

ANNUAL REPORT

Building Capacity & Enriching Diversity

2018/2019



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 fulltime 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.

37+

*Years of Building
Welcoming and
Equitable Communities*

14,000+

*Clients Served
Annually*

20+

*Programs
and Services*

VISION STATEMENT

We envision a Canada where every immigrant succeeds.

MISSION STATEMENT

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

CORE VALUES

Client-Centered

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

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.

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.

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.

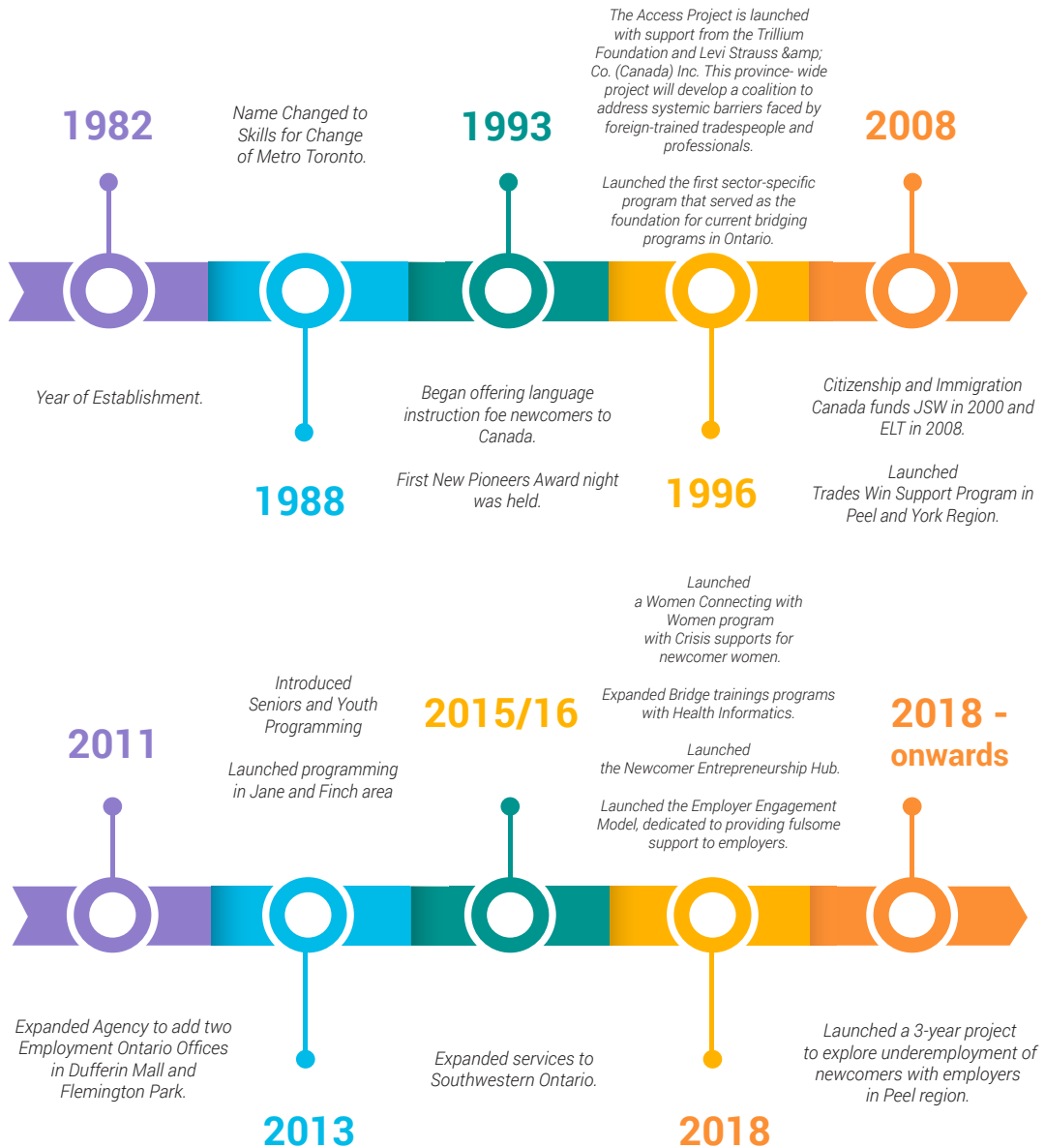
Excellence

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

Results

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

THE PAST 37 YEARS: LOOK BACK AT THE HIGHLIGHTS



EXECUTIVE MESSAGE



Azim Lila,
Chair of Board, Skills for Change



Surranna Sandy
CEO, Skills for Change

Dear Colleagues, Partners, Staff and Volunteers,

We are pleased to present to you the 2018-2109 Annual Report for Skills for Change.

