



ANNUAL REPORT 2014 - 2015

BUILDING CAPACITY, ENHANCING ENGAGEMENT



Thank you to our Funders and Sponsors

Government Funders

- ◆ City of Toronto
- ◆ Ministry of Citizenship & Immigration
- ◆ Ministry of Training, Colleges & Universities
- ◆ Ministry of Economic Development, Trade & Employment
- ◆ Ministry of Economic Development, Employment & Infrastructure
- ◆ Citizenship & Immigration Canada
- ◆ Human Resources & Skills Development Canada
- ◆ Status of Women Canada

Corporate Sponsors

- ◆ The Herjavec Group
- ◆ Academy of Learning
- ◆ Intergraph Canada Ltd.
- ◆ Davis LLP
- ◆ Netplus College
- ◆ Anderson College
- ◆ Don Mills Career College
- ◆ Shoppers Drug Mart
- ◆ Canadian Union of Skilled Workers
- ◆ Chartered Professional Accountants of Ontario (lead corporate sponsor)
- ◆ CIBC

Foundations/Funders

- ◆ Alex and Carolyn Drummond Foundation c/o Toronto Community Foundation
- ◆ The Rainbow Foundation
- ◆ The McLean Foundation
- ◆ The J.W. McConnell Family Foundation
- ◆ Western Union Foundation
- ◆ United Way



**Thank you for
your support in 2014/15!**

Our Vision

We envision a Canada where every immigrant succeeds.

Our Mission

We provide learning and training opportunities for immigrants and refugees to access and fully participate in the workplace and wider community.

Our Values

Client-Centred

Our primary focus is on our clients - immigrants and refugees who have come to our communities to create a new life for themselves and their families.

Relationships

We build and maintain relationships that are mutually beneficial for our clients and employers, thereby making a positive contribution to the Canadian economy and broader society.

Engagement

We engage all stakeholders to produce meaningful results. All staff play a critical role in serving as catalysts for the success of our clients.

Excellence

We deliver quality and excellence in all that we do. We pursue new, pioneering ideas in our efforts to serve both clients and employers.

Respect

We respect and value the diversity of our team and those we serve. We behave with integrity, compassion and empathy to ensure that all persons are treated with dignity.

Results

We deliver measurable results and create positive impact through our work. We hold ourselves accountable for the promises made in our Vision and Mission.

EXECUTIVE MESSAGE

Dear Friends, Colleagues, Community Partners, Staff and Volunteers,

Welcome to Skills for Change's 2014-15 Annual Report.

We are proud to report that in fiscal year 2014-15 (ending March 31, 2015), Skills for Change showed a state of surplus— for the second year in a row. This consistent state of surplus has allowed for staff and management to focus on continued implementation of our strategic plan, and building internal and external capacity, to allow for growth in programs and services.

Over our 33-year history, Skills for Change continues to meet the needs of our community, and represent the changing face of the newcomer. Over the past year, we continued to expand our programming to include a strong focus on entrepreneurship within our women and youth groups.

We continued to strengthen our Trades program, Settlement services, Mentoring and Employment and Training programs. We made a physical (and successful) move of our Employment Ontario West office, from Dufferin Mall to the Stockyards, and hosted another successful Pioneers for Change fundraiser gala and Diversity@Work conference.

To support our theme this year “Building Capacity, Enhancing Engagement”, Skills for Change organized a slew of smaller networking-style events to engage both clients, as well as the larger community. Our International Women's Day event brought in over 120 community members to celebrate women; we hosted successful job fairs and engaged local employers, and held community breakfast meetings in our Brampton and Peel locations.

Helping newcomers overcome the obstacles of settling in Canada, and enabling their full participation in Canadian society.



We continue to build capacity through engaging management and staff in skills development and investing in continued research to determine the changing needs of our clients.

We would like to thank our funders, donors and corporate sponsors for all of your support. We would also like to thank our volunteers for their service, and staff for their commitment to the organization. On behalf of the Board of Directors, we look forward to continue working with you, in building welcoming and equitable communities, and ensuring every immigrant in Canada succeeds.

*Surranna Sandy,
Executive Director
Althea Gordon,
Board Chair*



THE PAST 33 YEARS...



OUR STORY

1983

Toronto Office Skills is incorporated as a nonprofit



1988

Name is changed to SKILLS FOR CHANGE OF METRO TORONTO

1993



Began offering language instruction for newcomers to Canada

First New Pioneers Awards night was held

Became United Way of Greater Toronto member agency



1996-97'

Organizational Identity updated
Restructured agency into 4 units



A LOOK BACK AT THE HIGHLIGHTS

**Thank you for
your support
over the past
33 years!**



2014

Launched Entrepreneurship Hub for immigrant women and youth



2013

Introduced Seniors programming with our seniors mentoring our entrepreneurs.

Introduced Youth Entrepreneurship Programming



2011

Launched ground breaking Immigrant Women in Leadership Gender based Analysis project

Expanded agency to add two Employment Ontario in Dufferin Mall and Flemingdon Park

2010



2008



Citizenship and Immigration Canada Funds JSW in 2000 and ELT in 2008



OUR BRAND

The past year focused on brand building, by making time for collective team visioning and ownership of both events and activities that align with our core values, as well as external promotion of our purpose through promotional campaigns and flagship events.

