 Skills for Change

CHARTING THE COURSE

ANNUAL REPORT
2016 - 2017

ABOUT SKILLS FOR CHANGE



Skills for Change is known for pioneering programs that respond to shifting immigration and workplace trends and lead to employment. The first program, in 1982, was an office training program that successfully led all its first graduates, a group of women from Southeast Asia, into full-time employment.

We take pride in our track record and the recognition of our agency within and outside the Greater Toronto Area and province as a leader in services to internationally trained immigrants.

We serve 14,000 people annually.

LOCATIONS AND SERVICE AREAS

- Toronto Central
- Toronto East
- Toronto West
- Jane and Finch
- Markham | York Region
- Brampton | Peel Region
- Brantford | Southwest Region
- Hamilton and Guelph

SIGNATURE EVENTS

- Pioneers for Change
- Diversity@Work
- Employer Partner Awards

VISION

We envision a Canada where every immigrant succeeds.

MISSION

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

VALUES

CLIENT-CENTRED

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

RELATIONSHIP

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 a catalyst 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 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.

THE PAST 34 YEARS: A LOOK BACK AT THE HIGHLIGHTS

1983

Toronto Office Skills is incorporated as a nonprofit.

1993

- Began offering Language Instruction for Newcomers to Canada (LINC).
- First New Pioneers Awards.
- Became United Way of Greater Toronto member agency.

2008

- Citizenship and Immigration Canada funds JSW in 2000 and ELT in 2008.
- Launched Trades Win Support Program in Peel and York regions.

2011

- Launched ground breaking Immigrant Women in Leadership Gender-based Analysis project.

2014

- Launched Entrepreneurship Hub for immigrant women and youth.

1988

Name is changed to Skills for Change of Metro Toronto.

1996-98

- Organizational Identity updated.
- Restructured agency into 4 units.
- Launched the first sector specific program that served as the foundation for current bridging programs in Ontario.

2010

- Expanded agency to add two Employment Ontario offices in Dufferin Mall and Flemington Park.

2013

- Introduced Seniors and Youth Entrepreneurship programming.
- Launched programming in the Jane-Finch area.

2015-16

- Expanded our services to Southwestern Ontario (Hamilton, Brantford, and Guelph).

EXECUTIVE MESSAGE

Dear colleagues, partners, staff and volunteers,

We are pleased to present the 2016-2017 Annual Report for Skills for Change.

Our 34th year was one of tremendous efforts and success. We are happy to announce that through good management we are in a break-even state for this fiscal year.

As we look back and reflect on the near 35-year history at Skills for Change, we continue to celebrate the programs that have had a long-standing history at the Agency, while nurturing the newer programs that will assist the Agency to grow and expand. One of the goals for this year has been to commence implementation of initiatives that drive our Theory of Change and Intended Impact Statement.

With our focus this year on “Charting the Course” we continue to build upon the strength of our programs through funding diversification and expansion. This has specifically been observable with the expansion of programming in Southwest Ontario, the expansion of Trades-specific programming, programs dedicated to refugee and newcomer youth, and continuing to footprint youth programs in the Jane and Finch area.

In Southwest Ontario, we launched the Experience Ontario program in Brantford and Guelph, with over 70% of clients becoming employed through the program. We also launched the Skills for Trades program in Hamilton to provide refugee youth with information needed to explore a career in the skilled trades. With over 95% of participants being Syrian refugees, the youth in this program gained knowledge in Canadian employment in fun and interactive ways.

Earlier this year we launched the Pre-Apprenticeship Training Program to provide youth, Indigenous persons, women and newcomers the opportunity to obtain training (through Seneca College) in the Trades sector to further develop their skills. While the program is in its infancy, 10 students have already found work placements and they have been able to hone their soft skills.

By June of 2016, 43% of the 27,000 refugees from Syria landed in Ontario¹. Given this influx, there was a need to increase supports for refugees, and youth in particular. In addition to the Skills for Trades program in Hamilton, we ran a Syrian Youth Settlement Services program and have a Refugee Youth program to assist these youth with settling in Canada, building their skills and making friendships.

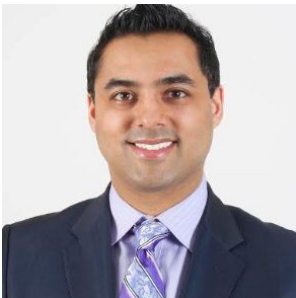
¹ www.cic.gc.ca/english/refugees/welcome/milestones.asp

Our youth programs in Jane and Finch continue to flourish, with the Jane and Finch Community Impact Hub, Pathways to Success program, Kids Greening Toronto and Step Ahead (I & II). We have strengthened our community partnerships in the area and have assisted over 120 children and youth to date.

In addition to these highlights, the 2016-17 also saw success for our programs serving women, seniors, job seekers and mentees. Many of our programs had an increase in referrals, and our Career Skills program had particular success with increased clientele. We invite you to read through the Report, which provides information about our programs and their successes, personal stories of clients and other accomplishments.

We'd like to thank our funders, donors and corporate and community partners for their support. We would also like to thank our volunteers for their service. Finally, we'd like to thank our management team and staff for their ongoing work and dedication to strengthen the brand and mission of the Agency.

On behalf of the Board of Directors and staff, we look forward to working with you in the years to come. Together, we can continue to build welcoming and equitable communities, and ensure the success of every immigrant in Canada.



AZIM LILA
Chair, Board of Directors



SURRANNA SANDY
Chief Executive Officer



LINK TO EMPLOYMENT

Enhanced Language Training (ELT) for Engineers, IT, Retail, Sales, and Marketing professionals is an intensive

five-week program that helps raise newcomers' English proficiency and assists them in finding employment.