Our 36th year was an exciting one, as we commenced the implementation of our five-year strategic plan, with a strong focus on our strategic priority of building capacity and program expansion. I am pleased to report that through strong management and the launch of new programs, we are in a surplus state for this fiscal year.

With our theme of “building capacity and enriching diversity”, it was critically important that we expand our services to meet the diverse needs of our clients. We were pleased to launch many new and innovative programs in 2018-2019:

Our Women Connecting with Women program support immigrant and refugee women and addresses the systemic challenges that multibarriered newcomer women face. This program provides newcomer women with tools, resources and networks to reduce social isolation, increase self-esteem, grow social and professional networks and build confidence. With the launch of this program, we expanded our staffing resources to include a crisis worker, to ensure our clients are able to access confidential, one-on-one counselling supports.

We launched our Health Informatics Bridge to Work program, an eight-week program for internationally trained newcomers with a background in health care and/or IT, to develop hands on training/ experience in the health informatics field. The technical training is provided by George Brown College. We had two cohorts in 2018-2019, with wait lists due to the popularity of the program.

We also launched a pilot Newcomer Entrepreneurship Hub, focused on the entrepreneurial spirit of newcomers, to assist in breaking down the barriers to successfully obtaining employment and/or establishing a business. We had two cohorts in 2018-2019 and 23 graduates from this 10-week program.

In continuing to build capacity within the Agency and the sector, we launched two new research projects to examine the underlying challenges to be addressed, in order to break the systemic barriers of employment for newcomers and underserved youth. In Jane-Finch, we launched the Bridging Education to Employment program funded by Laidlaw Foundation, bringing together youth and community partners to collaboratively identify the systemic barriers to post-secondary education and decent employment of youth in Jane-Finch. We also commenced with the Employer Innovation for Newcomer Employment 3-year pilot project, sponsored by the Greater Toronto Airport Authority. This multi-year project engages in evidence-based research with employers and newcomers to identify their regionally specific needs relating to hiring and successfully retaining newcomer employees, developing strategies and online eLearning training services and ultimately support increased employment, successful employee retention and building growth opportunities for employees in Peel region.

In addition, our long-standing programs continue to thrive and show tremendous success. Our integrated Immigrant and Refugee Services (IRS) Hub had an excellent year, and launched the first Youth Expo attracting over 100 youth for a full day conference/workshop. Our employment services developed new employment workshops specialized in smart serve, customer service and retail training and developed many new employer partnerships, and our programs in Peel, York, Jane-Finch and Southwest regions continued to offer programs to meet the needs of those communities.

The Board of Directors has been extremely engaged in our program development and sustainability; our management team has taken a tremendous lead in program design and funding diversification to continue to plan for the future; and our staff continue to stay focused on and committed to the needs of our clients. We would like to thank our staff, management team and the Board of Directors for making 2018-2019 an incredible year. In addition, we'd like to thank our funders, donors, sponsors and community partners for their continued support. We'd also like to thank our many volunteers and mentors for the passion they all bring in helping the clients and the community.

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.

Sincerely,

Azim Lila, Chair of Board, Skills for Change
Surranna Sandy, CEO, Skills for Change

Funded by:



Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada



Ministry of Children, Community & Social Services

IMMIGRANT, REFUGEE & SETTLEMENT HUB @791

IRS programs operate like a "hub," delivering a hybrid model of classroom and online learning, as well as itinerant programs and services to meet the needs of immigrants and refugees in the various communities within the Greater Toronto Area (GTA).



YEAR RESULTS

LANGUAGE PROGRAMS

115

Clients/students accessed sector-specific terminology and employment preparation training (CCW program)

140

Clients/students attended LINC classes in either level 4/5 or 6/7.