Our 32nd Birthday

We turned 32 on October 27, 2014 and took time out with staff and clients to review our progress and the road ahead.

The celebrations started off with a red carpet screening of our new SfC TV segments created by filmmaker Paul Kurti who also opened up a discussion session where the audience heard more about the process that captured our work with clients, partners and communities. The lunch and the presentation on our growth gave us time to reflect on the relationships we have built within our team and with the outside world, how the diverse backgrounds of our team reflect Ontario's population today, and the community building initiatives we are passionate about.



We are honoured to have supported newcomers and Canadian professionals over the years and

are deeply grateful for the amazing team that makes this possible.

2014-15 also saw Skills for Change launch a comprehensive marketing and advertising strategy. We invested in bus advertisements, local media and other large-scale promotions. Above is an advertisement for Employment Ontario, posted in Metro News.

Looking for a Job? Skills for Change can help!

- Drop in or call for an appointment
- FREE job postings and connections to employers
- FREE Career coaching, workshops and informational sessions
- FREE Resumes, cover letters and interview preparation
- FREE Employment and training subsidies, including Special Career Ontario Staff Employment Benefit and Canada-Ontario Job Grant
- FREE Entrepreneurship, mentoring and networking opportunities
- FREE internet cafe with access to computers and filing services
- Friendly, goal oriented and supportive staff

SfC Employment Ontario West
Stackyards Mall Location
30 Weston Road, 2nd Floor
Toronto, Ontario
at South Mall corner of St. Clair & Weston, entrance at Stackyards Mall
416-572-2430
sowest@skillsforchange.org

SfC Employment Ontario East
Pinnacledon Park
10 Gateway Boulevard, Unit 105
Toronto, Ontario
416-645-2489
eowest@skillsforchange.org



The Employment Ontario program or service is funded in part by the Government of Ontario

CLIENTS 14,000+



WOMEN



MEN



OTHER

Total Client Support Events

1198

Employers We Work With

151

Mentors

173



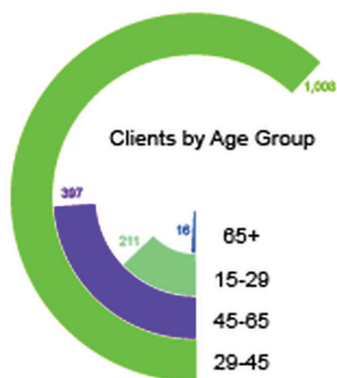
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3225



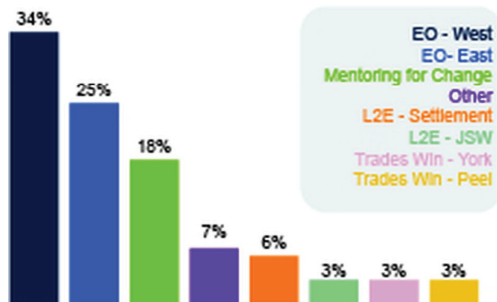
OUR BRAND



How Clients Find Us



% of Clients Accessing Services



Clients by Country of Origin



OUR PROGRAMS

Skills for Change's mission is rooted in the experiences of immigrants and refugees; people who leave their homeland often by necessity, sometimes by choice, so as to preserve and improve their lives and the lives of their families. As newcomers to Canada, they face innumerable obstacles in adjusting to life in their new country - such as learning English, adjusting to different cultural norms and values, finding housing and education for their families, and possibly, most important of all, finding and keeping a job in their field of expertise.

With Canada continuing to welcome immigrants from all parts of the world, we continue to deliver programming (from our six locations across the GTH-A that empower newcomers, refugees, and other Canadian job seekers.

Newcomer Settlement Program

Settling in as newcomers is a considerable challenge and adopting a holistic approach goes a long way towards building supportive communities. Our language and settlement services cover a range of issues related to language, professional development and real life challenges such as financial management, legal rights, parenting and stress management.

These programs assist clients with their integration process into Canada, around issues of housing, schooling, social services, access to essential documentation, etc. Families or individuals are provided with information essential to starting their new lives in Canada.

◆ **Link to Employment**

The Link to Employment program helps clients widen their professional networks and gain deeper knowledge of their specific sectors.

This year, our Mentoring Recognition Event was held on November 26, 2015. The event attracted new and existing mentors from a number of sectors. Participants openly shared their mentoring experiences and challenges in accessing employment and mentoring services.



