJG program has been invaluable to our organization. With the training funding assistance we have been able to upgrade the skills of our staff and to offer them access to new opportunities we would not have been able to without this program.
– **Andrea Flint, York Card Services, Markham**

(The Business Liaison Specialist) made the hiring process extremely easy for us from beginning to end, and on multiple occasions has connected us with candidates who ended up being a perfect fit and are still with us to this day. We appreciate the time and effort she has consistently put in on our behalf, from building the job posting to following up with candidates who have been hired and everything in between – and we are looking forward to continuing to work with her and Job Skills in the future!
– **Natalie, United Canada Inc., Richmond Hill**

We would like to express our gratitude to Job Skills for partnering with Siram Precision in addressing our staffing needs. We have chosen to exclusively utilize your employment services, after having been involved with several other staffing agencies... (The Business Liaison Specialist) was extremely knowledgeable about the programs that would be available to our company and also very reasonable with managing our expectations. She has always been courteous and has followed up on any inquiry in a timely manner and we would highly recommend her to any prospective employer.
– **Sean Ramnarase, Siram Precision Inc., Markham**



Recognition & Acknowledgements

Thanks to their passion, commitment, knowledge, and determination Job Skills' staff impact the lives of thousands of job seekers and employers every year, supporting individuals to reach their employment goals and employers to meet their hiring needs, contributing to the wellbeing of communities served.

The following staff members achieved 5 and 10 Years of Service during 2020



Stephanie Carvalho
Grace Leung
Hazelann Liverpool
Brian Mackenzie
Ray Rauth
Justine Villamagna
Hayley Wheeler



Alex Arrobo
Rashmi Bakhski
Belita Lowers
Kwadwo Yirenkyi

Volunteers

Job Skills appreciates the many volunteers who contributed valuable expertise, leadership and energy during 2020. Of particular note is Job Skills' dedicated volunteer board of directors which provides a governance and oversight role, ensuring Job Skills delivers on its commitment to its mission and strategic plan. This was particularly crucial during 2020, as the board provided support and guidance as policy changes and adjustments were made to service delivery to deal with the impact of the pandemic.

2020 Board of Directors

Wayne Thiessen, Chairperson
Marco Osso, Vice-Chair
Pat Neil, Vice-Chair-Secretary
Quinntin Fong, Treasurer
Elias Lyberogiannis, Director (term ended Sept 2020)
Alastair Hobson, Director (resigned Sept 2020)
Pernille Jensen, Director
Babak Shokouhi, Director
Rod Kirwan, Director
Erin Rizok, Director (term started Jan 2020)
Gary Chu, Director (resigned Oct 2020)
Els Schaefer, Director (term started Sept 2020)
George Lyberogiannis, Director (term started Sept 2020)
Rex Liu, Director (term started Sept 2020)

Special thanks to the many students from the various employment counselling programs that completed their placements at Job Skills.

Job Skills also appreciates all the volunteers who offered to be guest speakers, panel experts and program advisory committee members. Their time and expertise are priceless.

Stakeholders

Working together to find new opportunities through adversity

The economic challenges of COVID-19 facing our communities in 2020 provided new opportunities to build on and create new relationships throughout our networks to offer support and hope for many of our clients.

Job Skills' commitment to work with a diverse range of more than **225+** community partners and stakeholders ensured that referrals, supports, and coordination of service delivery, particularly for the most vulnerable, continued despite the challenges of the pandemic.

Strong connections to umbrella organizations allowed Job Skills to be at the forefront of developing creative new ways to deal with local employment concerns, constantly changing as the pandemic caused disruption for both employers and job seekers. Job Skills collaborated and created new strategies for success through organizations such as OCASI, ODEN, ONESTEP, First Work, ONN, Local Immigration Partnership Councils, workforce planning boards, chambers/boards of trade, sector councils, and the local employment service delivery networks in York and Peel Regions.

Job Skills also worked closely with other employment service providers; agencies serving

newcomers/immigrants, Francophone, youth, Indigenous, persons with disabilities, and women; municipal, provincial and federal government departments; training providers; educational institutions, and businesses in Peel and York Regions to find new ways of providing services while dealing with the ever changing restrictions created by the pandemic.

New funding opportunities were provided to adapt existing services to support those disproportionately affected by labour market changes due to COVID-19.