SETTLEMENT SERVICES

2863

IRCC eligible clients

2334

NSP eligible clients were provided with information orientation, workshops, one-on-one settlement counselling and referrals

CARE FOR NEWCOMER CHILDREN (CNC)

34

Children participated in CNC while their parents attended language classes (LINC/ELT).

YOUTH LEADERSHIP

66

Persons participated in the leadership training

NEWCOMER EMPLOYMENT WORKSHOP

432

Clients attended employment workshops and accessed employment counselling support.



KEY EVENTS

COMMUNICATION FOR THE CANADIAN WORKPLACE

10

Session delivered

LANGUAGE INSTRUCTION FOR NEWCOMERS TO CANADA

5

Session delivered

SETTLEMENT SERVICES (IRCC, NSP)

233

Information/orientation sessions and settlement related workshops.

LEAD ON – YOUTH LEADERSHIP

8

Session delivered

NEWCOMER EMPLOYMENT WORKSHOPS

46

Employment workshops delivered



KEY SUCCESSES

March 12, 2019, SfC hosted the YouthExpo 2019 for approximately 123 attendees at the CSI Spadina location. There was a panel discussion with 3 very inspirational youth panelists telling their stories about challenges, success, giving advice and answering questions from the audience. 87 participants attended workshops. We offered the following workshops: Chill N do Art; Being a Social Media Influencer; Understanding Financial Aid; Improving Conversation Skills Using Spoken-Word; Managing Stress. We received very positive feedback from the attendees. The evaluations indicated 100% satisfaction from the participants. Comments: "I learned a lot of useful information that I can implement in my life" "I feel great being with people around where I could talk to, share problems with and get motivated. My experience during the YouthExpo is an accomplishment!" YouthExpo 2019 was planned with the direct feedback from the Youth Leadership program youth. #foryouthbyyouth. 17 youth volunteers were responsible for the outreach and operations of the YouthExpo 2019. We are also pleased to have set up an exhibit of the artwork from the youth that attended the Chill N do Art workshop.

"New to the country the client needed help with improving their English particularly in workplace and sector specific terminology, Canadian experience and connecting with Employers. The CCW/ELT training for Engineering Professionals helped the client improve their English (workplace, terminology, etc.), learn how to prepare resume/cover letter, interview skills and learn about their profession. As a result the client was selected for an interview and was hired as an Architect at ICON Architects." - CCW/ELT Client.

"I found Skills for Change to be an amazing place full of people that are here to help. I'm not just here taking English classes. I participate in other programs and services too." - IRS Hub's client.

"Dear IRS Staff, just wanting to send you a big thank you for all the good work. I felt so fortunate to have been placed in your class. You are a truly wonderful teacher. I appreciate all the time you were able to give to help me with employment. It really means a lot! I just want to share with you my success. I got the job in Loblaw's, I simply couldn't have done it without you. You're an inspiration to students and other teachers. Thanks for everything!" - Employment Workshop Client



PEOPLE TALKING ABOUT US

Funded by



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and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

WOMEN CONNECTING WITH WOMEN

Our Women's program supports immigrant and refugee women to address the systemic challenges of newcomer women facing multiple barriers. Our programs provide newcomer women with different tools and resources to reduce social isolation, increase self-esteem, grow social and professional networks and build confidence. We provide access to one-on-one counselling, support groups, mentoring, language enhancement and life-skills training. The goal is for newcomer women to feel empowered and to support their social and economic integration in the Canadian Society.



YEAR RESULTS

574

Clients served

27

Women participated in group mentoring



KEY EVENTS

In honor of International Women's Day as well as to celebrate the progress and success of our Women Connecting with Women program, we a "Women Empowering Women conference" on March 2, 2019. 25+ women were in attendance, and we received many positive and encouraging feedback about the event as well as the program.



KEY SUCCESSES

First annual Women's Conference

"I am so happy being part of this women program because I get all the personal help and support. When I got to this country I have not any close relative and that was a big change in my life and my feelings were not well at all. New life, new place, new experiences have been changing my entire life at all. I asked for help and I had a very quick and positive response".



PEOPLE TALKING ABOUT US

"Being part of the woman program has changed the point of view of many decisions I need to make. I am so happy and so confident with myself. I am so proud of what I have been doing right now.

