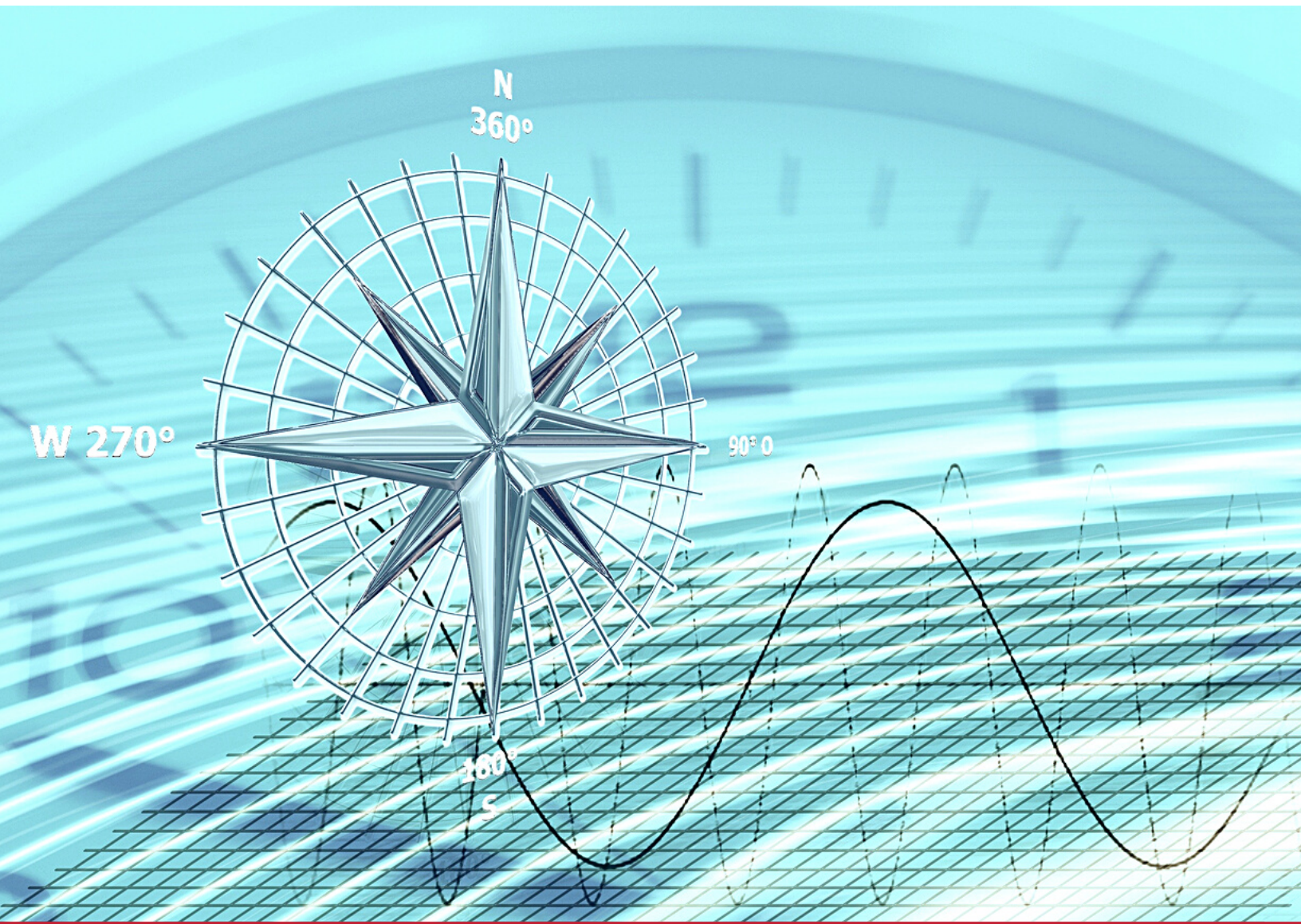


ENGAGING  
GROWTH  
THROUGH

# ***INNOVATION***



**ANNUAL REPORT | 2022**  
**JOB SKILLS**

*Working to get you working*



44.23, -79.46

Job Skills has 34 years  
of success helping  
people from all walks  
of life celebrate their  
success at starting a  
new job, career or  
business.