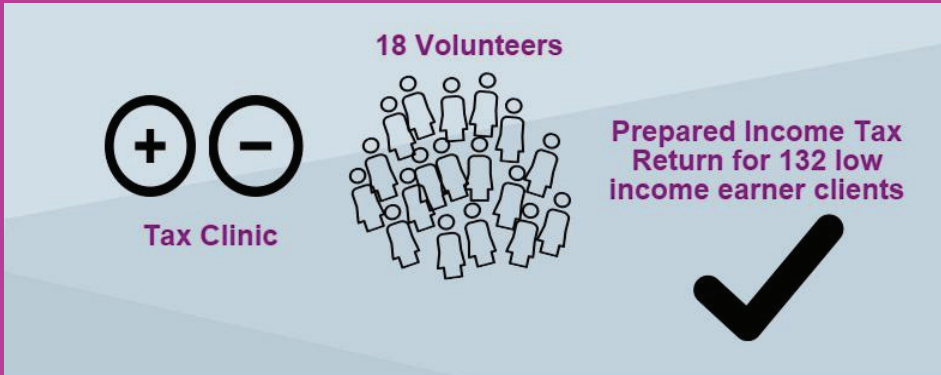
SETTLEMENT



OUR PROGRAMS

Newcomer Settlement Program continued...

The Community Volunteer Income Tax Clinic, in partnership with Canada Revenue Agency (CRA), ensured timely tax return, filing through the use of newcomer volunteers with experience in finance and accounting, who were trained to prepare income tax returns for low income earner clients.



SETTLEMENT

◆ *ELT*

Enhanced Language Training (ELT) for Engineers, IT, Retail Management Professions. This is an intensive five-week program that helps raise a client's English proficiency and assists in finding work in a specific sector. We offered three streams during the year: engineering, information technology, and retail sector. During the year we served 105 clients and held 10 workshops.

◆ *LINC*

The Language Instruction for Newcomers to Canada program represents the standard for language learning and is consistent with the Canadian Language Benchmarks. Our full-time English classes for level 4-5 (Intermediate to High Intermediate) and level 6-7 (Advanced), focused on listening, speaking, reading and writing. The curriculum include learning about Canadian life and culture, using English to learn more about accessing services required, tools for searching for a job, workplace culture, conversation practice, and much more. During the year we served 136 clients and held 10 workshops.

We also held 26 Job Search Workshops serving 236 clients.

To create an enabling environment for our clients we offer free child minding for childrer aged from 18 months to 5 years.



◆ **CIC Settlement**

Settlement Services offers information and guidance on permanent and temporary housing, child care and children's services, health care, government services (including Ontario Works, immigration, Social Insurance Number, Canada Pension Plan and OSAP loans), legal services, translation, employment, training and adult education programs. This year we offered French language services to French speaking clients, giving them access to settlement information workshops and action planning in French, including follow up support with a French-speaking counsellor.



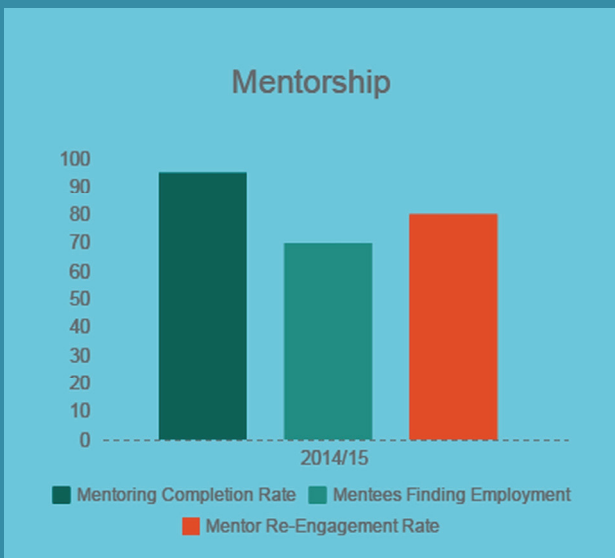
OUR PROGRAMS

Mentoring for Change

Mentoring for Change facilitates professional connections between job seekers (Mentees) and established professionals (Mentors), with the objective of helping mentees fully access their field in Canada. Over the years, the program has replicated and expanded its progressive mentoring model to respond to the needs of professionals. In addition to mentoring for employment, settlement, language, seniors, youth and internal staff development; the program has expanded its capacity to support women and youth on the entrepreneurial path.

The Mentoring Program continues to engage community partners, build positive relationships, and respond to the needs of those who are seeking supportive mentoring. We now have 173 active mentors.

Since 2007, Skills for Change maintains strong ties with The Mentoring Partnership, an initiative of the Toronto Region Immigrant Employment Council (TRIEC) that enables us to link clients to access a wider spectrum of mentors and training resources. Along with the The Mentoring Partnership, we appreciate and acknowledge the support of volunteer mentors, partners and funders for the successful outcomes of the Mentoring for Change Program.



MENTORING FOR CHANGE

Accessing Meaningful Employment



80% of our clients* to access meaningful employment or training opportunities.

Job Placements

This year alone saw the placement of 115 job placements, including 68 youth placements, in IT, Engineering, Finance, Administration and other sectors. 29 clients accessed training through the Second Career Program



EMPLOYMENT



Job Events/Workshops

We held 5 job fairs and 18 Self-Marketing to Employment workshops which include 90 events of job search, resume, cover letter, interview preparation and mock interview sessions, serving over 845. To improve access to job opportunities for our newcomer and other job seeker clients, we supported 38 employers in hiring from our client pool through financial incentives provided to businesses.