Thank you so much for you invaluable and unconditional help"

"Although I have only attended one session of the program, Happiness, I really enjoyed it and found the program valuable especially to newcomers to Canada. As newcomers, finding resources and support for integration and adaptation into new environments tremendously helpful. Newcomers nowadays are very fortunate."

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MENTORING FOR CHANGE

The Mentoring for Change program has 25 years positive track record of assisting skilled internationally educated professionals in their settlement process, language skills development, entrepreneurship guidance and search for employment by matching them with industry-specific mentors.



YEAR RESULTS

106

Clients served



KEY EVENTS

July 24, 2018 Sfc hosted the “Mentoring Matters. You Make it Happen” networking event. There were 40 attendees, including staff, volunteers, mentors and mentees. Mentors/mentees to discuss the importance of networking in job search, how to’s and tips.



KEY SUCCESSES

December 13, Mentoring event “Kindness Shines in the City”. We engaged new and current mentors/mentees and celebrated Sfc’s Mentoring for Change 25th Anniversary. We were also very excited to have the Skills for Changing Times Fall/Winter 2018 magazine available to all. This edition is focusing on 25 years of mentoring, including stories, interviews and events.



PEOPLE TALKING ABOUT US

“I have had the opportunity to work with Sutarsih since November 2018. During our first meeting, Sutarsih expressed two main areas that she wanted to focus on improving her written communication skills and revised her resume. Our first few meetings were spent practicing her writing skills which involved understanding proper sentence structure, writing tense rules and contractions. She showed much improvement over the next few weeks. Next, we focused on reorganizing and tightening up her resume. We made it more results driven and showcased more of her accomplishments. In January, Sutarsih expressed a desire to go back to school. She was interested in the Social and Community Worker programs at George Brown. Together, we walked through the application process and gathered all the necessary requirements for her application. One of the requirements asked that she take a reading assessment test since English was not her first language. Our next few meetings focused on essay writing skills and reading comprehension. Sutarsih put in great effort to improve her essay writing skills, sending me her work to edit during the week. I was proud to see how much her writing was improving. Last week, she found out her hard work and effort paid off when she got her test results back indicating she had met all requirements. With her offer letter in hand, Sutarsih is officially going back to school starting this May. As her mentor, I feel incredibly proud to be a part of her journey on the road to success in Canada. I look forward to continuing our professional relationship and efforts to overcome other barriers that many newcomers face when immigrating to Canada.”
- Rhea Makund, mentor.

“I would like to thank you specially for arranging the match with Mohinder S Grover as my mentor. He was very helpful in giving advice on various important milestones of finding a job and also in pursuing further education.” - Nilushka Ariyapala, mentee.

Funded by



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.



YEAR RESULTS

360

Clients served

26

Workshops

42

Events



KEY EVENTS

Trades expo held November 15, 2018 with over 300 attendees.



KEY SUCCESSES

Surpassed on our applied number
Surpassed our access number



PEOPLE TALKING ABOUT US

"This program was very helpful. This program introduced me to rules and regulations of electricians in Canada. I learned about security, safety, and prevention in the field of Canada. Also, was helpful to learn to manage the Canadian electrical code and some practical classes".

"Proper guidance and helped in intake and registration process.
Arranged classes for preparation of exams at Humber College.
Helped in preparing resume and finding job".



HEALTH INFORMATICS

The Health Informatics Bridging Program at Skills for Change provides internationally trained newcomers with a background in healthcare or the IT sector, the knowledge, and experience they need for a rewarding career in the field of Health Informatics.



YEAR RESULTS

43

Clients participated

40

Clients graduated

15

Mentors involved

2

Events

9

Clients who pursued further education

11

Clients who obtained employment



KEY EVENTS

Health Informatics conference organized by TCET & Skills for Change; The event featured presentations of accomplished professionals in the field. It was attended by approximately 80 guests, including Health Informatics clients of TCET and Skills for Change.



KEY SUCCESSES

Clients gained necessary information and assistance in choosing Health Informatics as a career path.

108% client participation

143% client graduation



PEOPLE TALKING ABOUT US

"I am extremely delighted to let you know that I have been successful in getting my dream position of CDI Specialist at SickKids. I sincerely thank you & the entire HIBP team and faculties for providing support and encouragement that took me to the place where I wanted to be."