43.76, -79.73

## MISSION

To elevate the economic and social contributions of individuals and organizations to enrich the vitality of our community.

## VISION

Building an inclusive society where all people are ensured equitable opportunities to fulfill their career aspirations and participate fully in the community.

## VALUES

### Respect

We nurture safe and open spaces where we elevate people through trust, honesty and relationship building.

### Excellence

We commit to the highest standards and strive to be the best in all we do.

### Integrity

We act with uncompromising honesty and ethics.

### Innovation

We turn challenges into opportunity and ideas into creative solutions.

### Collaboration

We work together to inspire teamwork and unity.

### Equity

We are dedicated to creating an equitable, diverse and inclusive culture by eliminating barriers and promoting equal opportunities.

### Belonging

We provide an environment where everyone feels safe, supported and accepted.





# ABOUT JOB SKILLS

Job Skills, a non-profit charitable community-based employment and training organization, has successfully delivered employment solutions for 34 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.

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 support, Indigenous peoples, those in receipt of Ontario Works, and francophones.

44.1, -79.5





# BOARD OF DIRECTORS



**Pat Neil**  
Board Chair



**Marco Osso**  
Vice-Chair



**Els Schaefer**  
Vice-Chair / Secretary



**Zahra Kara**  
Treasurer



**Quinntin Fong**  
Treasurer (Interim)



**Janet Hicks**  
Director



**Rex Liu**  
Director



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Director



**Ziah Sumar**  
Director



**Maggie Yang**  
Director



**Chad Hanna**  
Director



**Sahar Rahman**  
Director



**Rod Kirwan**  
Director



**Wayne Thiessen**  
Past Chair

# SENIOR MANAGEMENT TEAM



**Bethany Obermayer**  
Executive Director



**John Mitteregger**  
Senior Director, HR and Program Development



**Maina Kariuki**  
Director, Newcomer Employment and Entrepreneurship Services



**Saba Sayyad**  
Director, Finance



**Dilaila Grundy**  
Senior Executive Administrator

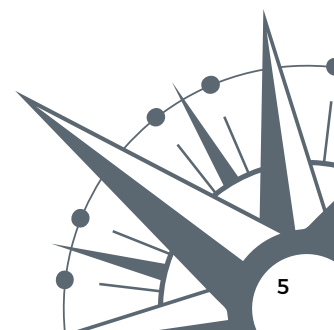


**Daniel Verdes**  
Director, Information Technology and Operations



**Ray Rauth**  
Director, Marketing, Media and Community Development

43.86, -79.30



# MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

We are pleased to present Job Skills' 2022 Annual Report – Engaging Growth Through Innovation.

Amidst the global pandemic, Job Skills pivoted to a more agile and innovative approach to serve the community. Job Skills employed a variety of digital methods to extend our programs and services across York and Peel regions to adapt and meet community needs.

Although our online platforms are invaluable in making us accessible, we pride ourselves on offering in-person services at all 6 locations. At Job Skills, we're relentless in our pursuit of excellence to provide top-tier client and employer services.

As we entered into a post-pandemic phase and recovery in 2022, statistics show unemployment running as low as it's ever been, record-high job vacancy numbers and unprecedented labour force participation.

This intense swing in the job market has consequences for almost everyone; an employee, an employer or consumer. To keep pace with the ever changing job market dynamics, Job Skills is focused more than ever on innovative new ways to service clients and employers.

The year began by embarking on a new three year strategic plan prioritizing Employee Engagement, Community Engagement and Growth through Innovation. Through this strategic plan, Job Skills is committed to deliver on our mission to elevate the economic and social contributions of individuals and organizations to enrich the vitality of our community.

