



**35** YEARS  
OF  
SERVICE  
EXCELLENCE

## 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

<b>Respect</b>	We nurture safe and open spaces where we elevate people through trust, honesty and relationship building.
<b>Excellence</b>	We commit to the highest standards and strive to be the best in all we do.
<b>Integrity</b>	We act with uncompromising honesty and ethics.
<b>Innovation</b>	We turn challenges into opportunity and ideas into creative solutions.
<b>Collaboration</b>	We work together to inspire teamwork and unity.
<b>Equity</b>	We are dedicated to creating an equitable, diverse and inclusive culture by eliminating barriers and promoting equal opportunities.
<b>Belonging</b>	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 been a cornerstone in delivering employment solutions for 35 years across the Greater Toronto Area (GTA) and neighbouring regions. Today, the agency provides a comprehensive range of services including employment, employer, business, and newcomer programs in York and Peel Regions.

Since 1988, Job Skills has remained steadfast in its mission to create a strong, outcome-focused, and client-centric employment services system. The organization is committed to responding to community needs and achieving customer service excellence. This commitment is evident in innovative programs and services, which leverage technology to create sustainable employment pathways for individuals while also supporting the business community.

Each year, Job Skills assists over 15,000 individuals through its programs, services, outreach, and referrals. These efforts help clients maximize their potential by securing new employment opportunities, embarking on new careers, and starting new businesses. The agency's clients include those with specialized needs such as newcomers, youth with complex needs, persons with disabilities requiring additional supports, Indigenous peoples, recipients of Ontario Works, and francophones.

Through dedicated efforts, Job Skills continues to make a significant impact on the lives of individuals and the broader community, empowering people to achieve their full potential and contributing to a thriving, inclusive economy.

“Hi, I hope you're doing great. I really missed you and the SIMPACT project. I'm glad to share that I've been volunteering at a dental office as a dental assistant for about three weeks now. The dentist is actually a friend's uncle, and he's incredibly patient, nice, and supportive. Both he and his assistant have taught me everything. Fortunately, last week, he offered me a job after speaking to Nataliya. I'm also taking a prerequisite course for the Radiography HARP Certification because, as you know, it is mandatory for dental assistants to have.

SIMPACT project played a significant role in keeping my confidence up and helping me stay up-to-date in the job search process. I truly believe that with your support and wise consultations, I've finally made it. Following up with Kasandra and Nataliya has taken me to another level in the job search process. Every step you guys help us with is crucial in achieving the ultimate result, which is having a proper job. I appreciate everything you've done for me.

**Boshra**  
SIMPACT Client

## BOARD OF DIRECTORS



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## SENIOR MANAGEMENT TEAM



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Executive Director



**John Mitteregger**  
Senior Director,  
Programs and Services



**Dilaila Grundy**  
Senior Executive  
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**Daniel Verdes**  
Director, Information  
Technology and  
Operations



**Ray Rauth**  
Director, Brand  
Marketing and  
Communications



**Sri Ramachandran**  
Director, Finance and  
Human Resources



# MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

It was another remarkable year with no shortage of community events, accomplishments, and new initiatives. Job Skills is pleased to present the 2023 annual report – 35 Years of Service Excellence, which serves as a testament to the hard work and dedication of both staff and the Board of Directors. Focused on our mission and vision, client-centric and ready for change, Job Skills is constantly looking at new opportunities for those we serve.

As Job Skills looks to the future for growth and continued community partnerships, throughout 2023, we have taken the opportunity to look back and celebrate 35 years of achievements and successes that have been a result of the continuous efforts of its staff, Board of Directors, and community partners. On September 13, 2023, a gala was held to celebrate this milestone anniversary with the community.

Job Skills continues to expand in the employment service sector with a new Employment Ontario office in Stouffville. We are honoured to be able to serve this growing and vibrant community located within the town of Whitchurch-Stouffville in the York Region.

In 2023, Job Skills partnered with Canadian Country Music Hall of Famer, Jason McCoy to spread the word about the need for women in the skilled trades. Jason, along with Michelle Write and Doc Walker toled this important initiative on their Great Canadian Roadtrip tour. Job Skills is excited to continue working on this program in the upcoming year.

As part of Job Skills' branding strategy, Job Skills' Compass magazine has continued to circulate throughout York and Peel Regions. In 2023, the cover features included Sam Carrick (former Toronto Maple Leaf and current NHL player for Anaheim Ducks), John Gibbons (former manager of the Toronto Blue Jays, current bench coach for New York Mets), Jason McCoy (Canadian Country Music Hall of Famer), and Ryan Lindley (Podcast host). This magazine has a printed circulation of 24,000 with another 1,200+ digital subscribers.