"Wanted to thank you for all the guidance and support you had provided in the past weeks. Can't express enough on my gratitude".

As I start my new career next week in Canada, seek your best wishes.

Funded by



ACCOUNTING AND FINANCE, BRIDGING PROGRAM

Bridging programs are specifically designed for Ontario Residents who have education and work experience in Accounting/Bookkeeping, Finance and IT from their home countries, and want to become familiar with the Canadian Accounting and Financial systems in Canada, in order to find employment in their field.



YEAR RESULTS



KEY EVENTS



KEY SUCCESSES



PEOPLE TALKING ABOUT US

49

Clients Screened

16

Clients graduated

WORKSHOPS

Workshop on Interview Skills:

Focuses on Interview types (One-On-One, Group, Panel), Behavioral Interview and Answering Strategies

S2E (Skills to Employment):

Focuses on Resume Types, Resume Writing, Cover letter.

Mock Interviews

Being Diverse and Successful

EVENTS

CPA Symposium: Get insider's view into field of Accounting and key insights in achieving a successful career in Accounting

RBC Financial literacy: Information on; Investments, Budget, Mortgage, Online Banking

Clients gain the necessary skills and confidence to better integrate into the job market

107% clients secured unpaid placement

100% clients gained employment

My journey to Canada in 2018 was saddled with mix feelings, but the positive gestures demonstrated towards me by the government of this country rekindled my aspirations and assured me of better life and protection. However, when I got admission in Skills for Change to study Accounting and Finance, what came to my mind first was that how was it possible for me to go through a school without fees? But, it was a reality. I paid not even a cent for the period of the program, but instead I was being supported.

Skills for change has transformed my life and prepared me for easy integration into the society ofCanada. The quality of education I received during my program has facilitated my integration. I know many of my colleagues had the same experience and they cannot write their history without mentioning, Skills for Change.

CAREER SKILLS PROGRAM

For nearly 20 years, we have offered fast and affordable courses to upgrade and successfully ramp up business skills, network certification and soft skills. Career Skills are hands on courses led by top instructors.



YEAR
RESULTS

374

Clients served



KEY
EVENTS

6 Open Houses were held showcasing different courses being offered at Career Skills program. This helped us to increase overall visibility in the community. Each Open House was attended on an average by 25 clients with diverse educational background. They got to meet with the Instructors to gain better insight of the program to determine better career path. The clients received 10% discount upon registering for any course

CPA and ACAF Information session



KEY
SUCCESSSES

Growth in clientele.

Increasing the pool of Subject Matter Experts so that the popular courses such as Comprehensive Income Tax are offered more frequently.

Extending Career Skills program to evenings to make it accessible for the clients who could have other commitments on the weekend. Accounting Essentials with QuickBooks course was one of the courses that received the maximum response.



PEOPLE
TALKING
ABOUT US

"It was a very fruitful experience for me to attend the course, MS Excel- Beginner to Pro. The Instructor did a splendid job. Looking forward to attending more courses in the future."

"The Business Writing course has been absolutely superb and I genuinely enjoyed each and every moment of it. The content is very informative and incredibly useful. I have attended several workshops on Business Writing before but I can't remember any of them having such a strong impact on me. I will surely recommend this course to my colleagues and friends."

Funded by

**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.



**YEAR
RESULTS**

5513

Clients served

538

*Clients found
employment*

182

*Clients pursued further
training and education*



**KEY
EVENTS**

The both EO offices held bi-weekly "Skills to Employment" workshops that focused on effective job search strategies. This year we introduced a new one week customer service workshop series that was held monthly at both sites. This workshop series provided clients with the interpersonal skills and targeted job search tools to assist them with employment opportunities in retail, sales, and hospitality occupations. These series also included Cashier and Smart Serve training. Overall 3720 clients attended our workshops.



**KEY
SUCCESSSES**

This year our focus was to build local community partners to build awareness, share resources, and support the needs of the community we serve. We were able to connect with 25 new community partners between our two sites in where we provided information, conducted itinerant services, and made referrals.

"I have great experience in Skill For Change. I got The Certification In Sale Retail Customer Service. I am very grateful for all the help I received and I also thank my Counsellor Norma Bernal thanks to her is that I was able to get the job that I currently have (Customer Service Officer, TTC)."