Innovation has always been a part of Job Skills' DNA, and in 2022, we launched our new community magazine, Compass.

Through Compass Magazine, Job Skills is able to enhance the communities' understanding of local initiatives, provide tips on skills building, and keep readers entertained with insightful interviews and exciting community highlights. Through Compass, Job Skills looks forward to staying connected with our communities and fulfilling our unwavering commitment to our clients.

In 2022, Job Skills initiated a Practice Firm program, funded through Immigration, Refugees and Citizenship Canada, to provide support to displaced Ukrainian refugees escaping from war. The Practice Firm, Simpact, helps refugees gain Canadian work-experience and assists them in finding employment opportunities in Canada. Practice Firm participants are able to connect with other Canadian newcomers and build vital social and professional networks in Canada. Job Skills is proud to be a part of the journey and support people starting a new life in Canada.

In 2022, Job Skills continued to achieve outstanding outcomes across all programs and services and these results are shared in this annual report.

Due to the drive, determination, and commitment from all staff across York and Peel regions, Job Skills will continue to meet and exceed service delivery excellence.

Through innovation and transformation we remain united in our passion to fulfill our mission to create and support diverse and vibrant communities.



**Pat Neil**  
Board Chair



**Bethany Obermayer**  
Executive Director

# EMPLOYMENT RESULTS

## Job Skills

### Strength in the People We Work With

Job Skills' focus remains to offer tangible solutions to job seekers and employers. Working collaboratively with our stakeholders, Job Skills strives to elevate individuals' and organizations' economic and social contributions to enrich the community's vitality throughout the GTA.

Annually, over 15,000 individuals and employers access Job Skills' wide range of employment and business programs and services. Job Skills continues to provide customer service excellence by delivering the necessary resources and support to all our clients and employers. The diversity of those seeking assistance reflects the communities that Job Skills serves, including youth with barriers, newcomers, mature workers, persons with disabilities, Indigenous peoples and francophones. Our employers are similarly diverse, representing various sectors, including manufacturing, retail, hospitality, IT, health care, child care, education, and administration. Job Skills collaborates with various community service providers resulting in partnerships that further enhance service delivery, ensuring that Job Skills remains a recognizable sector leader in the GTA.

4285

Clients served across all programs/services

254

Partnerships with community stakeholders

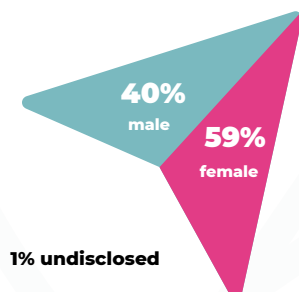
18

Programs & services delivered across York & Peel regions

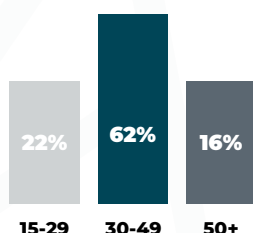
6450

Average monthly users of [www.jobskills.org](http://www.jobskills.org)

## Gender



## Age



## Education

**30%**  
High School or less

**15%**  
Certificate or Diploma

**31%**  
Bachelor's Degree

**20%**  
Post Graduate

**2%**  
Trades

## Country

96 Countries represented

**Iran**  
**India**  
**China**  
**Ukraine**  
**Nigeria**

Top countries (not including Canada)

## Languages

39 Languages spoken by our clients

**Farsi**  
**Mandarin**  
**Hindi**  
**Urdu**  
**Ukrainian**  
**Arabic**

Most common (not including English)

## Specialized Client Groups

693

Youth

2444

Women

1839

Newcomer

369

Persons with Disabilities

631

Clients receiving income support

## Top Sectors



Administrative & Support



Construction



Health Care & Social Assistance



Retail Trade



Accommodation, Travel & Food Services



Professional, Science, Technical



# PROGRAM HIGHLIGHTS

Job Skills, a non-profit charitable community-based employment and training organization, has successfully delivered employment solutions for 34 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.