OUR PROGRAMS

Employment Ontario Services

Funded by the Ministry of Training Colleges and Universities (MTCU) the Employment Ontario (EO) program offers a range of employment services, providing resources and supports that respond to both the career and employment needs of individuals and the skilled labor needs of employers. The program offers support to laid-off workers interested in accessing funding for school through the Second Career Program. Located in identified priority neighborhoods of Flemingdon Park and Weston Mount Dennis, the Employment Ontario sites are positioned to better support underserved Ontarian, immigrants and refugees. This year, EO West location moved to the Stockyards Shopping Center location offering extended hours of business.

Our EO services include job search, career counseling and recruitment, training and hiring incentives and mentorship. The new Canada Ontario Job Grant introduced this year, offering grants to employers who want to train their existing staff, successfully attracted four employer applicants.

The EO teams continued to strengthen existing and new partnerships with peers and community networks through collaborated events such as The Mentoring Partnership, CASIP and Metrolinx and the City of Toronto Youth Employment Partnership, the QMP Local Action Centre, the Weston Mount Dennis Integrated Local Labour Market Partnership, Don Valley Employment Solution (DVES).

Ontario Works

Our Ontario Works program focused on the Finance and Accounting sectors by helping clients build skills and better understand Canadian workplace culture with these sectors.

Internationally-trained Accountants and Bookkeeping (ITAB) and Finance and Office Assistant Programs (FOAP) (funded through Ontario Works) :

Finance and Office Assistant Program: provided participants with the most up-to-date administrative/financial skills required for today's modern office environment.

Internationally-trained Accountants and Bookkeeping Program: helped participants to become familiar with Canadian accounting/bookkeeping principles, taxation systems and Canadian workplace.



Trades Win Support Program (TWSP)

The Trades Win Support Program (TWSP) is an 11-week bridge-training program offered at our sites in Peel and York Regions, and is for internationally trained individuals (ITIs) from the following sectors:

- * Industrial Electrician
- * Industrial Mechanic (Millwright)
- * Heating, Refrigeration & Air Conditioning (HVAC) mechanic
- * Construction & Maintenance Electrician
- * Plumber

This unique Skills for Change's program is operated in partnership with Humber College and Stanford International College. TWSP delivers a comprehensive program that provides: Academic/Technical Training; Occupation-Specific & Workplace Culture Training; Mentoring and Business Connections; Work Experience Placements; and Employment Preparation / Job Retention Support. We served 249 clients in 2014/15 and held 28 information sessions.

Other highlights include:

- ◆ Community Partners Networking Breakfast took place on 10 December 2014, gathering 14 community agencies serving clients from across York Region to share program and services information.
- ◆ Skilled Trades and Technology Career and Information Fair took place on 28 January, 2015. Partnering with Thornhill Hub and Seneca College, the event connected employers with skilled clients, offered networking opportunities and promoted community programs and services in the York Region. Both the Honorable Michael Chan, Minister of Citizenship, Immigration and International Trade, and the Honorable Dr. Reza Moridi, Minister of Training, Colleges and Universities, and Minister of Research and Innovation were present, and spoke regarding the importance of Skills for Change in assisting internationally trained persons.



Electrician Graduation—Peel



Exec. Director Surranna Sandy (2nd from left), Hon. Michael Chan (centre), MPP Reza Moridi (2nd from right) and others at Career Fair



OUR PROGRAMS

Community Programs

We strive to build welcoming and resilient communities through our work each year. During 2014-15, we focused on three specifically vulnerable cross sections among the communities we serve; women, youth and seniors. Integrating strategies from our mentoring, entrepreneurship and technical skill building programs, we piloted a series of projects that addressed social and structural challenges faced by many clients and their communities.

New Horizon for Seniors Program/Bridging the Gap

The Bridging the Gap program encourages community involvement, intergenerational contact, and knowledge exchange. This program brought together seniors and youth who used technology as a medium for learning to see the world from each other's perspective and build a supportive networks within the community.

SENIORS

Seniors

55



Enhanced computer skills and reduced the sense of social isolation; improved their knowledge of new technology

Youth

44



Completed their mandatory community hours

The seniors became more engaged with the issues facing today's youth and the youth broke down their stereotypes of seniors, understanding ageism and old age issues better, and both groups expanded their knowledge of history through personal narratives. The positive feedback from the general public, stakeholders and participants recognize the value and societal benefits of programming that address multiple social concerns.



Women & Youth

Entrepreneurs

With financial support from the Ministry of Training, Colleges and Universities (MTCU), Ontario Job Creation Partnership (OJCP) program and the City of Toronto's Investing in Neighbourhoods (IN) program, Skills for Change piloted new programming to better serve women and youth, explore entrepreneurship as an alternative career and engage the community on sustainability issues. These pilots were developed and implemented in consultation with an Advisory Committee composed of women and youth community leaders.