**PEOPLE
TALKING
ABOUT US**

"One of the best decisions of my life was reaching out to Skills for Change to explore the possibility of Second Career assistance. After being laid-off from my management job, I wanted to enroll in culinary school to become a chef...."

"Norma explained to us on how the employment and hiring works in Canada. She also had a look at my Resume and proposed changes (this was a key factor). Norma kept sharing employment opportunities that were applicable to my profile. (Now working as a Telesales Consultant, Rogers)."

Funded by



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NEWCOMER ENTREPRENEURSHIP HUB (NEH)

The 2018/19 fiscal year was NEH's pilot year. This innovative community project experienced multiple transitions while managing to deliver excellent programming. This three (3) year project provides extensive in-class and in-community training to support and prepare newcomers who plan to open a business in Canada.



YEAR RESULTS



KEY EVENTS



KEY SUCCESSES



PEOPLE TALKING ABOUT US

23

Graduates in the NEH pilot
year (10-week program)

37

Participants completed at
least 60% of the program

COHORT GRADUATION AND PITCH EVENTS

December 2018

March 2019

Expert Guest Speaker Events offered to the community

Jean Chow: Networking for Newcomers

Government of Canada: How to Submit a Strong Tender to Government RFQs

Developed a 10 week in-class and in-community entrepreneurship curriculum

Creation of a co-working space (eHub) for NEH project participants to utilize free of charge

In collaboration with an expert consultant, developed an evidence-based evaluation process to track short and long-term impacts of the NEH project

Mentoring program developed and launched

Hosted 3 cohorts in the 2018/19 fiscal year

36 community information sessions hosted to promote the NEH project

125+ inquiries about NEH

Provided employment support to participants who required employment income while developing their business concepts

Development and expansion of community partnerships

Year 2/Cohort 1: in the 2019/20 fiscal year is full with a participant wait list

Even though I won't start my business right away, I know that I am now equipped with enough knowledge to start on my own. I plan to start my company in January 2020. -

"...finally I was able to deploy the first MVP today. You can take a look at it in <https://formito.com/>

finally had confidence enough to approach people and tell them about (my) business. (I) learned it by doing and by being pushed to go outside of (my) comfort zone."

EMPLOYER ENGAGEMENT

Employer Engagement program offers a range of free services to employers, including recruitment services, financial support for hiring and training new employees, impactful corporate social responsibility opportunities and corporate training for staff. We host job fairs, connect employers with qualified candidates, host mentoring events and deliver on-site technical and soft skills training. We partner with community agencies, corporate and government sectors for our various program delivery.



YEAR RESULTS

1594

Clients attended events

959

New employer connections were made

262

New job opportunities were provided by our new and existing employer partners



KEY EVENTS

5

Work in Series Sessions

12

Mentoring Events

25

Events Corporate Partners

The Employer Engagement team organized 84 events from April 2018 to March 2019. Events included recruitment fairs, mentoring events, working in series and employer information sessions.

Employer Engagement successfully launched in April 2018, offering a suite of services including recruitment, training incentives and mentoring, and incorporating offerings to support companies Corporate Social Responsibility programs.

We ran a total of 84 events for employers to meet with clients, and had great success with events generating over 1000 attendees.

We built strong employer and community partnerships. One of our highlighted partnerships developed in the 2018/2019 fiscal year has been with TIFF. Through the partnership with TIFF, we have served over 200 clients with access to the arts/film in Toronto.



KEY SUCCESSES

In addition, we launched the Employer Innovation for Newcomer Employment 3-year pilot project, sponsored by the Greater Toronto Airport Authority. This multi-year project engages in evidence-based research with employers and newcomers to identify their regionally specific needs relating to hiring and successfully retaining newcomer employees, developing strategies and online eLearning training services and ultimately support increased employment, successful employee retention and building growth opportunities for employees in Peel region.



PEOPLE TALKING ABOUT US

“Skills for Change is tackling the issue of underemployment from two very important angles – by working to understand the needs of local employers and giving newcomers the skills and resources to meet those needs.” says Robyn Connolly, Director of Community Relations at Toronto Pearson. “Skills for Change’s work is so important—it helps us understand the employment barriers faced by newcomers while at the same time providing real insights into the needs of employers. Through our community investment program, the Propeller Project, Toronto Pearson is proud to champion a local approach that can generate benefits for job seekers, employers, industries and our communities.”