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.

## Employment Ontario, Employment Services

Finding employment can be a difficult task due to many different reasons. Whether you lack the resources to apply to jobs or lack the knowledge or experience needed for a job, the list of reasons can go on. Job Skills' employment service centres offer all Ontarians the resources and services they need to find employment.

Job Skills offers a wide range of individualized services to all unemployed job seekers including youth, women, newcomers, and those receiving income assistance. Job seekers can work with employment consultants to help them develop their employment skills, develop a career plan, and find successful employment. Job Skills' services include interactive workshops, employment training, access to resources such as computers, job boards and much more. Designed as a central hub, job seekers can find everything they need for success through Job Skills' Employment Services.



## Youth Job Connection

The unfortunate truth is that not all youth face the same opportunities when it comes to finding employment. Many are often at a disadvantage due to complex barriers that prevent them from comfortably finding a job. Youth Job Connection (YJC) is a program designed to provide valuable pre-employment training, mentorship and work opportunities for youth that face these barriers.

In this program, youth engage in pre-employment workshops to improve job readiness and life skills in preparation for a paid placement, which can range from a few days up to six months. Our Youth Job Connection includes 60 hours of workshops, and Youth Job Connection Summer consists of 20 hours. During their placement, participants get one-on-one guidance from Job Skills' staff to ensure support is always available if needed. They also gain access to networking opportunities, career coaching and have the option of returning to the program as a youth mentor.



## Job Find Club

Finding a job is not always a quick process, and at times, it can be complicated. Job Find Club – Enhanced (JFC-E) is a three week program designed to quickly move residents of York Region into employment.

JFC-E is supported by dedicated Employer Relations Specialists with community and employer connections.

These specialists work one-on-one with participants to enhance their job search through customized strategies for resume, cover letter, and social media development. Participants will also develop their practical skills for interviewing, networking, and cold calling. By the end of this program, participants will not just find a job, they will have a better understanding of the entire job search process.



# PROGRAM HIGHLIGHTS

## Job Search Workshops

When newcomers first move to Canada, it can be difficult to find a job, mainly because many don't know where to start.

The Job Search Workshops (JSW) program assists newcomers with the first step to finding employment in Canada.

JSW uses two workshop models that provide participants with pre-employment training and equip them with the skills and knowledge needed to better understand the job search process. By working with job search specialists, immigrants have their needs assessed to create a personalized action plan for employment while receiving one-on-one coaching.

Participation in this program will help immigrants identify their skills, develop a resume and cover letter, and understand the recruiting and hiring process in the Canadian context.



## YouFit

Finding employment for youth can be a difficult task as many don't always have the right resources or opportunities. The YouFit program provides employment solutions for young people by identifying and providing the personalized support and resources needed for successful employment.

Designed as a five-day "boot camp", participants learn about current job search techniques and strategies to help prepare them for employment. The participants are paid a living allowance through the duration of the program, and those who aren't immediately employed post-program are paid to attend a six-week work placement.

By completing this program, participants increase their employability skills while receiving ongoing coaching and support to help find them employment.



## Employment Settlement Services

Although a job search can be a difficult task, some are comfortable independently searching for employment and don't necessarily need an entire program to help.

Employment Settlement Services is designed to provide online assistance to independent newcomer job seekers who need help at any stage of their job search or with their career planning.

This service offers one-on-one online support and coaching at no cost. Users can learn about creating a resume, networking tips, interviewing practice, gain access to job postings and much more.





# PROGRAM HIGHLIGHTS

## Right Fit For You

A job search should be an equitable opportunity for everyone; unfortunately for youth with disabilities, this is often not the case. The Right Fit for You (RFFY) program is a twenty-week program designed to support youth with disabilities across York and Peel regions.