Job Skills launched a new branch of services in 2023. Job Skills has recognized that many charities and non-profits have had a difficult time recovering from COVID, decreases in government funding and inflation. Many have had to scale back operations and source out infrastructure. Recognizing this need, Job Skills has branched out to offer assistance to organizations in need of IT, HR, Accounting, and Marketing; all areas Job Skills prides itself on service excellence.

Job Skills has seen an incredible year of success in the area of job fairs, both within the Employment Services and the Welcome Centres. In 2023, Job Skills hosted 70+ employers and 3000+ clients by bringing them together in this forum.

We would like to thank all of the Board of Directors, our funders, staff and volunteers who have served with Job Skills over the last 35 years, ensuring excellence in service to clients, employers and community partners. Together, as we look ahead to the next 35 years, we will continue to, "elevate the economic and social contributions of individuals and organizations to enrich the vitality of our community".

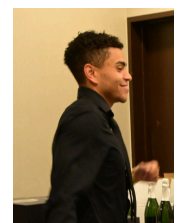


**Pat Neil**  
Board Chair



**Bethany Obermayer**  
Executive Director

Job Skills has 35 years of success helping people from all walks of life celebrate their success at starting a new job, career or business.



# PROGRAMS AND SERVICES

Job Skills offers a wide range of programs and services to enhance employability, including job search assistance, career counselling, resume building, interview preparation, and skills training in various industries. Our programs are designed to empower individuals with the necessary tools and knowledge to succeed in today's competitive job market.

## Employment Ontario Employment Services -

Locations in Keswick, Markham, Stouffville, Mississauga, and Brampton.

- Assisting individuals in their job search as well as helping employers.

## Welcome Centre Immigrant Services

- Provides employment services to newcomers through the Welcome Centre system.

## Bridge to Health Care Alternatives

- Supports internationally trained healthcare professionals in finding a related career in Canada.

## Employment Settlement Services

- Assistance and coaching for individuals during their job search.

## Job Search Workshops (JSW)

- As a first step to employment in Canada, the JSW program is designed to assist new and recent immigrants to Canada in their job search.

## Point, Click, Connect (PCC)

- PCC is a digital literacy training program that helps individuals learn basic computer skills.

## Right Fit For You (RFFY)

- The RFFY program supports youth with disabilities and/or complex barriers in overcoming barriers to employment.

## Self-Employment Pathways for Newcomers (SEPN)

- An innovative mobile model where individuals have the opportunity to investigate self-employment and access resources and tools to support their decision and career pathway.

## Simpact - Practice Firm

- The Simpac Practice Firm provides a safe and supportive environment designed to assist Ukrainian and newcomer clients in developing hands-on experience and integrating seamlessly into the Canadian workplace.

## Youth Entrepreneurship Program (YEP)

- The YEP gives promising young entrepreneurs access to resources, provides skills and offers the best chance for the success of their new business ventures.

## Job Find Club Enhanced (JFC-E)

- Provides enhanced job search strategies for newcomers.

## YouFit

- Personalized employment solutions to support youth.

## Early Childhood Educator Assistant (ECEA)

- Provides support and training for internationally trained individuals to re-enter the workforce.

## Youth Job Connection (YJC)

- Provides pre-employment training, mentorship and work opportunities to youth who face barriers.

## Funded By



# EMPLOYMENT RESULTS

## Strength in the People We Work With

Job Skills is dedicated to providing practical solutions for job seekers and employers alike. By fostering partnerships with our stakeholders, Job Skills aims to enhance the economic and social impact of individuals and organizations, enriching the vitality of the Greater Toronto Area (GTA).

Each year, Job Skills serves over 15,000 individuals and employers through a diverse range of employment and business programs, ensuring customer service excellence by offering essential resources and support to all clients and partners. The diversity of our clientele mirrors the vibrant communities served by Job Skills, encompassing youth facing barriers, newcomers, experienced professionals, individuals with disabilities, Indigenous communities, and francophones. Our network of employers is equally varied, spanning sectors such as manufacturing, retail, hospitality, IT, health care, child care, education, and administration. Through collaborations with community service providers, Job Skills cultivates partnerships that elevate service delivery, solidifying its position as a prominent leader in the GTA.

