

Providing
Innovative
Employment
Services
Since 1980

Charity Business Number:
10688 1139 RR0001



Mission Statement

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

Vision Statement

Create innovative opportunities for successful and sustainable futures.



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Toronto, ON M8Z 2Z2

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Toronto, ON M6K 3J1

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Toronto, ON M8V 1J4

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www.jobstartworks.org

JobStart Graduates

Annual Report 2016–2017



JobStart Celebrates Our 37th Anniversary

Board of Directors 2016 – 2017

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A Message from the Board President and Executive Director

This year JobStart celebrates our 37th year providing innovative and quality employment, mentoring, settlement services and training programs to our communities.

In 2016-2017 JobStart's Board of Directors led an inclusive strategic planning process resulting in a new five-year Strategic Plan (2016-2020). With focused energy and resources; our Plan strengthens operations, establishes priorities in response to an ever changing environment.

JobStart's Mission Statement was enhanced while we remain committed to our core Mission which focuses on supporting the creation of meaningful employment opportunities for our clients. We continue to broaden our work to help create personal growth opportunities that support employability skills and we are excited about the possibilities of providing new program and services to enhance our current service offerings.

As we continue to build JobStart's capacity to provide even greater impact in our community, areas of focused improvement this past year was to expand service offerings for persons with disabilities, newcomers to Canada and youth.

This year JobStart was awarded six new service offerings:

- ❖ Ministry of Advanced Education and Skills Development (MAESD) – Youth Job Link – to support youth to transition to the labour market; and Youth Job Connection: Summer - to support summer after-school job opportunities for high school students who are facing challenging life circumstances.
- ❖ Ontario Trillium Foundation – Grow grant to expand The Mentoring Partnership program funded by the MAESD, delivered in partnership with Toronto Region Immigrant Employment Council (TRIEC), to serve many more skilled immigrants.
- ❖ Service Canada – Capability Program – to expand our employment services to persons with disabilities with a focus on youth.
- ❖ United Way Toronto & York Region: Youth Success Strategy – to expand our employment services to persons with disabilities.
- ❖ United Way Toronto & York Region: Women Gaining Ground, Education and Employment of Women – Immigrant and Refugee Women Integration Project.

On behalf of JobStart's Board of Directors, we thank all our key stakeholders including our employees, clients, employers, funders, partners, volunteers, and our communities for their passion, dedication, support and commitment to JobStart enabling us to

achieve our agency's Mission. We look forward to further collaborations in 2017-2018 to identify service gaps and to address the evolving needs of our communities.



Heather Sant,
Executive Director (right)

Jacqueline Esler,
Board President (left)

2016-2020 Strategic Plan

Three Strategic Directions

Enhance and Expand Services

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

Continuous Improvement Process

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

Strengthen Strategic Alliances

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

Value Statements

Customer Centred

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

Partnerships

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

Respect

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

Professionalism

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

Leadership

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

JobStart Receives 2017 Readers' Choice Award

JobStart was nominated and voted by our community as the recipient of the Metroland Media Toronto's 2017 Readers' Choice Awards for:

Etobicoke Community

Best Employment Agency – Diamond Award



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

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

JobStart Offers Employers a Range of Recruitment Services

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

What Clients Say About Us



JobStart Graduates

“I am 19 years old, out of school with a grade 10 education; and was interested in joining the Youth Job Connection (YJC) Program. JobStart prepared me to be job ready by helping me with my resume and conducted mock Interviews with me. I learned a lot about life skills, job search strategies that will help me in the future. JobStart arranged for me to start a job trial, which turned into a placement with a local movie theatre. I completed my placement and was hired into a job consistent with my career path of film and art.”

— **Youth Job Connection Graduate**

“I am an internationally trained chemical engineer with a Ph.D. in Chemical engineering. I came to Canada in 2014 and started to actively look to reconnect with my occupation in Canada. I was having difficulty securing a job in my field. I heard about JobStart and The Mentoring Partnership program from a Toronto university, and in 2016 I started the mentoring process spending several months on various mentoring activities. JobStart taught me specific skills for job searching and interviewing, which increased my self-confidence for job searching. I am now working part time at a start-up company, developing proppants for a mining industry.”

— **The Mentoring Partnership Graduate**

“I am a young single mother in receipt of Social Assistance. I came to JobStart to participate in a Job Fair and I met with a Job Coach and a Job Developer who helped me prepare for an interview at a Toronto hotel and spa. I was hired at the hotel and spa on a one month placement, under the Employment Services training program. At the end of my placement I was hired on a part time basis.”