Broken down into four phases, participants develop the skills and knowledge needed to find and maintain employment. Throughout the program, a social worker works closely with participants to provide them with any assistance they may need. RFFY also offers wrap-around supports such as dependent care, disability support, and counselling at both an individual and group level.



## Early Childhood Educator Assistant

When immigrants with experience in child care come to Canada, finding a position in their field is not always an easy process.

The Early Childhood Educator Assistant (ECEA) program was designed to provide the support and training needed to get internationally trained individuals in York region an opportunity to re-enter the workforce.

The participants of ECEA are given the proper training and education required to work in a licensed child care facility in Ontario. In this four-week program, participants learn about regulations in Canadian child care as well as earn certifications for First Aid, CPR, WHMIS and more.



## Bridge to Health Care Alternatives Online

When immigrants with a career in health care move to Canada they often find themselves struggling to continue their career due to Canada's health care standards and certifications. The Bridge to Health Care Alternatives Online (B2HCAO) program is focused on providing internationally trained professionals in Toronto and York region with a career in the non-regulated health care industry.

Participants of this program will get help finding a work placement and receive ongoing coaching and support from a health care professional mentor throughout the process. During their placement, they'll have the opportunity to learn about Canadian health care terminology and communications while developing an understanding of the Canadian workplace as a whole.

Along with work experience, B2HCAO also provides an opportunity for participants to earn certifications for Standard First Aid, Basic Life Support and WHMIS.





# PROGRAM HIGHLIGHTS

## Self-Employment Pathways for Newcomers

Newcomers often face additional barriers when starting a business in Canada, but the Self-Employment Pathways for Newcomers program is designed to make that path easier, faster and more exciting.

This innovative three-phase program will provide the participants with knowledge of Canadian business culture, help develop social and professional networks and provide information on accessing financing.

Newcomers will learn how to register a business, discuss licensing and regulations, receive support and business coaching and gain access to relevant resources and tools to support their decision on their self-employment pathway.



## Youth Entrepreneurship Program

Starting the path of becoming an entrepreneur can feel intimidating, especially at a young age.

The Youth Entrepreneurship program gives promising young entrepreneurs access to resources and skills providing the best chance for the success of their new business.

During the 24-week program, the participants will develop a broad range of skills, knowledge and experience directly related to their individual needs. They will learn life skills such as goal setting and time management, as well as business skills such as marketing and sales strategies. By the end, they will create their own business with the support from a professional Business Coach.

This program serves youth in York region and Peel region, between ages of 15 and 30.

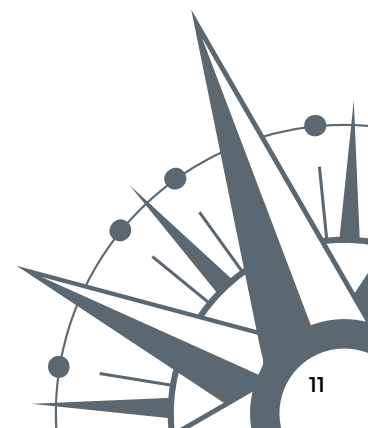


## Practice Firm, Simpect

The Practice Firm, Simpect provides a safe and supportive environment to support displaced Ukrainian refugees escaping from war, as well as Newcomer clients, integrate seamlessly in the Canadian workplace.

The Practice Firm enables clients to build networks, practice hands-on skills in sectors such as administration, data entry, accounting/bookkeeping, sales, purchasing, information systems, computer graphics, human resources, communications, and marketing. They gain confidence with workplace language through practical exercises/projects, learn about Canadian workplace norms and engage with guest speakers, including CMHA and sector-specific experts, to assist them with their employment and wellness goals.

Clients participate in developing a personalized return to work action plan and receive one-on-one career coaching while working with a Facilitator/Coach and an Employer Relations Specialist to attain a positive outcome in finding employment.