134

CLIENTS SERVED

10

SESSIONS

12

FIELD TRIPS

Language Instruction for Newcomers to Canada (LINC) is a language and settlement program. In these classes, newcomers learn intermediate to

advanced language skills needed to access higher levels of education and employment, and more.

433

CLIENTS SERVED

5

SESSIONS

12

FIELD TRIPS

Skills for Change's Settlement Services offers information and guidance on permanent and temporary housing,

child care and children's services, health care, government services, and more.

1523

CLIENTS SERVED

116

SESSIONS

1

EVENT

Syrian Youth Settlement Services provided youth with guidance on topics such as Canadian lifestyle, and values and workplace culture training. This

short-term project ran for two months and the focus was on homework club and social mentoring.

41

CLIENTS SERVED

17

SESSIONS

1

EVENT

The Care for Newcomer Children (CNC) is a support service offered to clients that participate in the language programs (LINC, ELT). Clients' need for

CNC is determined during YMCA intake and assessment. This year we served 48 children.

KEY SUCCESSES



Awarded additional funding to deliver short-term summer program for LINC 2/3 and Syrian Refugee Youth settlement services.



This additional funding allowed Skills for Change to provide one LINC levels 2/3 (2-week summer session).

SETTLEMENT PROGRAMS

Skills for Change's *Settlement Services* offers information and guidance on permanent and temporary housing, child care and children's services, health care, government services (including

Ontario Works, Social Insurance Number, Canada Pension Plan and OSAP loans), legal services, translation, employment, training, and adult education programs.

1304

CLIENTS SERVED

51

WORKSHOPS

The *Refugee Youth Program* connects youth ages 16-29 to settlement services such as refugee resettlement, individual settlement counselling, interactive café (settlement related

themes: health, educations, language, etc.), school orientation, mentoring and social networking, employment workshops and supports, and homework club.

336

CLIENTS SERVED

11

WORKSHOPS

1

MENTORING SESSION

Syrian Youth Settlement Services provided youth with guidance on topics such as Canadian lifestyle, values and workplace culture training; building

connections and friendships; English conversation circles; and mentoring and speed networking. This was a five month project.



47

CLIENTS SERVED

5

WORKSHOPS

5

MENTORING SESSIONS

KEY EVENTS



On September 16th 2016, we held a *Syrian Youth Education Circle* in which youth learnt about the Canadian school system, high school diploma requirements, vaccinations administered in schools, volunteer requirements and cross-cultural communication.



MENTORING FOR CHANGE

For over 24 years, the *Mentoring for Change* program has consistently delivered mentoring supports to internationally educated professionals. Having delivered train-the-trainer workshops to several organizations in Ontario, mentoring has the scope and foundation to continue to be an active

force in helping to develop the skills of others. The principle of mentoring has been proven to be effective in enhancing relationships, empowering entrepreneurs, enhancing the skills of those in the trades, encouraging job seekers and supporting youth in their career development.

340

CLIENTS SERVED

171

CONNECTIONS

6

EVENTS

**Numbers do not include Seniors Mentoring Entrepreneurs.*

KEY EVENTS



On December 8th 2016, Skills for Change held the “Celebrating Kindness across the City” event, in which new and current mentors/mentees had the opportunity to connect and share inspiring stories.

“I am grateful to my mentor and Skills for Change staff who have big hearts and generously provided advice, encouragement and personal referrals to job seekers like me. I hope the program continues to be successful!”



MIN (MADDY) LIU

KEY SUCCESSES



- ✔ 127 active mentors participated in the program.
- ✔ 70% of mentees found employment in their field, within four months of being matched.
- ✔ 75% repeat mentors who continues to support mentees.
- ✔ 2017 marks the 10th anniversary since Skills for Change joined The Mentoring Partnership. We have registered 1,355 mentees and established 905 mentors/mentees matches in 10 years.

OCCUPATIONAL BRIDGING PROGRAM

Skills for Change's *Accounting/Finance* program is specifically designed for Ontario residents who have education and work experience in Accounting/Bookkeeping and Finance from their home countries, and want to

become familiar with the Canadian Accounting and Financial systems. This program offers 20 weeks of in-class training, followed by six weeks of unpaid placement in the related field. Employment is the final outcome.

91

CLIENTS SERVED

6

WORKSHOPS

4

EVENTS

In the *IT for Mobile Applications* program, students learn how to create and maintain apps for Apple iOS and Android devices. The program is geared towards programmers familiar with JAVA or C++, who would like to

apply their know-how to the area of app development. This program offers 18 weeks of in-class training, followed by six weeks of unpaid placement in the related field. Employment is the final outcome.

85

CLIENTS SERVED

6

WORKSHOPS

4

EVENTS

"This comprehensive training program helped me fill skills gaps, especially by learning the latest accounting softwares"



FORMER CLIENT

"I would recommend Skills for Change services to newcomers because they really work and I'm a testimony to that"



FORMER CLIENT

KEY SUCCESSES



- ✓ Increased number of referrals.
- ✓ Increased number of placements.
- ✓ Increased number of clients employed.

CAREER SKILLS

Career Skills are hands-on courses, led by top instructors in a small group model. In just two to ten sessions, our clients can successfully ramp up their business skills, learn accounting

software, or upgrade to the latest network certifications. Most courses are conveniently located at our main office (791 St. Clair Avenue West.)

340

CLIENTS SERVED

3

INFO SESSIONS

4

OPEN HOUSES

KEY EVENTS



Alastair Hobson (on the left corner), from CPA Ontario, provides Career Skills and Accounting/Finance programs clients with information sessions about advancing their accounting careers.

"The instructor's teaching, encouragement, and friendship really made a difference for me. After one month looking for jobs, I was offered two positions!"



FORMER CLIENT

"I came not knowing anything about bookkeeping, and now I can communicate with accountants and perform bookkeeping tasks. It's an interesting area to stay in."