“I heard from a friend who was helped by JobStart and from social networking sites, that JobStart is an agency that assists people struggling to find a job; especially helping newcomers to Canada. JobStart’s staff assisted me with tailoring my resume to the job application. I attended several workshops such as Labour Market Trends, Web-Based Social Media and Mock Interviews. JobStart helped me to achieve my employment goal which was a job in my field.”

Programs and Services

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



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

The Mentoring Partnership (TMP) pairs recent skilled immigrants with a mentor in their professional field; delivered in collaboration with community and corporate partners, and the Toronto Region Immigrant Employment Council (TRIEC). Mentors have business experience and knowledge of the Canadian job market. They share insights on Canadian work values and culture, and knowledge of industry trends with their mentees, as well as giving them access to professional networks. In return, they gain leadership skills, professional development opportunities, and the chance to give back to their professional community.



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

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

“I was referred to JobStart through a friend. JobStart’s staff were very welcoming and eager to help. JobStart was key to my success in finding employment. I am currently working as an Administrative Assistant at a veterinarian clinic.”

— **Employment Services – Lake Shore Graduates**

“After job searching on my own for over 9 months without success; I came to JobStart for help. I was frustrated and did not have a clear career path. I became very determined and attended a variety of workshops and job fairs; and my confidence improved. I gained the skill of effective networking, went on informational interviews and job interviews. I was connected to an employer for a position in my career path, and was hired full time as a Retail Manager for a not-for-profit organization. I have a full time position, job that I love, and am passionate about what I do.”

— **Employment Services – Dufferin Graduate**

“JobStart made the difference by offering me on-going job coach support; especially with regards to the disclosure and accommodation of my disability. I received guidance on how to tailor my resume to match my career goals. Most importantly, JobStart gave me the confidence to take chances that I would not normally take due to my disability. Before coming to JobStart, I felt I would not be able to have meaningful/full time employment with my condition. However due to JobStart’s support; I was successful in finding full time employment as a Digital & Campaigns Analyst.”

— **Employment Accessibility for Students Graduate**

“I heard about JobStart’s Newcomer Settlement Program through a local library. I attended several workshops and learned the importance of networking, the skills required for job searching and the benefits of social media. I contacted the JobStart Settlement Counsellor, who was very professional and enthusiastic. She provided me with one-on-one counselling, helping my family with our settlement and integration into Canada. Thank you JobStart for helping me overcome my challenges when arriving in Canada!”

— **Newcomer Settlement Program Graduate**

“I was referred to JobStart by my social worker. My JobStart Job Coach was friendly and non-judgemental. I was provided with one on one job coach assistance and I am currently employed as a Community Service Worker.”

— **Capability Graduate**

What Employers Say About Us

“We heard about JobStart through a local employer who was successful in hiring an employee for their business through JobStart, this employee turned out to be a great asset to his organization. We also had a great experience with JobStart’s services. JobStart’s pre-screening process benefited us to find the right candidate for our collision repair centre. I would highly recommend JobStart services.”

— **Mega Auto Collision**

“Our residential and commercial cleaning company benefited from JobStart services. JobStart successfully matched pre-screened candidates, who were looking for long-term employment, with our job openings. Our experience with JobStart was wonderful. Thank you very much!”

— **Bubbles and Squeak**

“Through JobStart’s services, we were able to hire one of their clients as an automotive apprentice; the employment training subsidy provided by JobStart was a big help to us financially, we were able to meet our hiring needs. Quality apprentice and very helpful process.”

— **GB Autos**

“JobStart staff are great to work with; they are very responsive and understand the needs and demands of our business. JobStart does a great job in vetting candidates for us for both general labour and pre-apprentice plumbing positions.”

— **Roto-Rooter Plumbing & Drain Service**

“JobStart is an invaluable resource for Furniture Bank when hiring new employees. JobStart has provided Furniture Bank with exceptional one on one support, every step of the way, when hiring new employees. Often our new trainees become an important/valued Furniture Bank team members.”

— **JobStart’s Employer of the Year 2016**

“JobStart is located in our area, and from my experience they have a good pool of available candidates. JobStart accesses the needs of our company and refer suitable applicants to us.”

— **DanMac Plumbing & Drain Service Ltd.**

Youth Job Link (YJL) is designed to help youth, including students, aged 15 to 29, who do not face significant barriers to employment, but who could benefit from some extra help to plan their careers and transition to the labour market. Youth Job Link provides three categories of non-intensive employment services, each of which is available year-round. They are: career exploration services, career management services and job search, readiness and matching assistance to connect youth with employers offering employment opportunities, including summer jobs.