# STAKEHOLDERS

Job Skills is committed to working with a diverse range of community partners reflecting the diversity of the communities we serve. This collaboration with more than 254 community partners and stakeholders ensured that referrals, supports, and coordination of service delivery, particularly for the most vulnerable, continued despite the challenges.

## Welcome Centre York and Durham region partners

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

## Community Partners

- Positivity Lives Here
- Labour Community Services of Peel
- Brampton Public Library Chinguacousy Branch
- Brampton Public Library Cyril Clark
- Brampton Public Library Four Corners
- Eclipse Youth Employment Program
- The Mississauga Food Bank
- Ontario Inter-Culture Community Services
- Assaulted Women's Helpline
- Autism Ontario-Peel
- Bereaved Families of Ontario - Halton and Peel
- Snapso Brampton
- GIDSS
- Kerry's Place Mississauga
- LUSO Canadian Charitable Society
- Elizabeth Fry Society of Peel-Halton
- Youth Village
- Knights Table
- Regeneration Outreach Community
- NEWMAKEIT
- Community Living York Region South
- PEELCAS
- B.R.A.I.N.S
- Blue Veil Charity/Sara Elizabeth Centre
- New Leaf
- EG - East Gwillimbury
- ACCES

- STAR (Short-term assistance for renters)
- U+ English
- U+ Careers
- U+ Toastmasters
- Georgina Public Library
- Sutton Public Library
- Pepperlaw Public Library
- Cornerstone to Recovery
- 360 Kids
- Georgina Island First Nations
- Vaughan Public Libraries
- Bridge North (Women's Mentorship & Advocacy)
- Ryerson DMZ
- R.E.S.T
- Roots Community Services
- Community Environment Alliance
- African Community Services of Peel
- PCCN
- Alzheimer Society Peel
- Social Planning Counsel
- Community Door
- Children and Youth Initiative
- Associated Youth Services of Peel
- CACD MISSISSAUGA
- Peel Children's Aid Society
- Free For All Foundation
- Welcome Center Immigrant Services
- Catholic Community Services of York Region
- Workplace Safety & Prevention Services
- CDCD
- Community Alliance for Support & Empowerment
- Indus Community Services
- W.H.A.I
- MOYO Health and Community Services
- CAYR Community Connections
- AIDS Committee of Toronto
- Markham Public Library
- Literacy Council for York Simcoe
- COSTI
- Routes
- Georgina Food Pantry
- Learning Centre for Georgina
- The Salvation Army - Belinda's Place
- March of Dimes Canada
- Georgina Trades Training Inc.
- Jericho Youth Services
- Carefirst Seniors & Community Services Association
- Social Enterprise for Canada
- Access Community Capital Fund
- Seneca/TRIEC Mentorship Partnership
- Richmond Hill Small Business Enterprise Centre (RHSBEC)
- Thornhill Employment Hub
- Skills for Change Markham
- VPI Richmond Hill
- VPI Vaughan
- CMHA York and South Simcoe
- Abilities to Work
- Connect 4 Life
- Collège du Savoir. Literacy and Basic Skills
- Achev
- Indus Community Services
- Skills for Change
- Peel Adult Learning Centre
- Career Foundation
- Compass Food Bank & Outreach Centre
- Peel Region. Ontario Works
- YMCA Markham
- Community Living York South
- JVS Toronto
- REENA
- NPower
- CICS (Centre for Immigrant and Community Services/Youth Immigrant Centre)
- Seneca Bridging Program
- Hong Fook Mental Health Association
- Liuna (LOCAL 183)
- Denison High School
- Sacred Heart Catholic High School
- Vita Centre
- NUMODE
- Community Living Student
- John Howard Society of Peel
- Healing the Broken World

## Funders



An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario



# EMPLOYERS

For more than 34 years, Job Skills has supported employers with their hiring needs and helped businesses stay informed and connected to up-to-date resources, tools, financial incentives, and links to relevant business information. Serving 692 active employers throughout York and Peel regions as well as the entire GTA, Job Skills provides customized solutions to meet the needs of all businesses.