#1



Make something people want



- Dress for Success
- Canadian Mental Health Association
- Persona Grata Consulting
- Good Jobs for All Coalition
- Business in the Streets
- Detailing Knights
- George Brown College

New Partnerships

The long-term goal is to use this learning to create Centre of Excellence

#2



Develop personal connections with people that will help you, learn to identify talented people, and work hard



Learning and Innovation Hub

We launched the Youth and Women Entrepreneurship Hub, located at SJC Head Office at St. Clair West. The Hub space was restructured to meet the needs of an entrepreneurial resource center that offers working space, learning resources and other tools that support the entrepreneurial journey. Activities in the Hub included weekly workshops focused on developing skills required for laying the foundations of a successful business, ongoing business and finance related seminars, and monthly networking events.

101

Marketing and Growth Tips from Top Entrepreneurs!



OUR PROGRAMS

Entrepreneurship / Self-Employment for Women

This project prepares vulnerable youth and immigrant women for entrepreneurship, through familiarity with business resources, life skills coaching and acquisition of basic entrepreneurial skills.

Our focus this year was to continue growing and expanding programming that supports women looking to explore entrepreneurship as a viable career option. We prioritized low and moderate-income women order to help them alleviate barriers they face in finding a meaningful place in the society. Special emphasis was placed on developing our Entrepreneurship Hub into an innovation incubator.

The program is currently scoping the potential of expanding services in the areas such as Brampton, Markham and Hamilton.

2014-15 also saw the launch of our “Young Women in Leadership” (YWL) which assists young women from marginalized communities to overcome the barriers to accessing education and employment, and also provides support and education on issues related to self-image, family stress and mental health. The YWL project empowers young women through the formation of a youth-led coalition of dedicated mentors and leaders to who support women to flourish and succeed.

Leaders in Residence

Building on our experience from previous year with the Immigrant Women Leaders in Residence program, we implemented the Entrepreneurship Leaders in Residence program, starting with our partnerships with young entrepreneur, Ryan Knight, owner of Detailing Knights, who has served as an inspiration to our youth and women entrepreneurs through his facilitation of entrepreneurship training sessions, and advisory services to emerging entrepreneurs.

WOMEN



Youth Entrepreneurship - High School Program

Entrepreneur In You is a high school outreach program that brings interactive events to the classrooms and gives students a chance to meet successful entrepreneurs and explore their own entrepreneurial potential. This program primarily targets high priority neighborhoods to enable access to information and knowledge to students facing multiple barriers to success. The program reached 275 high school students in career classes and co-ops in different schools including York Humber High School, the YMCA Academy and Westview Centennial Secondary School. Presenters included Michael Potters, founder of Parachute Coffee and Daniel Doncel, founder of Midtown 512.



Top two pictures: High School Program;
Middle two pictures: Youth/Women
Entrepreneurship Hub Launch

Our EHub Team at our January Launch!



OUR EVENTS

Pioneers for Change 2014

The 2014 Pioneers for Change fundraiser and awards ceremony was held on June 5th, 2014 at CIBC's Corporate Office. Over 80 individuals were in attendance. 2014 was the first year Skills for Change revised the concept of the awards ceremony - instead of theatre-style seating and traditional sit-down dinner, we conceptualized an open-concept space to allow for more networking and a more intimate gathering of those who champion diversity and leadership. The event also included tribute performances for each award recipient.



2014's sponsors included CIBC, Chartered Professional Accountants of Ontario, Academy of Learning College, Intergraph, Herjavec Group, U.S. Steel and Carranza LLP.

ARTS

Aleksandar Antonijevic, National Ballet of Canada Principal Dancer

ENTREPRENEURSHIP

Robert Herjavec, business leader, star on Shark Tank, and CEO of Herjavec Group

COMMUNITY DEVELOPMENT

Ahmad Tabrizi, Chair, Fundraising Committee Parya Trillium Foundation

INNOVATION

Jorge Silva, Co-Founder Komodo Labs

WOMEN IN LEADERSHIP

Izumi Sakamoto Ph.D., Associate Professor, Factor-Inwentash Faculty of Social Work, U of T

YOUTH

Mohammed Shafique, Management Consultant, Deloitte



Left: Award Recipient, Aleksandar Antonijevic; Right: Brampton Peel Police with Corporate Sponsor CPA staff members.

Diversity@Work 2015

Skills for Change hosted our 6th annual Diversity at Work conference on February 19th, 2014, at St. James Cathedral Centre. The conference was a huge success, attracting over 150 attendees and a wide range of knowledgeable speakers.



This year's theme "Exploring the Complexities of Diversity - Age, Gender, Culture and Competencies" produced presentations on perspectives on diversity, LGBT identities, social justice case for diversity, legal perspectives and more. The morning commenced with welcome remarks by MPP Christina Martins, and the morning keynote address was delivered by the Hon. Pam McConnell (Deputy Mayor of Toronto) and Dr. Winnie Ng (Unifor Sam Gindin Chair in Social Justice and Democracy). The joint keynote speech addressed the poverty reduction strategy and the changing face of diversity in Toronto. This was followed by a case study presented by John Cartwright from the Labour Council. The afternoon had 8 workshops, including speakers from Pride at Work Canada, The Scarborough Hospital, and Ryerson University.