3612

Clients served across all programs/services

258

Partnerships with community stakeholders

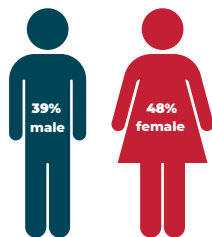
15

Programs and services delivered across York & Peel regions

10.4K

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

### Gender



12% undisclosed  
1% non-binary

### Specialized Client Groups

173

Persons with Disabilities

197

Youth

1601

Newcomers

1746

Women

### Top Sectors



Administrative & Support



Retail Trade



Professional, Science, Technical



Manufacturing

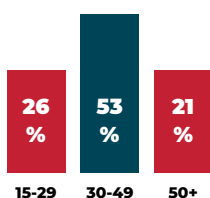


Health Care & Social Assistance



Finance

### Age



### Education

25%  
High School or less

19%  
Certificate or Diploma

33%  
Bachelor's Degree

20%  
Post Graduate

3%  
Trades

### Country

122 countries represented

Iran  
China  
India  
Ukraine  
Afghanistan

Top countries (not including Canada)

### Languages

49 languages spoken by our clients

Farsi  
Mandarin  
Ukrainian  
Cantonese  
Hindi

Most common (not including English)



# EMPLOYERS

Job Skills assisted 627 unique employers across diverse industries in connecting with viable job seekers. Job Skills helps bridge the gap between active employers and seeking employees.

Job Skills is committed to providing accessibility to employment through the means of in-person job fairs and hiring events. In 2023, Job Skills hosted 6 hiring events and 13 single-employer job fairs across the York and Peel Regions, bringing nearly 4,000 job seekers face-to-face with employers.

Job Skills' collaboration with over 258 community partners and stakeholders provided referrals, supports, and coordination of service delivery to our community's most vulnerable, even in the face of adversities. This collaboration highlights the diversity of the communities we serve.



Keswick High School Fair



Peel Job Fair



Comfort Keepers Job Fair

# 2023 MILESTONES



## Job Skills' 35th Anniversary

Job Skills recently marked a significant milestone by commemorating 35 years of dedicated service at Job Skills Anniversary Gala in September. The event brought together staff and members of the community to celebrate this momentous occasion. This remarkable milestone not only highlights a journey of success and impact but also signifies a legacy of excellence in bridging the gap between talent and opportunity within York and Peel Regions.



## Stouffville Office Grand Opening

Job Skills was thrilled to open its fifth office located at 70 Innovator Avenue, in Stouffville in March of 2023. Job Skills is delighted to introduce its comprehensive employment services to the Stouffville community, while also extending its footprint across York Region, reaching even more individuals in need of support.



## Celebrating a Year of Success for Job Skills' Compass Magazine

Congratulations to Job Skills' Compass Magazine on a fantastic year of engaging content! Featuring prominent figures like Getting Sauced with Ryan Lindley, Former Toronto Blue Jay Manager John Gibbons, NHL Player Sam Carrick, and Canadian Country Music Hall of Famer Jason McCoy. The magazine has successfully reached 40,000 engaged readers, providing valuable insights and inspiration to its audience. Here's to many more years of impactful storytelling and empowering individuals through the pages of Job Skills' Compass Magazine!



# 2023 MILESTONES



## JS Business Management Services

As a continued effort to support businesses, Job Skills JS Business Management Services was launched in 2023, offering a comprehensive range of infrastructure services, including marketing, HR, finance, and IT all under one roof, tailored to non-profits and small businesses.



## 3rd Annual Innovation Summit

Job Skills organized the organization's third annual Innovation Summit, providing the opportunity for all staff members across each of the 6 office locations to gather under one roof. This allowed staff of all levels to collaborate, exchange fresh ideas, and develop new programs and initiatives for Job Skills collectively.



## Connecting Employers and Job Seekers through Job Fairs

Job Skills is thrilled to acknowledge the tremendous success of the recent job fairs held in 2023 organized for both Job Skills and the Welcome Centres. With over 70 employers and more than 3,000 job seekers in attendance, these events have significantly contributed to connecting job seekers with employment opportunities and fostering a thriving job market in the region. The overwhelming participation and positive feedback from both employers and job seekers highlight the impact and effectiveness of these job fairs in facilitating meaningful connections and opportunities within the community.