“

Thank you for taking the time to meet with Joe and I, we were very pleased to learn more about you and your company. I think this will be a perfect fit for Pure AV, and I believe your clients will find that our company is a place where they can really grow roots and strengthen their passion and talent in this industry. We here are very excited to get this intake process started. I think this collaboration with Job Skills and Pure AV will create some very special opportunities for people going through a difficult time who need somewhere to start building a future.

”

— Paolo – Manager at Pure AV

## RECOGNITION & ACKNOWLEDGEMENTS

During the 2022 calendar year, the following staff members achieved the following milestones.



### 15 YEARS

- Sandra Araujo-Behal
- Dilaila Grundy



### 10 YEARS

- Oksana Chjen
- Erin Kemp



### 5 YEARS

- Elkhan Alishanov
- Lorena Cornejo
- Daiana Di Martino
- Maina Kariuki
- Bethany Obermayer
- Katie O'Brien-Michaud
- Rajni Sharma
- Patty Stalteri
- Jim Woodbridge





# FINANCIALS

## Statement of Operations and Changes in Fund Balances for the year ended December 31, 2022

	2022	2021	2022	2021	2022	2021
	Operating Fund		Capital Fund		Special Initiatives	
	\$		\$		\$	
<b>REVENUE</b>	<b>9,244,885</b>	<b>8,993,948</b>	<b>-</b>	<b>-</b>	<b>17,178</b>	<b>11,736</b>
<b>EXPENSES</b>						
Administrative salaries	4,750,153	4,438,241	-	-	-	1,430
Advertising and promotion	256,354	197,001	-	-	-	-
Amortization	-	-	158,499	132,373	-	-
Board and staff development	64,232	27,694	-	-	-	-
Employee benefits and costs	674,067	616,975	-	-	-	-
Employers supports	365,802	950,496	-	-	-	-
Equipment lease / rentals	23,935	48,067	-	-	-	-
HST unrecoverable	97,224	85,249	-	-	-	-
Insurance	63,009	59,200	-	-	-	-
Memberships	10,316	12,185	-	-	-	-
Occupancy costs	1,629,789	1,518,319	-	-	-	-
Participants' supports	578,171	426,141	-	-	-	-
Professional services	66,861	68,183	-	-	-	-
Service charges	(8,413)	43,525	-	-	-	-
Supplies	311,092	187,383	-	-	6,329	-
Telephone and internet	138,211	161,280	-	-	-	-
Travel and vehicle	49,077	16,574	-	-	-	-
	<b>9,069,880</b>	<b>8,856,513</b>	<b>158,499</b>	<b>132,373</b>	<b>6,329</b>	<b>1,430</b>
Excess (deficiency) of revenue over expenditures	175,005	137,435	(158,499)	(132,373)	10,849	10,306
Fund balances, beginning of year	-	-	95,137	65,451	640,178	654,496
Interfund transfers	(175,005)	(137,435)	202,036	162,059	(27,031)	(24,624)
<b>FUND BALANCES, END OF THE YEAR</b>	<b>-</b>	<b>-</b>	<b>138,674</b>	<b>95,137</b>	<b>623,996</b>	<b>640,178</b>

This data has been extracted and summarized from the audited financial statements of Job Skills.