The shared values, and commitments of these varied formal and informal partnerships provided new opportunities to develop flexible solutions, new ideas and a true community-based approach to service delivery. Participation in advisory and focus groups and involvement through community consultations, round table discussions, research projects, and surveys also provided Job Skills' staff with an opportunity to have input into developing innovative approaches.

By working together, local solutions were created through community engagement and partnerships to help communities cope with the impact of COVID-19.



Community Partners

Partners we worked with in Peel and York Regions in 2020 included, but were not limited to:

All Employment Ontario Service Providers in Peel and York Regions

York and Durham Regions Welcome Centres Partners

- COSTI Immigrant Services
- Catholic Community Services of York Region
- Centre for Immigrant and Community Services
- Social Enterprise for Canada
- Community Development Council Durham
- Durham Region Unemployed Help Centre

York / Peel Region District School Board

York/Peel Catholic District School Board

York Region Community and Health Services Department and Human Services Planning Board

Region of Peel

Senior Enrichment Program

Seneca College

Centennial College

Collège Boréal

Collège du Savoir

Humber College

City of Markham

City of Brampton

Town of Newmarket

Town of Georgina

Brampton Springdale Network

York Region Police

Women's Centre of York Region

Addiction Services for York Region

Canadian Chinese Support Association

Literacy Council

Learning Centre

March of Dimes

Georgina Trades Training Inc.

Scarborough Social Housing

Housing Help Centre

Georgina Food Pantry

Blue Door Shelter

Sutton Youth Shelter

Punjabi Community Health Services

Brampton Library

Brampton Multicultural Community Centre Community

Kerry's Place Autism Services

Belinda's Place

Legal Aid Clinic

Rehabilitation Network

Learning Disability Association - York and Peel

Inn from the Cold

Community Living York South, Corbrook, Newmarket & Aurora

Community Living - Brampton and Mississauga

Coalition for Persons with Disabilities

Canadian Council on Rehabilitation and Work

Rapport Youth Services

Youth the Future

Peel Youth Village

ECLYPSE Youth Resource Centre

Peel Multicultural Centre

Punjabi Community Health Services

Canadian Mental Health Association

Georgina Island Band Council

Caledon Brampton Implementation Team

Connect 4 Life

Peel Addiction, Assessment and Referral Centre

Community Alliance for Support and Empowerment

Canadian Association for Supported Employment

Centre francophone de Toronto

Malton Neighbourhood Services

Cross Cultural Community Services

Family Services Peel and York

Funders

Job Skills' services are provided with the support of the following funders:

Government of Canada

- Service Canada
- Immigration, Refugees and Citizenship Canada

United Way Greater Toronto

Regional Municipality of York

ONESTEP

Government of Ontario

- Ministry of Labour, Training and Skills Development
- Ministry of Citizenship and Immigration

Ontario Trillium Foundation

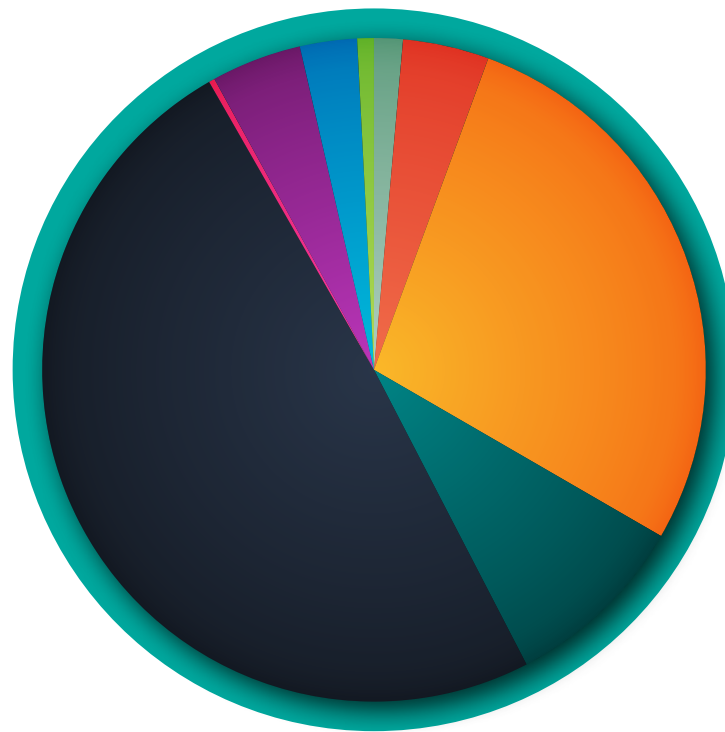
Greater Toronto Airports Authority

Funds are also generated through sponsorships, donations, special initiatives and fee-for-service activities.