# FINANCIALS

## Statement of Operations and Changes in Fund Balances for the Year Ended December 31, 2023

	Operating Fund		Capital Fund		Special Initiatives		Total	
	2023	2022	2023	2022	2023	2022	2023	2022
<b>Revenue</b>	\$9,150,921	\$9,244,885	\$ -	\$ -	\$12,701	\$17,178	\$9,163,622	\$9,262,063
<b>Expenses</b>								
Administrative salaries	4,721,441	4,750,153	-	-	-	-	4,721,441	4,750,153
Advertising and promotion	232,424	256,354	-	-	-	-	232,424	256,354
Amortization of tangible capital assets	-	-	142,452	158,499	-	-	142,452	158,499
Board and staff development	32,911	64,232	-	-	-	-	32,911	64,232
Employee benefits and costs	795,447	674,067	-	-	-	-	795,447	674,067
Employer supports	426,866	365,802	-	-	-	-	426,866	365,802
Equipment lease/rentals	10,678	23,935	-	-	-	-	10,678	23,935
HST unrecoverable portion	80,614	97,224	-	-	-	-	80,614	97,224
Insurance	66,817	63,009	-	-	-	-	66,817	63,009
Memberships	12,455	10,316	-	-	-	-	12,455	10,316
Occupancy costs	1,644,793	1,629,789	-	-	-	-	1,644,793	1,629,789
Participants' support	434,894	578,171	-	-	-	-	434,894	578,171
Professional services	63,558	66,861	-	-	-	-	63,558	66,861
Service charges (recovery)	25,090	(8,413)	-	-	-	-	25,090	(8,413)
Supplies	243,902	311,092	-	-	-	6,329	243,902	317,421
Telephone and internet	94,480	138,211	-	-	-	-	94,480	138,211
Travel and vehicle	83,992	49,077	-	-	-	-	83,992	49,077
	8,970,362	9,069,880	142,452	158,499	-	6,329	9,112,814	9,234,708
Excess (deficiency) of revenue over expenses	180,559	175,005	(142,452)	(158,499)	12,701	10,849	50,808	27,355
Net assets, beginning of the year	-	-	138,674	95,137	623,996	640,178	762,670	735,315
Interfund transfers	(180,559)	(175,005)	61,060	202,036	119,499	(27,031)	-	-
<b>Net assets, end of year</b>	\$ -	\$ -	\$57,282	\$138,674	\$756,196	\$623,996	\$813,478	\$762,670

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

# STAKEHOLDERS

Job Skills is committed to working with a diverse range of community partners reflecting the diversity of the communities it serve. This collaboration with more than 258 community partners and stakeholders ensured that referrals, supports, and coordination of service delivery, particularly for the most vulnerable, continued despite the challenges.