Our sponsors and community partners for the event were The Centre for Labour Management Relations, Ryerson University, Chartered Professional Accountants of Ontario, Anderson College, NetPlus College, Ross & McBride LLP, Don Mills Career College, Davis LLP, Good Jobs for All and Seneca College.

89% of individuals who completed the post-conference survey agreed that the morning plenary sessions and afternoon workshops met their professional needs; 96% of individuals rated the conference as excellent & very good.



Left: Past Chair of Skills for Change, Peter Perdue, Hon. Pam McConnell, Executive Director Surranna Sandy & Dr. Winnie Ng.; Right: panel discussion members



OUR EVENTS

International Women's Day

Women make up a significant portion of our clients and their particular vulnerability is a key focus of much of our programming. Making the celebration of women's power public this year we celebrated the creative power of women through the sharing the work of women artists from our communities and beyond.

The 'Women Empowering Women' Celebration event took place on March 5th, 2015 at the SfC Head Office on St.Clair West, celebrating women in the arts and included performances and exhibitions from newcomer and indigenous women in Toronto. The keynote address was delivered by Indigenous Health Researcher, Billie Allan entitled "The Stories We Tell – Indigenous and Decolonizing Approaches to Empowerment." Other women artists and performers included, spoken word artist LaMoi Simmonds, the Korean Cultural Performance Group, The Hallelujah Mission Dance Team, director of the film "Within Every Woman" Tiffany Hsuing, dancer Sharon Clarke, and drumming troupe, Toronto Arirang Nanta Team.



OUR PEOPLE

United Way Campaign

17 years in support of United Way, and this year had us rising to new levels of motivation as staff and client teams bonded in rare opportunities to get to know each other better as they took on challenges on behalf of the United Way Campaign.



United Way
Toronto

We kicked it off with our Power Breakfast Event that had everyone in the spirit to give and ready to take on the month's challenges. Our 11 person team (consisting of staff and clients) did the unthinkable and climbed 172 stories up the CN Tower to fulfill raised pledges. We also hosted agency's 2nd Annual Halloween Spooktacular / Bake Sale, which saw double the participation rate compared to the year before. Costumes were displayed via a fashion show runway and worn by SfC staff, clients and children from our child-minding program. With the support and commitment of our motivated SfC teams, we raised approximately \$5,400.



Summer Carnival

In June Skills for Change staff, families and clients got together for some fun in the sun at our 2nd annual Summer Carnival Celebration. This has become a tradition for the agency as it allows staff and clients time to get to know each other better while creating a memorable experience. The event included games, entertainment and featured a traditional Chilean barbeque served up by our very own Luis and Roly.

Staff Recognition

At Skills for Change we are incredibly lucky to have many talented and dedicated staff. They strive to make a difference in the lives of our clients, and for thank them. We would like to acknowledge the staff members who are celebrating milestones this year.

5 years

Mona Ali
Paul Basgan
Ruben Garcia
Tanya Lauder
Siva Loganathan
Palwasha Salehy



OUR PEOPLE

Staff Recognition continued:



Manoj Paul



Rosaline Graham



Faduma Muse

Skills for Change Board of Directors

We would like to thank our Skills for Change Board of Directors for generously sharing their time and expertise.

Co-Chair: Althea Gordon, Associate Director, York University

Co-Chair: Michelle Surace, Lawyer

Past-Chair: Peter Perdue,

Members:

Diane Wielgus (Treasurer), CGA, Director, Scotiabank

Eiraj Sohail, Associate, Northleaf Capital Partners

Jasmine Jackson, MBA, Account Executive

Jason Lee, Director, Six Fortune Canada

Kleva Gruda, HR Consultant, Government of Ontario

Nadeem Ladha, Manager, Finance, BMO

Skills for Change Volunteers

At Skills for Change, we thank our volunteers for their tremendous support. Our volunteers are a critical part of our success and for that, we THANK YOU!

Aishatu Ahmed

Alia Zhang

Amber Harding

Andre Nogaro

Anna Arakelyan

Anne Dunford

Aranzazu Ruiz

Ava Goodman

Azita Yazdanfar

Caroleen Whiteley

Chinwe Udenze

Chloe Wen Xu

Dajana Sabotic

Daniil Budanov

Dannie Wanlin Chen

Deidre Ann Gardener

Dilruba Jahan

Gentiana Bardhi

Geraldine Nepuscua

Ghazi Rahman

Jacque Wingrove

Jamileh Sourì

Jason White

Lovly Ram

Mac Graham

Marina Replete

Marisa Shafique

Marjan Nicoukalam

Mellissa Motlhabane

Miguel Cordeiro

Mohamed Al Ameri

Mohammad Deljoo

Patrick De La Cruz-

Mensah

Paul Kurti

Paul Rodgers

Saboor Samady

Savrimo Ilazarova

Stuart Walker

Thejaswi Basavannappa

Uzma Syed

Valentina Levermany

Vesselina Georgieva



OUR PEOPLE

Skills for Change Mentors

On behalf of Skills for Change and The Mentoring Partnership, we would like to thank you for your commitment to supporting newcomers in the pursuit of their goals. Your dedication, expertise, and the mentees you have helped, to realize their potential.