FORMER CLIENT

"I really liked my instructor Sujeeva. He had been a wonderful instructor and I would recommend Skills for Change to all my friends."



FORMER CLIENT

KEY SUCCESSES



- ✓ Increase in clientele.
- ✓ Launch of pilot course (Business and Corporate Tax Preparation) very well received.
- ✓ Reinstated classes in Brampton region due to popular demand.

TRADES WIN SUPPORT PROGRAM

The Trades Win Support Program is a sector-specific bridging program that helps internationally trained tradespersons become licensed and job ready. Sectors include: Electricians (construction maintenance and industrial); Refrigeration and Air Conditioning Mechanics (HVAC Mechanics); Industrial Millwrights (Industrial Mechanics); and Plumbers.

438

 CLIENTS SERVED

8

 WORKSHOPS

30

 INFO SESSIONS

KEY EVENTS



Trades Expo | November 24th, 2016

The event featured 28 exhibitors including public and private colleges, unions, employers and recruiters showcasing skilled trades job opportunities, employment and training programs.

We had close to 500 attendees with speakers from Ontario College of Trades and Toronto Workforce Innovation Group.

“I am very grateful for the HVAC licensing program, which increased my knowledge in the field and helped me to pass the Red Seal 313A Exam.”



ILDAR ZALIALOV

“I could never get licensed without the assistance provided by Skills for Change.”



ILIAH AVROV

“After completion of my Trades Win Support Program, I got the electrician exam and I passed. The exam was not easy, but I prepared very well thanks to TWSP.”



CHULUUNBAATAR BAYARAA

KEY SUCCESSES



Exceeded its targets for intake.



Exceeded its targets for mentorship.

EMPLOYMENT ONTARIO

Employment Ontario employment services programs consist of career counselling, workshops, information sessions, job preparation and training, as well as job placement for local job

seekers and underserved community members. Skills for Change provides these services at two different locations in East and West Toronto.

3.2k+

CLIENTS SERVED

1,150

EMPLOYED CLIENTS

90+

EVENTS

KEY EVENTS



On October 27th 2016, Skills for Change hosted CIBC Senior Executives for their Day of Caring event. Clients had the opportunity to meet one on one with each executive and get customized assistance with resumes and guidance on effective job search techniques.

“I found the help and encouragement I needed to undertake a very difficult challenge: Returning to school for a 180-degree career change at age 54!”



JUAN SEGURA

“Skills for Change gives an excellent service for settlement of newcomers. Such as resume writing, (...) and frequent reminders about your status.”



AMITKUMAR PATEL

“The approachable and kind gestures of this employment agency employee helped me a lot of how to cope my anxiety.”



JOANAH

KEY SUCCESSES



- ✓ Exceeded Customer Satisfaction targets at 108% (East site) and 107% (West site).
- ✓ Exceeded Service Coordination targets at 139% (East site) and 156% (West site).
- ✓ Implemented department wide staff professional development initiative.

SKILLS FOR TRADES

An educational project for youth (ages 15-29) in Hamilton who are considering working in the skilled trades or who have international work experience and want to become accredited in Canada. This ten-month program focussed

on newcomer youth who had been in Canada for less than 2 years. 95% of participants were Syrian refugees. This project included training workshops, intensive employment and education coaching, and mentorship.

19

CLIENTS SERVED

9

WORKSHOPS

KEY EVENTS



Through a series of workshops, the Skills for Trades program provided support for youth interested in the skilled trades as their future field of work. Many of our clients were Syrian refugees, who were also provided with workshops delivered in Arabic due to language barriers.

KEY SUCCESSES



- ✔ Increased knowledge of workplace safety/Canadian employment standards.
- ✔ Increased knowledge of resume writing, interview skills and job search techniques.
- ✔ Increased knowledge of apprenticeship and education paths for the skills trades.
- ✔ Employment and education coaching.
- ✔ Knowledge of services and opportunities in Hamilton.
- ✔ Stronger sense of community.

PRE-APPRENTICESHIP TRAINING PROGRAM

Skills for Change's *Pre-Apprenticeship Training Program* provides youth, Aboriginal peoples, women and newcomer participants with technical training, employment preparation, work experience placements, and mentoring and employment services. The program

is delivered in partnership with Seneca's College of Applied Arts and Technology (Jane Campus) and has a primary focus on general machinist training, with exposure to CNC programmer and tool and die maker training.

14

CLIENTS SERVED

29

WEEKS OF TRAINING

10

WORK PLACEMENTS

(with more to come until the end of the program)

"I know the foundational knowledge I've gained through this program will take me far in my next career."



HARRY DIEU

"This program has taught me a lot and for that I will be forever grateful. I would like to thank my professors and Skills for Change for the opportunity (...)"



JOSE ISLAS

"Your program has enabled us to work together as a close group thanks to the workshops and seminars during our first week."



CHRISTIAN CATAY

KEY SUCCESSES



- ✔ Most students are doing well, remain focused and eager to learn.
- ✔ Students reported that they have had opportunities to upgrade skills, adjust career path, increase knowledge using tools and equipment, blue print design and essential soft skills.

SENIORS MENTORING ENTREPRENEURS

The *Seniors Mentoring Entrepreneurs* program provided new and aspiring entrepreneurs with opportunities to be paired with seasoned mentors who share common interests within the field of entrepreneurship. The program ran from November 2016 to March 2017

and consisted of weekly commitments of at least one hour during a period of 3-4 months. Meetings were flexibly arranged in terms of time, date, location and communication method, at both the mentor's and mentee's discretion.

47
CLIENTS SERVED

36
MENTEES SUPPORTED

2
EVENTS

KEY EVENTS



Through the *Seniors Mentoring Entrepreneurs* program, we were able to provide networking and information sessions about *Entrepreneurship* and how to start your own business based on senior entrepreneurs' experience. In the pictures: Charlene Day (on the left) and Shishir Lakhani (on the right).