Funded by



JANE-FINCH BRIDGING EDUCATION TO EMPLOYMENT

The Jane-Finch Collaborative Bridging Education to Employment project seeks to bring together youth and a diversity of community partners to better understand, and collaboratively address systemic barriers to post-secondary education and training, for the overarching goal of obtaining secure and decent employment.



YEAR RESULTS



KEY EVENTS



KEY SUCCESSES



PEOPLE TALKING ABOUT US

17

Collective Impact meeting participants

8

Youth researcher/ leadership team

87

Community partners who we have met with

WORKSHOPS

Collective Impact workshops & meetings (2)
Team Meetings from mid-Feb to end-Mar (4)
Network tables attended on behalf of the initiative - 6; 8 community meetings

Further secured Laidlaw's Youth Collective Impact grant, which provided us with coaching and facilitated workshops, as well as funding for our Youth Community Action Researchers/Leaders.

Formed collaborative with 10+ partner organisations in attendance at Collective Impact coaching meetings, where we co-developed the problem statement, as well as an overall intended impact statement.

Developed Youth Researcher/Leadership team, made up of youth residents from Jane-Finch, to execute the community-based, youth participatory action research project. Began team meetings to co-develop the research questions and methodology, and attended training sessions and workshops.

"The Jane Finch Bridging to Education project has been such a great learning opportunity for me. I have had many opportunities to not only receive knowledge from community elders, but from the youth of the Jane-Finch community. The many wonderful people I have met would not have been made possible without this project, nor the lessons I have learned"

"The experience with the project has been helpful in connecting with my community. There is more youth representation within these tables that needed to be there. This project has allowed me to build my communication, facilitation and teamwork skills".

"The Collective Impact process has greatly helped me connect with other community leaders and residents to strategize on how we can work together to make a real difference in our community. It is a great experience, with even greater people! "

Funded by



STEP AHEAD

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



YEAR RESULTS



KEY EVENTS



KEY SUCCESSES



PEOPLE TALKING ABOUT US

21

Clients served

WORKSHOPS

- Leadership skills (3)
- Self-employment and entrepreneurship (3)
- Community impact (3)

EVENTS

- Clothing Drive

From July 2018 to December 2018, the Step Ahead program provided at-risk youths (ages 12 -16) in the Jane-Finch community with leadership and entrepreneurship skills to access employment, business and meaningful volunteering opportunities.

100% of participants responded that they were satisfied with their overall experience with the program and workshops.

100% of participants responded they were very satisfied with the facilitator and Skills for Change team.

100% of participants responded that they have learnt more about what it means to be a leader and how to actively participate in their community.

100% of the volunteers responded that participating in the program allowed them to engage more with the youths and the community.

"Even though we set out to do workshops on community impact, entrepreneurship and leadership, these became a tool to develop their soft skills like being able to not just present to a group but also to have the confidence to give their opinions on certain issues, something they never do in school. I think that the partnership with the library helped satisfy this unmet need (developing confidence) because it is clearly not being done at school."

"Volunteering for the Step Ahead program allowed me to engage more with the community because even though I live in the community, it doesn't mean I am active in it. I could be just in my home boarded up but with volunteering, I am out there with people interacting, being influenced by others and learning from others."

Funded by



YOUTH GREENING TORONTO

The Youth Greening program allows youth to learn more about environmental preservation, community involvement, and urban greening. Project activities include a holistic education program that combines environmental education (indoors workshops and outdoors activities), artistic expression (arts and crafts), healthy living skills (indoors and outdoors activities) and leadership (children will lead their own project: urban gardens and green spaces in the community).



YEAR RESULTS



KEY EVENTS



KEY SUCCESSES



PEOPLE TALKING ABOUT US

75

Clients served

WORKSHOPS

SUMMER CAMP
60 sessions on:
Health and Wellness
Outdoor/Gardening
Arts & Crafts
Cooking

FIELD TRIPS

ROM
Black Creek Pioneer
Village

As a result of our program, 75 youth ages 5-12 from the Jane-Finch community received instruction and education focusing on the environment and local ecosystems. In addition, youth led the development of their own planting projects and created 7 green spaces through regular weeding, planting and watering. Through these new green spaces, 20 trees, plants, flowers, and bushes were planted.