Adil Ali	Diana McLennan	Joseph Castillon
Albert Moreira	Dianne Laforteza	Josh Ellimoottil
Alex Chan	Dionne Cunningham	Julian Patino
Ali Hatamifar	Doji Luberas	Julietta Geziqi
Ali Lodi	Dora Peltola	Justy Thomas
Alireza (Ali) Khaknia	Enid Moscovitch	Kashif Chaudry
Andrew Trimble	Evelynn Roberts	Katie Pandey
Angela Adragna	Fania Borok	Katya molostova
Ann Bradt	Farid Bazhdanzadeh	Kevin Lee
Annabella Rivera	Feisal Peerbaccus	Khurshid Usmani
Anshul Badyal	Frank Duong	Kiran Dhindsa
Aoife Sheahan	Fraser Wiswell	Kleva Gruda
Ashvin Lugun	Gary Qiu	Kraig Alexander
Babak Khakbaz	Gillian Strudwick	Laurie Cuda
Barclay Cornell	Girish Awade	Laurie MacFarlane
Benjamin Leung	Glen Matadeen	Li Chang
Bhaskar Rai Lad	Gord Bendus	Liliana Diaz
Blythe Runnett	Hardik Kumar Dave	Linh Dang
Boming Ren	Harry Acosta	Lu-Anne Pascoe
Brad Rogers	Hasan Raihan	Lynne Vicars
Brian Lee	Hattie Zhang	Maja Filipov
Brij Sharma	Heather Di Dio	Majid Kazmi
Camille Yeh	Heather Drouillard	Manjeet Singh Warraich
Carl Messam	huazi (Paula) Cong	Marisol Diaz
Carmelo Tancioco	Huicee Zhou	Maryna Masarik
Carolyn Swadron	Ian Daly	MD Navid Ahmed
Changiz Sadr	Irina Ciurea	Mehran Aminian
Charbel Al Maalouf	Jack Wu	Michael Kennedy
Chris Andersen	James Lapierre	Michelle Chann
Chris Duff	Janesh Patel	Minoy George
Chris Healy	Janice Penny	Mohinder S. Glover
Crystal Paulitzki	Janice Steel	Molly Mukharjee
Dan Munday	Jason Li	Monica Carini
Daniel Salas	Javier Mena Diep	Muhammad Mollah
Danny Ramlochan	Jean Louis Tisambi	Nadia Veira
David Carter	Jennifer Veenboer	Nasser Laffafian
David Navachandrabala	Jinoj Titus	Negar Abdolrasouli
Dharshika Watson	Jose Laredo	Oasima Shah



thank all of our dedicated mentors for making this program a success. celebrated. Your support and advice has proven life-changing for the

Pablo Perez
Parames Misra
Paul Lown
Pearley Boodram
Pradeep Mathur
Pradeep Sinha
Randy Choy
Ranil Mendis
Rashmi Tiwari
Raymond Lee
Ria Linardatos
Richard Goyder
Rishi Kumar
Ritu Narayan
Rose Abri
Rustam Juma
Ryan Knight
Saad Shaikh
Samantha Mesrobian
Samuel Abrokwa
Sandra Milner-Docking
Sanju Ganglani
Sara Garza
Seumas So
Sheldon Seligman
Shona Sen-Rew
Silvia Fraser
Sohail Khokhawala
Sonia Segura
Specioza Chagula
Stephanie Black
steve lewis
Steve Matsumoto
Sudhakar Pulagam
Susan Romeo
Susan Xu
Suzanne Nyiramana

Tehmina Shah
Teresa Cobarrubias
Thomas Hudak
Thomas Lam
Todd Orvitz
Umair Shah
Valerie Campbell-Elliott
Veejai Maraj
Vineeta Nath
Wayne Haymer
Wilma D'Souza
Yan Reznikov
Yang (Lena) Lin
Zel Ally



OUR OPERATIONS

Employment Ontario Office-Site moves to Stockyards

Our Employment Ontario West team moved from the Dufferin Mall, relocated temporarily at our head office and then moved on to its permanent home at the Stockyards Shopping Centre. The new location has provided an additional resource to the local community and has been well received by community residents and local employers. Located directly in the Stockyards Shopping Centre, at the corner of Weston Road and St. Clair, along with extended hours of business, the centre offers convenience to both local job seekers and employers.



Full Deployment of Salesforce

In 2014 we reviewed our Salesforce Cloud Application to fully utilize the benefits of the tool. The customized software adopted this year has streamlined client management and communications process enabling us to deliver timely and cost effective services.

With Salesforce being used for contact management, case management, event management, project management and for optimizing other SfC business flows there has been a 30% reduction in administration time, lower communications cost. Clients now benefit from a higher quality of service planning, delivery and monitoring, and the reduction in our program administration time has helped divert efforts in to program improvements. The improved functionality of the customized Cloud also led to the creation of our own mentoring portal for clients, the Professional and Interactive Community, that facilitates a more qualitative mentor-mentee communication that helps build lasting relationships and creates a supportive environment for professional growth.