KEY SUCCESSES



- ✔ All monthly targets for the SME program were met or exceeded during the course of the project (October 2016 - March 2017).
- ✔ Amongst the mentees who had established (or were in the process of establishing) their business, the business areas pursued included:
 - Handmade clothing for sale online.
 - Import of custom made women's handbags for domestic sale.
 - International sales, marketing, and business development services.



SENIORS COMMUNITY HUB

The *Seniors Community Hub* program engaged senior and retired professionals in roles to support their communities. Professionals that were 50+ participated in this six month project as advisory board

members, facilitators and mentors. The Community Hub hosted workshops, social mentoring, networking sessions and conversational circles open to everyone in the community.

595

CLIENTS SERVED

60

WORKSHOPS

20

EVENTS

KEY EVENTS



Through the Seniors Community Hub, Skills for Change provided seniors with speed networking and mentoring events (on the left), health and wellness workshops (on the right), financial literacy information sessions, and more.

KEY SUCCESSES



- ✔ Empowered seniors to play a leading role in developing age-friendly communities.
- ✔ Increased the social inclusion and participation of seniors in their communities.
- ✔ Increased seniors leadership skills through training and mentoring.

BRIDGING THE GAP

Skills for Change's *Bridging the Gap* program was an intergenerational learning project whereby volunteers and staff supported seniors to learn to use technology (i.e. cell phones,

laptops, tablets, safely navigate the internet, utilize apps, and develop web pages). In this 11 month project some seniors also created digital memoirs.

60

CLIENTS SERVED

11

WORKSHOPS

7

TRAINING EVENTS

KEY SUCCESSES



- ✔ Reduced isolation for vulnerable seniors.
- ✔ FREE program (others in the region charge fees).
- ✔ Seniors connected with youth volunteers and staff and learned new skills.
- ✔ Increased knowledge and access to current technology.
- ✔ Increased independence.
- ✔ Youth volunteers developed increased confidence, leadership and respect for the wisdom of seniors.



Government
of Canada

Gouvernement
du Canada

DIGITAL MEMOIRS

Digital Memoirs for Seniors provided workshops to assist seniors to capture photos, art and other memoirs in a digital format and use these assets to create a digital collection for distribution. Through these workshops,

seniors acquired technical skills and also expanded their social networks and built relationships with peers. The program was continuous from previous fiscal (April 1st, 2016 - September 30th, 2016).

16

CLIENTS SERVED

2

WORKSHOPS

7

TRAINING EVENTS

EXPERIENCE ONTARIO

The *Experience Ontario* program is an education and employment program for youth (ages 17-21) who were not planning to attend post-secondary education after graduation from grade 12. The program included employment and academic coaching, an off-site

three-day leadership conference, assistance with application to post-secondary/apprenticeship programs and up to nine months of paid placement in the participant's field of interest. This program ran from June 2016 to July 2017 in Brantford and Guelph.

26

CLIENTS SERVED

19

CLIENTS EMPLOYED

20

APPLIED TO POST-SECONDARY EDUCATION

"I wanted to thank you for encouraging me to keep my options open."



CONFIDENTIAL (GUELPH)

"Thanks for calling me back and helping me. I didn't know what else to do."



CONFIDENTIAL (BRANTFORD)

"Thanks for your support with career planning and talking through things with me."



CONFIDENTIAL (BRANTFORD)

KEY SUCCESSES



- ✔ 100% of participants received employment coaching.
- ✔ Total number of participants in work placements:
 - Brantford 10 out of 15 (66.6% - 3 couldn't get childcare and the other 2 declined positions)
 - Guelph 9 out of 10 (81.8%)
- ✔ 3 day leadership conference for all participants.

JANE-FINCH COMMUNITY IMPACT HUB

The *Community Impact Hub* supports the leadership and creativity of youth ages 18-29 in creating a more equitable and welcoming community in the Jane-Finch area. The Hub is an umbrella program for Skills for Change's youth leadership initiatives in the Jane and Finch neighbourhood. The Hub

provides youth with: comprehensive leadership and social innovation training; collaborative working space and access to networks and resources; community development and seed funding opportunities. Participants receive a certificate upon completion of the program.

14

CLIENTS SERVED

12+

WORKSHOPS

"I'm honestly so glad I found out about this program... Since we've started I've learned so much on how to become a better leader and person and much more, and I'm excited to share what I've learned and gained with my community as well!"



REEDA TARIQ

"We have established a family unit just as intended by the facilitators. Facilitators try to make the sessions a unique experience using the participator's lived stories as a guide."



JENNA YOUSIF

"Not only has Skills for Change given me the resources needed to aid youth in my community, but it has also been very inspirational! I've learned a lot. Every time I leave a session, I realize how easy and attainable it is to reach your goals."



KATHRYN OKAL

KEY SUCCESSES



Participants learned tools to become a better community leader, mentor and entrepreneur/social innovator in the community.



PATHWAYS TO SUCCESS

Pathways to Success provided youth in the Jane-Finch community with programming focusing on entrepreneurship, job-skills, training, and mentoring. The program has contributed to the capacity of youth to live healthy, prosperous, and productive lives in the future by giving them the tools that will allow them to progress towards their educational or employment goals. During the period

of February - June 2016, youth actively participated in weekly workshops around employment, career planning, leadership and entrepreneurship, learning to develop self-employment opportunities through business planning. Each week they worked on specific tasks such as job skills, resume building, personalized career roadmaps, 30 second elevator pitch, entrepreneurship and business planning.

28

CLIENTS SERVED

24

CLIENTS EMPLOYED

5+

EVENTS

KEY EVENTS



On February 11th, 2016, we launched the Pathways to Success program at Westview Centennial Secondary School (pictures above). Throughout the program, participants were provided with guidance and support on many topics.