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



Employment Accessibility for Students (EAS) provides employment opportunities for post-secondary students and graduates, 17 years of age or older, with verifiable disabilities. The program helps reduce disability related barriers to employment and assists clients to reach their competitive employment goal by obtaining part time or full time employment through job search support, job matching, placement and job retention. Students are provided one on one coaching support in their job search process as well as job retention. Pre-employment and post-employment accommodation assistance is available for clients.



Newcomer Settlement Program (NSP) assists all newcomers, including Permanent Residents, Canadian citizens, Refugee Claimants, Temporary Foreign Workers and International Students - whether in Ontario for a few days or for many years - to settle and/or integrate into their new community. NSP supports newcomers by facilitating access to services in areas of Healthcare, Housing, Childcare, Education, Employment, Support and information on cultural adaptation and a range of real life issues such as applying for a Social Insurance Number (SIN), Driver’s Licence, Financial management; Workshops, information sessions and Peer support groups are also delivered to support the settlement and integration process.



Capability (CAP) assists individuals with disabilities who have little or no labour force attachment to prepare for and obtain employment or self-employment, and to develop the skills necessary to maintain their new employment. Persons with disabilities attend customized workshops to help them prepare for their transition into the labour market. Participants attend 4-6 weeks of pre-employment workshops, after which they receive support to acquire a 12 week paid work placement in the field of their choice followed by employment or education/training.

This project is funded by the Government of Canada.



The Mentoring Program enhances our mentoring services.

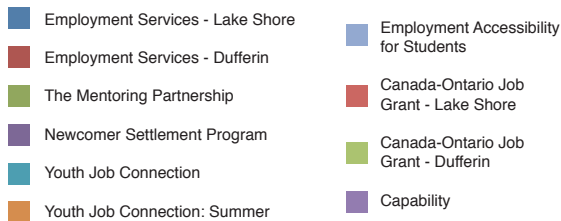
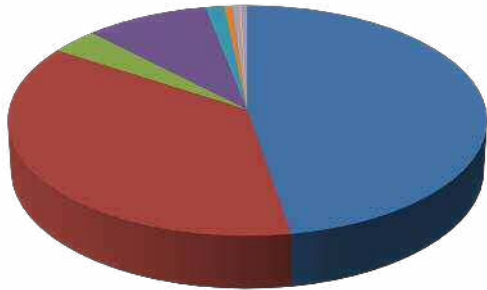
In October 2016 JobStart was awarded a three year Grow grant from the Ontario Trillium Foundation (OTF). This grant will enable JobStart to expand The Mentoring Partnership program, funded by the Ministry of Advanced Education and Skills Development (MAESD), delivered in partnership with Toronto Region Immigrant Employment Council (TRIEC), resulting in an additional 375 mentoring matches. The OTF Mentoring Program was launched in January 2017.



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Un organisme du gouvernement de l'Ontario

Clients Served

JobStart Served 4,650 Clients in 2016-2017

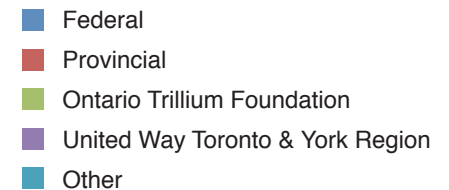
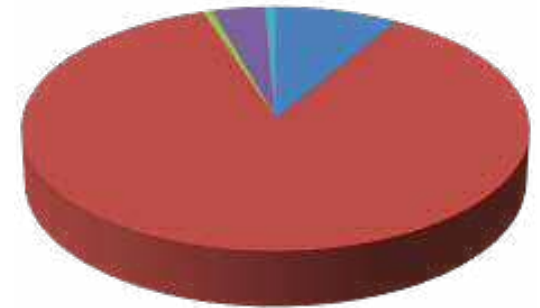


JobStart Condensed Statement of Operations

Years Ended March 31, 2017 and 2016
Extracted from the audited Financial Statements
prepared by MacGillivray Brampton

| | 2017 | 2016 |
|--|------------------|------------------|
| Revenue | | |
| Federal | 400,221 | 597,493 |
| Provincial | 4,055,252 | 3,934,580 |
| Ontario Trillium Foundation | 31,732 | – |
| United Way Toronto & York Region | 171,791 | 176,791 |
| Other | 35,637 | 22,394 |
| | 4,694,633 | 4,731,258 |
| Expenses | | |
| Direct Program | 3,366,402 | 3,403,563 |
| Program Support | 647,461 | 645,713 |
| Administration & Other | 663,237 | 663,337 |
| | 4,677,100 | 4,712,613 |
| Excess of revenue over expenses | 17,533 | 18,645 |

Sources of Revenue 2016–2017



JobStart is Awarded a Grow Grant from the Ontario Trillium Foundation (OTF)

In October 2016 JobStart was awarded a three-year Grow grant from the Ontario Trillium Foundation (OTF) to increase our mentoring services.