SKILLS FOR CHANGE OF METRO TORONTO

Statement of Financial Position

March 31, 2015

	Operating Fund	Capital Fund	Total 2015	Total 2014
Assets				
Current				
Cash	\$ 75,512	-	\$ 75,512	209,375
Grants and subsidies receivable	157,026	4,012	161,038	49,521
Due from Capital Fund	170,627	-	170,627	74,110
Prepays and other	19,208	-	19,208	37,147
	422,373	4,012	426,385	370,153
Capital assets	-	1,971,477	1,971,477	2,033,978
	\$ 422,373	\$ 1,975,489	\$ 2,397,862	\$ 2,404,131
Liabilities				
Current				
Bank indebtedness	\$ -	\$ 3,212	3,212	9,506
Bank loan	75,000	-	75,000	35,000
Accounts payable and accrued liabilities	131,156	28,452	159,608	113,768
Due to Operating Fund	-	170,627	170,627	74,110
Current portion of term loan	-	28,571	28,571	28,571
Current portion of deferred revenue	211,244	26,829	238,073	377,953
	417,400	257,691	675,091	638,908
Term loan	-	114,287	114,287	142,858
Deferred revenue	-	175,242	175,242	202,070
	417,400	547,220	964,620	983,836
Fund balances	4,973	1,428,269	1,433,242	1,420,295
	\$ 422,373	\$ 1,975,489	\$ 2,397,862	\$ 2,404,131



SKILLS FOR CHANGE OF METRO TORONTO

Statement of Operations

Year ended March 31, 2015

	Operating Fund	Capital Fund	Total 2015	Total 2014
Revenue				
Programs revenue				
Government programs	\$ 5,120,256	\$ -	\$ 5,120,256	5,183,228
Enterprise programs	271,411	-	271,411	444,029
	5,391,667	-	5,391,667	5,627,257
Fundraising	66,746	-	66,746	114,105
United Way of Greater Toronto grants	247,202	-	247,202	252,202
	5,705,615	-	5,705,615	5,993,564
Expenditures				
Salaries and benefits	3,554,441	101,588	3,656,029	3,734,055
Programs - client costs	740,683	-	740,683	617,941
Occupancy cost	269,646	154,341	423,987	481,126
Purchased services	382,216	-	382,216	567,447
Office and general	209,986	25,972	235,958	262,220
Marketing and outreach	146,966	-	146,966	143,148
Amortization	39,253	23,248	62,501	77,131
Fundraising	36,032	-	36,032	31,049
Interest on debt	2,026	6,270	8,296	9,491
	5,381,249	311,419	5,692,668	5,923,608
Excess (deficiency) of revenue over expenditures before interfund rent usage allocation	324,366	(311,419)	12,947	69,956
Interfund rent usage allocation	(223,422)	223,422	-	-
Excess (deficiency) of revenue over expenditures	\$ 100,944	(\$ 87,997)	12,947	69,956

Stories of Change

Dilruba Jahan, Education

“My brilliant job consultant always supports me and keeps me updated with job posting. My SfC counsellor’s motivational advice and inspirational words helped me to be focused in my interview sessions. With their support and encouragement I am now working as a part time English tutor.”

Diana Reyes, Communications & Design

“Six months ago, I was about to give up on my dreams in this country, however; someone told me “remember why you started and the path you have travelled during those five years”. Thanks to those efforts, words, and the professional orientation that Skills for Change provided me, I was able to recover my self-confidence. I believed in its professional experience and four months after I was signing up my contract for a great company that has become my family; a company where I’ve been able to learn more about the Canadian culture, share my professional experience in the non-profit sector and put in practice my post-secondary studies in PR & Communications Management.”

Sydney Williams, Electrician

“The Bridge Training Program is helpful to me because as an internationally trained electrician, to understand the requirement of the electrical safety code and the industry requirements. It was also helpful because I was trained on how to use the Electrical Safety Code Book, PPE requirement and help in the job preparation needs like resume and cover letter for job search.”

Joel Sarker, Accountant

“The Skills for Change staff both in Markham and Brampton are excellent in what they do. They are always willing and available to give a helping hand either by phone, email, or in-person. I got my placement as a Bookkeeper through the Employment Services Program and my Job Developer at SfC. This placement and experience will help me advance my career. I am so grateful to Nafeesa, Michele, Job developer and others who supported me.”

Our Locations

Toronto Central | St. Clair

791 St Clair Avenue West
Toronto, Ontario M6C 1B7
416-658-3101
info@skillsforchange.org

Employment Ontario East | Flemingdon Park

10 Gateway Blvd, Unit 105
Toronto, Ontario
416-645-2489
eo-east@skillsforchange.org

Employment Ontario West | Stockyards Location

30 Weston Road, Unit 203
Toronto, Ontario M6N 0A7
416-572-0490
eo-west@skillsforchange.org

York Region | Markham

344 John Street
Markham, Ontario L3T 5W5
905-764-0202 x101
tradeswin@skillsforchange.org

Peel Region | Brampton

21 Nelson Street West, Unit 1A
Brampton, Ontario L6X 1B6
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Hamilton

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