KEY SUCCESSES



- ✔ 18 youth secured summer jobs.
- ✔ 18 youth developed entrepreneurship plans and personal roadmaps.
- ✔ 11 new relationships were formed with local schools and community centers in Jane-Finch.
- ✔ Exceed its original target for services provided, by providing 28 youth with programming and services (our original target was 25).

KIDS GREENING TORONTO

The *Kids Greening Toronto program* extends the opportunity to youth residing in Jane-Finch to learn more about environmental preservation, community involvement, and urban greening. Participants are trained as

youth leaders, and are instrumental in organizing and implementing program activities. Their involvement allows them to fulfill their community service hours necessary to graduate high school.

25
CLIENTS SERVED

10+
WORKSHOPS

2
EVENTS

KEY EVENTS



The kids reinterpreted the discussions about the environment as artwork on their picnic table, acting as a permanent visual installation to inspire good land stewardship at the library.

“Working alongside the youth and fostering positive environmental experiences was invaluable. Kids Greening Toronto activities and workshops provided not just an opportunity to improve the urban space around us but also to allow for dialogue exchange between the youth on current world issues such as habitat destruction, deforestation and climate change.”



JENNIFER CHEN

KEY SUCCESSES



- ✔ Exceeded our estimated targets of 20 participants.
- ✔ Youth led the development of their own planting projects and created 6 green spaces.
- ✔ Youth planted a total of 20 trees, 17 flowers, 6 cactus/succulents and 2 vegetable plants.
- ✔ Youth developed different arts and crafts, drawings and paintings that have been shared in the neighbourhood through an itinerant exhibition.

STEP AHEAD I

Step Ahead I was a one-year program designed to prepare youth (aged 15-18) with the entrepreneurial, leadership, dance skills and intercultural sensitivities to teach various forms of dance in their communities.

Participants benefited from: leadership training and opportunities, job skills training, dance training, mentorship, personalized roadmap, and employment and leadership opportunities.

24

CLIENTS SERVED

132

WORKSHOPS

5

EVENTS

KEY EVENTS



Our Neighbourhood Game events (implemented in partnership with Freedom Fridayz) allowed youth to express themselves and develop new connections with others from a diverse range of ethnic, religious, and cultural backgrounds through dance, spoken word, and games.

“Through Step Ahead I’ve learned to embellish, strengthen my leadership skills. My favorite activity in the program is dance. I am socially influential, a supportive individual with the ability to lead and direct. Dance is a great way of self-expression. Everyone has differences and through my encounters with students and other mentors I’ve learned to appreciate others in their differences.”



DESTINY HENRY

KEY SUCCESSES



- ✔ Provided 24 youth with dance, leadership and entrepreneurship skills to find summer employment, self-employment and volunteering opportunities.
- ✔ Through the Neighbourhood Games, 230 youth were engaged in local recreation.

STEP AHEAD II

Step Ahead II provides youth ages 12-18 residing in Jane-Finch with local training, placements and summer employment opportunities geared towards delivering sport and recreation sessions to other youth. Aside from

workshops and sports, this program also offers mentoring, visits to universities, companies, and others that will help youth decide their future in any of these paths.

62

CLIENTS SERVED

9

WEEKLY WORKSHOPS

3+

EVENTS

"I learnt the benefits of investing and entrepreneurship. Facilitators were engaging and allowed us to role play with others in the group."



MOZIAH TAYLOR

"It helped me to think about the future, enjoyed the activity where I got to explore where I want to be in 10 years."



JAMAL FULLER

"The program helped me to meet new friends, focus on the future, my favourite workshops was on career development."



MATTHEW NELSONS

KEY SUCCESSES



- ✓ Five youth led events (involving 50+ participants)
- ✓ Increase in self-confidence, leadership and teamwork skills.
- ✓ Increased knowledge in career planning, entrepreneurship and community impact.
- ✓ Youth are able put into practice skills learned through workshop participation.
- ✓ Meeting new friends/engaging with mentors in the community.

PIONEERS FOR CHANGE



Bollywood-style performance at the 2016 Pioneers for Change gala.



2016 Pioneers for Change's award recipients united.



The 2016 Pioneers for Change fundraiser and awards ceremony was held on Thursday, June 9th at St. James Cathedral Centre in Toronto. Over 175 were in attendance, including award recipients and their families, sponsors, community partners, staff and volunteers. The evening celebrated the achievements of seven outstanding individuals, with speeches, and performances, including a dance by the youth from Skills for Change's Step Ahead I program.

OUR 2016 SPONSORS INCLUDED:

- CPA Ontario
- TD Bank Group
- Princess Auto
- Ministry of Citizenship and Immigration
- Ryerson University
- Deloitte Canada
- Crosslinx Transit Solutions
- Anderson College
- Net Plus College of Information Technology

Media Partner: New Canadians

2016 AWARD RECIPIENTS

ARTS

Roger Mooking, Celebrity Chef, Recording Artist and Executive Chef at Twist by Roger Mooking

COMMUNITY ENGAGEMENT

Mohamad Fakih, President & CEO, Paramount Fine Foods

ENTREPRENEURSHIP

Dr. Steve Gupta, Chairman & CEO of The Gupta Group; President & CEO of Easton's Group of Hotels Inc; Doctor of Law honoris causa

INNOVATION

Marat Ressin, President & Professor of York Entrepreneurship Development Institute (YEDI)

SOCIAL IMPACT

Ananya Mukherjee-Reed, Dean of the Faculty of Arts, York University

WOMEN IN LEADERSHIP

Dr. Denise O'Neil Green, Assistant Vice President/Vice Provost, Equity, Diversity & Inclusion (EDI), Ryerson University

YOUTH

Mata Tshiamani, Leader of Multi-Cultural Group & Creator of Multi-cultural Dance Group

BUSINESS LEADERSHIP & PARTNER APPRECIATION AWARDS



Skills for Change's staff at the 2016 Annual General Meeting and Business Leadership & Partner Appreciation Awards.