44.23, -79.46

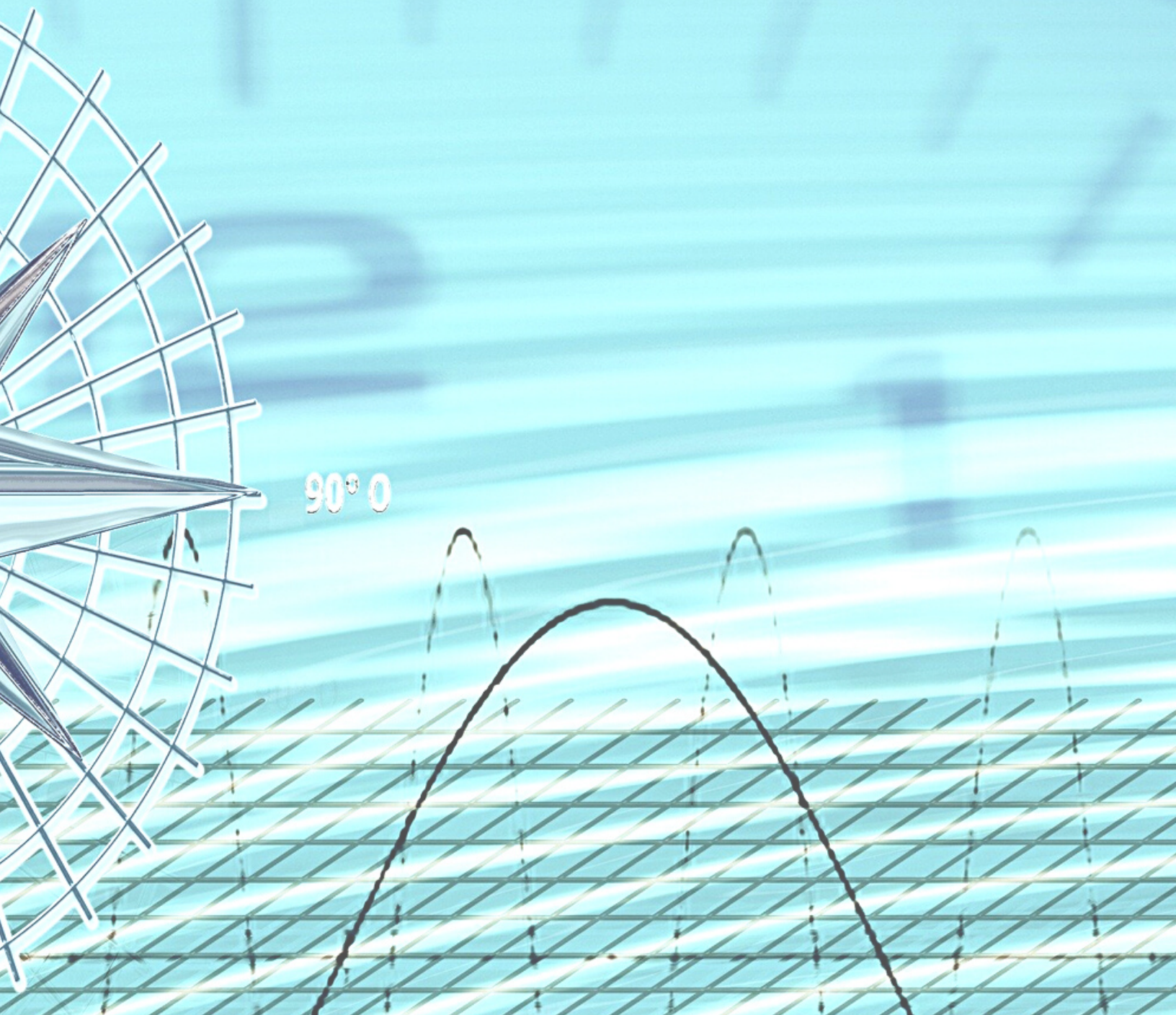


***WORKING***  
**TO GET YOU**  
***WORKING***



44.1, -79.5

**Job Skills. Working to get you working.**



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

Ph: 905-898-5138 / 1-866-592-6278 | Fax: 905-898-4830 | Email: [info@jobskills.org](mailto:info@jobskills.org) | [www.jobskills.org](http://www.jobskills.org)

Charitable Registration #: 12832 7293 RR0001

Annual Report | 2022