Program Revenue by Source

How our funders support Job Skills

Job Skills provides an essential link to creating economically viable communities. Job Skills' programs and services are provided with the support of the following funders:



This data has been extracted and summarized from the audited financial statements of Job Skills. Full financial statements are available and can be provided upon request at info@jobskills.org

2020 Statement of Operations and Changes in Fund Balances

Year ended December 31, 2020

	2020	2019	2020	2019	2020	2019
	OPERATING FUND		CAPITAL FUND		SPECIAL INITIATIVES	
	\$	\$	\$	\$	\$	\$
REVENUE	8,604,190	9,651,080			13,410	28,803
EXPENSES						
Administrative salaries	4,117,058	4,408,582	-	-	2,709	3,038
Advertising and promotion	74,194	77,527	-	-	-	660
Amortization	-	-	80,556	72,377	-	-
Board & staff development	4,378	17,579	-	-	-	-
Employee benefits & costs	585,292	631,365	-	-	-	798
Employers supports	1,380,909	1,657,408	-	-	-	-
Equipment lease/rentals	74,084	92,735	-	-	-	-
HST unrecoverable	69,424	78,339	-	-	-	-
Insurance	40,397	41,904	-	-	-	-
Memberships	10,941	13,055	-	-	-	-
Occupancy costs	1,343,262	1,380,164	-	-	-	-
Participants' supports	477,724	583,860	-	-	-	-
Professional services	55,322	82,308	-	-	-	-
Service charges	6,193	10,707	-	-	-	-
Supplies	121,009	257,830	-	-	4,256	10,978
Telephone and internet	122,910	136,044	-	-	-	-
Travel, vehicle	33,822	107,913	-	-	-	-
	8,516,919	9,577,320	80,556	72,377	6,965	14,016
Excess (deficiency) of revenue over expenses	87,271	73,760	(80,556)	(72,377)	6,445	14,787
Fund balances, beginning of the year	-	-	85,500	78,105	623,769	614,995
Interfund transfers	(87,271)	(73,760)	62,989	79,772	24,282	(6,013)
FUND BALANCES, END OF THE YEAR	-	-	67,933	85,500	654,496	623,769

This data has been extracted and summarized from the audited financial statements of Job Skills. Full financial statements are available and can be provided upon request at info@jobskills.org

Job Skills Locations



Job Skills Head Office

14-130 Davis Drive,
Box 34
Newmarket, ON
L3Y 2N1

Ph: 905-898-5138
1-866-592-6278

Keswick Employment Services

155 Riverglen Drive,
Unit 7
Keswick, ON
L4P 3M3

Ph: 905-476-8088
1-866-470-5947

Simfact Practice Firm

16775 Yonge Street
Unit 302,
Newmarket, ON
L3Y 8J4

Ph: 905-235-7001
1-866-592-6278

Markham Employment Services

4961 Highway 7,
Units 100-101
Markham, ON
L3R 1N1

Ph: 905-948-9996

Markham North Welcome Centre

8400 Woodbine Ave,
Suite 102-103
Markham, ON
L3R 4N7

Ph: 289-846-3645
1-877-761-1155

* Markham North Welcome Centre, part of the Welcome Centre Immigrant Services system in York and Durham Regions

Brampton Employment Services

50 Sunnyvale Gate,
Unit 12
Brampton, ON
L6S 0C4

Ph: 905-453-7896

Mississauga Employment Services

1090 Dundas Street E,
Unit 107
Mississauga, ON
L4Y 2B8

Ph: 905-273-3360



Working to get you working.



Job Skills | 14-130 Davis Drive, Box 34, Newmarket ON L3Y 2N1

Ph: 905-898-5138 / 1-866-592-6278 | Fax: 905-898-4830 | E-mail: info@jobskills.org | www.jobskills.org

Charitable Registration #: 12832 7293 RR0001