The 2016 Annual General Meeting and Business Leadership and Partner Appreciation Awards was held on Thursday, September 22nd at the Toronto City Hall.

CEO Surranna Sandy and the Board of Directors presented the fiscal year's highlights and major achievements, as well as our financial statement. We then held the Business Leadership awards. Award recipients were recognized for their contributions to Skills for Change's mission of building welcoming and equitable communities.

Overall, we had an increase in the number of attendees at this event and heard amazing stories from our award recipients about their work with Skills for Change. This event was another testament to the hard work and commitment of our staff.



CEO Surranna Sandy pays tribute to former employee Luis Segura, who passed away in the last fiscal year.

2016 AWARD RECIPIENTS

SPECIAL PARTNER RECOGNITION
Chartered Professional Accountants of Ontario

DIVERSITY CHAMPION OF THE YEAR
Ghobrial, Detesan and Associates

YOUTH EMPLOYER OF THE YEAR
Youth Action Network

PARTNER ENGAGEMENT
Detailing Knights

LONGSTANDING PARTNER
The Toronto Foundation for Student Success



Vicki Liederman, from CPA-Ontario, accepting the Special Partner Recognition award.

DIVERSITY@WORK CONFERENCE



CEO Surranna Sandy greets speakers and board members.



MPP Brad Duguid makes the initial remarks.

Diversity@Work 2017, themed “The Changing Faces of Workplace Diversity” saw 200 business professionals attend and participate in the full day conference. Hon. MPP Brad Duguid, Minister of Economic Development and Growth opened up the event with welcome remarks, followed by an enlightening keynote address by Denise Balkissoon, journalist and editor for the Globe and Mail. Evaluations collected of attendees’ experiences were extremely positive, stating the high calibre of speakers, the relevant content and overall organization.

This year, our speakers discussed and covered strategies on how to effectively manage the changing workforce from what it once was, as it relates to age, gender, race, accessibility, mental

health, immigration, and LGBT-Q community.

Presentations included: Faith and Spirituality in the Workplace; Engaging Youth - Through the Youth Research and Evaluation eXchange; Legal Perspectives on Diversity; Neurodiversity and Mental Health; Boosting Youth Employability - A Shared Responsibility; Effective Intercultural Communications; Appreciating the Multigenerational Workforce: Dispelling the Myths and Celebrating the Strengths; Opening the Office Closet: LGBTQ+ Diversity in the Canadian Workforce; Co-Creating Inclusive, Accessible and Diverse Workplaces.

Diversity@Work generated media uptake through community newspapers.



Maayan Ziv shares her perspective on disabilities in the workplace.



Attendees interact with guest speakers at the conference.

STAFF EVENTS



Staff, clients, and their families enjoy the family-friendly activities of our third summer carnival.



Staff participates in the International Women's Day wellness session at Skills for Change's head office.

SUMMER CARNIVAL

This year marked our third annual summer carnival, which involved Skills for Change staff, their families and program participants getting together for some fun in the sun. The event included games, entertainment and

featured a traditional Chilean barbecue. This has become a tradition for the Agency as it allows staff and clients the opportunity to get to know each other better while creating a memorable experience.

INTERNATIONAL WOMEN'S DAY

On March 8th, Skills for Change held a wellness session, in celebration of the women who work in our organization, as well as the women who inspire us - in our families, our community, and the world. The session was lead by Aina-Nia Ayo'dele - the founder and managing director of Sacred Women International

and a renowned leadership development trainer, spiritual teacher and life coach. The day started with energizing our bodies and minds through dance, followed by a talk on mindfulness and a discussion on what it means to be BOLD for change.

STAFF RECOGNITION

Congratulations to the staff who have reached a milestone in their years of service with Skills for Change:



SURRANNA SANDY



SHEILA HELLIER



KANCHAN LAKHOTIA

BOARD OF DIRECTORS

Azim Lila, *Board Chair*
Alex Petrovic, *Vice-Chair*
Diana Wielgus, *Treasurer*
Eiraj Sohail, *Director*
Janice Charko, *Director*

Victor Tung, *Director*
Francisco Gamez Arcaya, *Director*
Jasmine Jackman, *Director*
Rishabh Khamesra, *Director*

OUR MENTORS

Skills for Change acknowledges the vital role volunteer mentors play in ensuring that immigrants not only settle, but succeed in their new life here in Canada. Thank you for your generous time commitment!