## Community Partners

- 360 Kids
- A Closer Look
- Abilities to Work
- Ability Online
- Access Employment Services
- Access Community Capital Fund
- Achév
- Addiction Services Central Ontario
- Afghan Women's Organization
- Alzheimer Society of York Region
- Amazon
- Assaulted Women's Helpline
- Aurora Public Library
- Aurora United Church
- Aviva
- BDC
- BDO Debt Solutions
- Bereaved Families of Ontario
- Blue Door Shelters
- BNS
- Brain Injury Association of Peel and Halton
- Brampton Caledon Community Living
- Brampton Library
- Brampton Meals on Wheels
- Brampton Multicultural Community Centre
- Brampton Queen Street Youth Shelter
- Brian J. Fleming Adult Education Centre
- BridgeNorth Women's Mentorship & Advocacy Services
- Caledon Community Services
- Canada Revenue Agency (CVITP)
- Canadian College Of Naturopathic Medicine
- Canadian Foundation for Economic Education (Cfee)
- Canadian Mental Health Association
- Career Foundation
- Carefirst Seniors and Community Services Association
- Catholic Community Services of York Region
- Catholic Crosscultural Services
- Centennial College
- Centre for Skills Development & Training
- Child Development Resource Connection Peel
- CIBC
- CICS (Centre for Immigrant and Community Services/Youth Immigrant Centre)
- Citizens for the Advancement of Community Development
- City of Markham
- CLARS Language Assessment Centres
- CNIB
- Collège Boréal
- Le Collège du Savoir: Literacy and Basic Skills
- CASE Community Services (Community Alliance for Support and Empowerment)
- Community Development Council Durham
- Community Living: Student Services
- Community Living York South
- Compass Food Bank and Outreach Centre
- Connect4Life
- Connect Church
- Contact North
- Cornerstone to Recovery
- COSTI Immigrant Services
- CPA Ontario
- Credit Canada Debt Solutions
- Credit Counselling Society
- The Cross-Cultural Community Services Association
- Desjardins
- Distress Centres of Greater Toronto (formerly known as Spectra Helpline)
- Dixie Bloor Neighbourhood Centre
- Durham Association for Family Resources and Support
- Elizabeth Fry Society of Peel-Halton - Ellen House
- Embrace: Agency to End Violence (formerly known as Interim Place)
- Epilepsy South Central Ontario
- Faith Revolution Church
- General Motors (GM)
- Georgina Farmers Market
- Georgina Food Pantry
- Georgina Island First Nation
- Georgina Public Library
- Georgina Trades Training Inc.
- Girls Inc. of York Region
- Heritage Skills Development Centre
- Hong Fook Mental Health Association
- The Housing Help Centre
- Humber College - Community Employment Services
- Indus Community Services
- Jericho Youth Services
- John Howard Society Of Peel
- JVS Toronto
- Kerry's Place Mississauga
- Kingsway Place Retirement Residence
- Learning Centre for Georgina
- Learning Disabilities Association of Peel Region
- Literacy Council for York Simcoe
- LiUNA(Local 183)
- Luso Canadian Charitable Society
- Malton Neighbourhood Services
- March of Dimes
- Markham African Caribbean Canadian Association
- Markham Public Library
- Markham Service Canada Centre
- Markham Small Business Centre
- Ministry of Children, Community and Social Services; Ontario Disability Support Program
- Mississauga Business Enterprise Centre
- Native Canadian Centre of Toronto
- New Leaf
- Newcomer Centre of Peel
- Newmarket Public Library
- Next-Steps Vaughan
- Nexus Youth Centre
- NPower
- NuMode Foundation
- Ontario Inter-Cultural Community Services
- Ontario Securities Commission
- Ontario Works; Peel Region
- Ontario Works; Vaughan
- Options Mississauga
- Our Place Peel
- Palette Skills
- ParaMed Inc.
- Parya Trillium Foundation
- Peel Addiction Assessment and Referral Centre (PAARC)
- Peel Adult Learning Centre
- Peel Association for Handicapped Adults
- Peel Career Assessment Services (PCAS)
- Peel Children's Aid Society
- Peel International Baptist Church
- Peel Multicultural Council
- Peel Pentecostal Tabernacle
- Peel Regional Police
- Polycultural Immigrant & Community Services
- Prueball
- Punjabi Community Health Services
- Rapport Youth and Family Services
- REENA
- Renewed Computer Technology
- Richmond Hill Small Business Centre (RHSBEC) - The Richmond Hill Small Business Enterprise Centre (SBEC)
- Rosa's Centre
- Rose of Sharon
- Routes Connecting Communities
- Royal Bank of Canada (RBC)
- Ryerson DMZ
- Salvation Army - Cawthra Road Shelter
- Sandgate Women's Shelter
- Seneca Newnham Campus
- Senior Enrichment Centre
- SHIP (Services and Housing In the Province)
- Skills for Change
- SNAPSO Brampton
- Social Enterprise for Canada
- St. Andrew's Presbyterian Church
- St. Gabriel Adult Education Centre
- St. John Ambulance
- St. Leonard's Place
- STAR Program
- TD Bank
- The Cross-Cultural Community Services Association (TCCSA)
- The Learning Place
- The Mental Gym
- The Mississauga Food Bank
- The Regional Municipality of York
- The Salvation Army
- Thornhill Employment Hub
- Toronto Metropolitan University
- U+ Careers
- U+ English Inc.
- U+ Toastmasters Inc.
- Unemployed Help Centre
- Vaughan Public Libraries
- Vaughan Small Business Welcome Centre (VSBWC)
- Veahavta
- Villa Leonardo Gambin
- VPI Inc.
- Waterhouse Canada Inc.
- Whitchurch-Stouffville Public Library
- Women and Children Social Networking
- Women's Centre of York Region
- Women's Support Network of York Region
- Workforce Development Group - Peel Halton
- Workforce Planning Board of York Region
- Workplace Safety & Prevention Services
- YMCA
- Yoga with Jessica
- York Catholic School Board
- York Region District School Board
- York Region Local Immigration Partnership/Community Partnership Council
- York Region Transit
- York Regional Police
- York Support Services Network
- York University
- Youth Without Shelter

## Funded By

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Charitable Registration #: 12832 7293 RR0001

Annual Report | 2023