This grant will enable JobStart to expand The Mentoring Partnership program, funded by the Ministry of Advanced Education and Skills Development, delivered in partnership with Toronto Region Immigrant Employment Council (TRIEC), to serve more skilled immigrants. Thanks to the grant from the Ontario Trillium Foundation (OTF), which is an agency of the Government of Ontario, the Mentoring Program was launched in January 2017.

The OTF grant will enable JobStart to grow collaborative partnerships with newcomer serving agencies to reach out to a larger pool of skilled immigrants and enable them to accelerate their integration and contribution to the Canadian economy. OTF's commitment to JobStart will result in an additional 375 mentoring matches with 70 per cent employment outcomes.



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JobStart is Selected to Deliver the Capability program, under the Opportunities Fund for Persons with Disabilities stream, funded by Service Canada.

In November 2016 JobStart was selected to deliver the Capability program under the Opportunities Fund for Persons with Disabilities stream, funded by Service Canada.

JobStart launched our new Capability program in January 2017, at JobStart's 2930 Lake Shore Blvd. W. location.

The Opportunities Fund enhances the economic and social well-being of persons with disabilities, their families and communities by helping them improve their employability skills, by increasing and facilitating access to job opportunities and ultimately enabling their labour market integration.

This program is designed to help persons with disabilities who have little or no labour force attachment to prepare for and obtain employment or self-employment, and to develop the skills necessary to maintain their new employment.

Participants in the Capability program attend customized workshops to help prepare for their transition into the labour market, develop essential life skills which will increase their self-confidence. Participants attend 4-6 weeks of pre-employment workshops, networking sessions, individual coaching and counselling, after which they will receive support to acquire a 12 week paid work placement in the field of their choice, leading to employment.



Capability Program Participants and JobStart Staff Denyse Ramjit, Coordinator, Programs and Services (front), Tasheca Robinson, Job Coach and Asia Clarke, Job Developer (back row)

This project is funded by
the Government of Canada.



Highlights of JobStart's 2016

Annual General Meeting

Master of Ceremonies

Alumnus of the National Youth
Orchestra Canada

Emily Rutkevich and Sun Ah Lee, Musicians



Keynote Speaker

Margaret Eaton

Executive Director

Toronto Region Immigrant Employment
Council (TRIEC)

Heather Sant, Executive Director, JobStart



Staff Years of Service Awards

One of JobStart's Award Recipients,
Natalia Schiopu, Job Coach

Presented by:

Peter Milczyn, MPP, Etobicoke-Lakeshore



Annual Client Achievement Award

Sayali Malye, JobStart Graduate

Presented by:

Jacqueline Esler, Board President

Special thanks to our Funders, Community Partners, Associations, Employers and Volunteers!

Funders

Government of Canada

- Immigration, Refugees and Citizenship Canada
- Service Canada (Employment and Social Development Canada)

Government of Ontario

- Ministry of Advanced Education and Skills Development
- Ministry of Community and Social Services (Ontario Disability Support Program – Employment Supports)
- Ministry of Citizenship and Immigration

Ontario Trillium Foundation

United Way Toronto & York Region

Community Partners

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

Associations

- First Work
- Ontario - Job Opportunity Information Network
- Ontario Council of Agencies Serving Immigrants
- Ontario Network of Employment Skills Training Project
- Ontario Nonprofit Network

Our Employers

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

Our Volunteers

JobStart sincerely thanks our dedicated volunteers for the many hours they donate every year enhancing our services; they truly make a difference to our organization!

Annual General Meeting pictures courtesy of Yasmeen Tian, JobStart Manager, Programs and Services



Employer of the Year

Furniture Bank

Dan Kershaw, Executive Director

Presented by:

Heather Sant, Executive Director



Staff Award of Excellence

Kathleen Leon, Job Coach

Presented by:

Rebecca Newton, Manager, Programs and Services
Sindy Goodman, Director, Human Resources



Volunteer Recognition Awards

One of JobStart's Volunteer Recipients,

Michael Zariczniak

Presented by:

James Maloney, MP, Etobicoke-Lakeshore