Aamir Iqbal	Gayle Vincent	Longstreet	Robyn Shyllit
Ahmed A. Sharkawy	Gerard Buckley	Lynton Goodial	Rose Abri
Ana Maksimovic	Gokulam	Madhur Vashisht	Ross Cook
Andy Ma	Kumurasamy	Mahmoud Moustafa	Saad Rahman
Angela Clarke	Gokulan Kumarsamy	Manjeet Warraich	Saad Rahman
Anthony Koleoso	Gopi Akkineni	Manpreet Briaana	Salman Ahmad
Arvin Aguba	Gurmeet Singh	Margarita Gonzalez-Valadez	Samael Castano
Ashtosh Chauhan	Hamid Mardani	Marica Cullingham	Sandra Mark
Azar Farahani	Hari Mahabir	Marlon Agda	Santosh Shetty
Azizi Mohammed	Helen Truong	Maryana Masarik	Sarita Naidu
Bill Coristine	Hossein Sharfi	Maryann Baird	Shaheen Kula
Bill Wang	Iurie Dmitrenco	Michael Kennedy	Shamsul Arefeen
Bo Meng	Jack Wu	Michael Mikhiel	Sheila Doherty
Carmelo Tancioco	Jackie Dansereau	Mohamed Soliman	Sinniah ragavan
Carl Messam	Janet Liu	Mohannad Anwar	Sohail Khokhawala
Catherine Lyall	Jaskaran Purewal	Mohinder Glover	Sohrab Behzadian
Ciaran Mc Geowan	Jasmine Jackman	Muhammad Anwar	Sudhakar Pulagam
Dananthi Arnott	Jesse Feld	Nasir Mirza	Sue Chan
Danny Pivnick	Jin Shen	Niall Coristine	Sue Cheng
Debra Edwards	Jong Choi	Ovidiu Corbu	Susan Anderson
Dharmesh Desai	Judith Rincon	Pankaj Pancholi	Syed Arif Akhter
Dilip Garikapati	Julia Nest	Paul Terpstra	Tajinder Dhanjal
Dilnesaw Chekol	Jun Yang	Paula Cong	Tony Tsui
Dwain Phaul	Justy Thomas	Pedram Habibi	Vy Luu
Eiraj Sohail	Kalpna Bisht	Rajendra Sooknanan	Walid Saleh
Emily Kok	Ken-Dias	Reba Cerovic	Wayne Sun
Emmanuel Tackie	Liva Rondrenbason	Ria Madan	Zoser Mankarious
Feisal Peerbaccus	Lu Ran	Rob Bull	
Felisha Ali	Lynda Davey-		

OUR VOLUNTEERS

Skills for Change would also like to thank the following volunteers for their efforts during the 2016-17 year:

Abegail Hypolite	Debora Jesus	Manika Debnath	Naimul Huq	Syeda Sanzida
Ahmad Najeeb	Debra Edwards	Mansi Mehrotra	Pooja Mishra	Khatun
Anas Aljabo	Faith Okolo	Mariam Bahar	Shovan	Tamana
Dadhich Patel	Gulsen Deminel	Azimi	Chakraborty	Mohammad
Damindra	Ian Showket	Mata Tshiamani	Sisay Abebe	Zia
Lyanage	Jinli Yang	Micheal Ingram	Shega	
Dana Levin	Komila Rakhimora	Mustafa M. Sami	Soohyun Kim	

STORIES OF CHANGE



Ismael Cala visited SfC's head office earlier this year.



Cala's team filming his documentary at SfC's head office.

"I arrived in Toronto in 1998 and lived here for 6 years. I am a former client of Skills for Change. Carla (staff) is the first person I met. She is from Puerto Rico. Skills for Change is an Agency where they teach English, entrepreneurship, software/computer skills for immigrants in Toronto. I came in 1998 and I used to live a block from here. I used to work in a restaurant nearby that doesn't exist anymore.

I studied English at Skills for Change every day, as well as computer skills, because I didn't know anything about it. I also didn't know anything about entrepreneurship because I came from a communist country. Here at Skills for Change they taught me how be an entrepreneur, taught me computer skills and I learned English. And in 2000

I received the New Pioneers Award for the best graduated student. I have a beautiful memory of Toronto here. It changed my life."

Edited by Skills for Change

- ISMAEL CALA IS A JOURNALIST, WRITER, PRODUCER AND PRESENTER OF RADIO AND TELEVISION. HE IS INTERNATIONALLY RECOGNIZED FOR HIS PROGRAMS AND IS A LECTURER AND MOTIVATIONAL SPEAKER. HE CURRENTLY HAS 4.5M FOLLOWERS ON TWITTER AND FACEBOOK.



Ismael Cala shared his story and took pictures with clients during his visit to Skills for Change's head office.



Mr. Ali Taha.

I was born in 1967, raised in Baghdad, Iraq, graduated as a mechanical engineer in 1988. I came to Canada seeking dignity and a peaceful life in 1997.

I hold three degrees in the mechanical engineering, (two Master's and one Bachelor). Right after arriving to Canada, I registered with Skills for Change, where I learned how to write a resume, and was provided tips on how to win a job.

After going through Skills for Change's programs, I worked for six years as a injection molds designer, then for four years as a machine designer in the automation field.

I then opened my own business in 2007, GAD Technologies Inc, to design and build custom made automated solutions (machines) for wide range of the industry.

I now teach at Seneca College as part of Skills for Change's Pre-Apprenticeship Training Program. I have been privileged to teach the students

who came from Skills for Change, and watched them closely from the early days of this program. They came from different backgrounds, ages, genders, ethnicity, and religion, but all share one hope and one need to find a secure job, to learn a Trade and to live a better life with dignity.

Looking at them today, I have a skilled group armed with knowledge of a fine Trade. They learned machining, CAD and CAM softwares, theories, design, mathematics, enhanced their communication skills, and on top of it all they learn how to be confident and strong from the inside - finding a job isn't the hard topic anymore.

Yes, we can argue that any person with some ambition could join a similar program and get same or better knowledge.

But the question is who can afford this? And how? These individuals are already having hard time to survive, going back to school is way far from any of their dreams. They were in need of an opportunity but with the right help and supports.

This is the only program I ever seen in my whole life which is able to drastically change the life of a under-served group of people and gives them the opportunity to have a better standard of living, and on top of it all to build a career, knowing that tomorrow is better than today.

Thank you to Skills for Change for showing us the fine example of Canada, for sure you are the heroes of these group of individuals and their families.

Edited by Skills for Change

**- ALI TAHA, P.ENG., M.SC., M.ENG., IS
A FORMER CLIENT AND OWNER OF
GAD TECHNOLOGIES INC.**

FUNDERS, SPONSORS AND PARTNERS

FUNDERS



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of Canada

Gouvernement
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Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Employment and
Social Development Canada

Emploi et
Développement social Canada



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PARTNERS



Dundas Secondary High School
 Dundas 55+ Group
 Blackadar Retirement Residence
 St. Paul United Church
 St. Mark's United Church

Dundas Baptist Church
 Milliken Mills Community Centre
 Success Beyond Limits
 Westview Centennial
 Inspired Initiatives
 Rose of Sharon Retirement Home

Youth Employment Network
 Freedom Fridayz
 Success Beyond Limits
 Westview Centennial
 Inspired Initiatives

FUNDERS, SPONSORS AND PARTNERS

PARTNERS CONTINUED



Stanford International College
of Business and Technology



LOCATIONS

TORONTO CENTRAL

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Toronto, Ontario M6C 1B7
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info@skillsforchange.org

TORONTO WEST

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Toronto, Ontario M6N 0A7
416 - 572 - 0490
eo-west@skillsforchange.org

TORONTO EAST

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

MARKHAM

344 John Street
Markham, Ontario L3T 5W5
905 - 764 - 0202 x 101
tradeswin@skillsforchange.org

BRAMPTON

21 Nelson Street West, Unit 1A
Brampton, Ontario L6X 1B6
905 - 595 - 1679
tradeswin@skillsforchange.org

BRANTFORD

163 Market Street
Brantford, Ontario N3T 3A6
226 - 922 - 7930
kbakerreed@skillsforchange.org

STRATFORD

Conestoga Career Centre
130 Youngs St, Suite 48
Stratford, ON N5A 1J7
kbakerreed@skillsforchange.org

JANE AND FINCH

1830 Finch Ave West
North York, Ontario M3N 1N3
416 - 274 - 2259
grants@skillsforchange.org

GUELPH

The Granary Building
111 Farquhar Street
Guelph, ON N1H 3N4
kbakerreed@skillsforchange.org

SKILLS FOR CHANGE OF METRO TORONTO

Statement of Financial Position

March 31, 2017

	Operating Fund	Capital Fund	Total 2017	Total 2016
Assets				
Current				
Cash	\$ 411,689	\$ 149,289	\$ 560,978	\$ 337,130
Grants and subsidies receivable	155,707	4,613	160,320	311,315
Interfund transfers (Note 3)	361,558	(361,558)	-	-
Prepays and other	32,381	-	32,381	38,401
	961,335	(207,656)	753,679	686,846
Capital assets (Note 4)	-	1,906,708	1,906,708	1,938,242
	\$ 961,335	\$ 1,699,052	\$ 2,660,387	\$ 2,625,088
Liabilities				
Current				
Bank loan (Note 5)	\$ 100,000	\$ -	\$ 100,000	\$ 285,000
Accounts payable and accrued liabilities	386,580	3,895	390,475	283,494
Current portion of term loan (Note 6)	-	85,714	85,714	28,571
Current portion of deferred revenue (Note 7)	573,405	8,846	582,251	430,681
	1,059,985	98,455	1,158,440	1,027,746
Term loan (Note 6)	-	-	-	85,714
Deferred revenue (Note 7)	-	156,433	156,433	165,279
	1,059,985	254,888	1,314,873	1,278,739
Fund balances	(98,650)	1,444,164	1,345,514	1,346,349
	\$ 961,335	\$ 1,699,052	\$ 2,660,387	\$ 2,625,088

Summary financial statements are derived from complete audited financial statements for the year ended March 31, 2017. The complete audited financial statements are available upon request

SKILLS FOR CHANGE OF METRO TORONTO

Statement of Operations

Year ended March 31, 2017

	Operating Fund	Capital Fund	Total 2017	Total 2016
Revenue				
Programs revenue				
Government programs (Note 8)	\$ 5,062,142	\$ -	\$ 5,062,142	\$ 5,055,468
Enterprise programs and foundations	282,961	-	282,961	148,826
	5,345,103	-	5,345,103	5,204,294
Fundraising	113,642	-	113,642	120,644
United Way of Greater Toronto grants	247,202	-	247,202	247,200
Rental income	-	45,364	45,364	-
	5,705,947	45,364	5,751,311	5,572,138
Expenditures				
Salaries and benefits	3,650,132	-	3,650,132	3,611,528
Programs - client costs	692,021	-	692,021	568,892
Occupancy cost	307,810	116,244	424,054	442,731
Purchased services	401,611	-	401,611	469,717
Office and general	243,664	33,293	276,957	238,110
Marketing and outreach	214,025	-	214,025	124,312
Fundraising	53,233	-	53,233	40,819
Amortization	9,057	22,477	31,534	33,235
Interest on debt (Notes 5 and 6)	4,831	3,748	8,579	7,687
	5,576,384	175,762	5,752,146	5,537,031
Excess (deficiency) of revenue over expenditures before interfund rent usage allocation	129,563	(130,398)	(835)	35,107
Interfund rent usage allocation	(160,743)	160,743	-	-
Excess (deficiency) of revenue over expenditures	\$ (31,180)	\$ 30,345	\$ (835)	\$ 35,107

Summary financial statements are derived from complete audited financial statements for the year ended March 31, 2017. The complete audited financial statements are available upon request



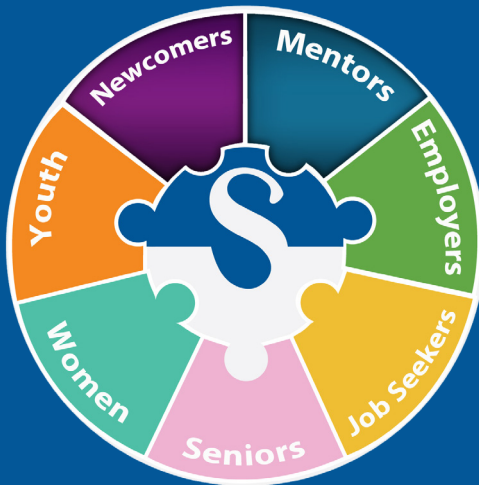
Skills for Change

Building Welcoming and Equitable Communities

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