"There is such a wide variety of plants and it really enriched our experiences with the Youth Greening Program. We have blueberries, strawberries and I loved the Youth Greening program because it helped develop my love for gardening. The kids are amazing because they kept on running to me asking me if they could water the plants and I would come back as a volunteer again because I love gardening, working with plants and kids".

"I have volunteered for several years now. I really enjoy it because most of the kids come back every year. I really like working with kids and I want to make it a career. I would come back again as a volunteer!".

"This will be my second year working with the Youth Greening program and it is really exciting to see the participants some of who returned for the second year grow in environmental change awareness, healthy living. The program has helped cultivate a desire for healthy eating, and gardening for not just participants but some of their families."

Funded by



BRIDGING THE GAP (BELL LET'S TALK FUND)

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).



YEAR
RESULTS

72

Workshop attendees

25

One on one coaching
sessions

12

Workshops



KEY
EVENTS

WORKSHOPS

Internet safety
Online banking
Avoiding fraud/scams online
Apps for seniors

The program centres around the one on one coaching for emotional support and safely increasing technology usage and the community workshop trainings. All services were provided free of charge



KEY
SUCCESSSES

Supported isolated and vulnerable seniors in Hamilton and Brantford to access community services online
Supported seniors to increase their independence (e.g. online banking) and safety online
Provided emotional support and reduced isolation
Provided referrals to relevant mental health services
100% of participants received information about their community services
Developed new community partnerships



PEOPLE
TALKING
ABOUT US

"My kids don't have the patience for this so I am thankful to have someone like you".
"I have learned so much in such a short time! I didn't know I could do this!".
"I feel to much more connected and now I know where to go to find help"
"You are an amazing teacher"

Funded by



BRIDGING THE GAP (HAMILTON COMM. FOUNDATION – DOUGHER COMMUNITY FUND)

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).



YEAR
RESULTS

34

Workshop attendees

52

One on one coaching
sessions

15

Workshops



KEY
EVENTS

WORKSHOPS

Internet safety
Online banking
Avoiding fraud/scams online
Apps for seniors



KEY
SUCCESSSES

Supported isolated and vulnerable seniors in Dundas to access community services online
Supported seniors to increase their independence (e.g. online banking) and safety online
Provided emotional support and reduced isolation
100% of participants received information about their community services
Earned 15 repeat clients
Developed new community partnerships



PEOPLE
TALKING
ABOUT US

"I never realized there were so many scams. I feel much more prepared now".
"I can talk to my daughter now (on Skype). She's in Germany!"
"I feel to much more connected and now I know where to go to find help"
"Now I get what everyone is talking about. This is amazing".

Funded by



Employment and
Social Development Canada

Emploi et
Développement social Canada

SENIORS CONNECT

The main objective of the Seniors Connect program is to increase seniors' social participation and involvement within their communities, by providing them with:

- Formation of a Seniors Advisory Board, which will ensure that seniors have a voice throughout the implementation of the program
- Technology and social media skills training, which increases seniors' capacity to participate in online activities and remain connected to friends and family safely
- Senior-led mentoring sessions, which allows seniors to provide guidance and advice to the wider community
- A speaker series where seniors get the chance to learn from experts on financial abuse, financial literacy, inheritance and estate planning, etc.
- Physical activity and creative expression workshops, where seniors will take part in light physical exercise activities (e.g. Tai Chi, yoga, etc.), arts and crafts, and film screenings and discussions provided in partnership with TIFF.



YEAR RESULTS



KEY EVENTS



KEY SUCCESSES



PEOPLE TALKING ABOUT US

68

Clients served

25

One on one coaching sessions

12

Workshops

WORKSHOPS

Technology and Social Media (14)
Financial Literacy (5)
Physical wellness/Creative expression (67)

EVENTS

Movie screenings (in partnership with TIFF) (3)
Group mentoring sessions (5)
Seniors Advisory Board meetings (5)

Our project achieved its intended results because through the project, the seniors participated and got more involved with their communities. The program supported the social participation and inclusion of seniors through activities like physical wellness and creation expression sessions which included activities like yoga and stretching, line dance, drumming classes and arts and crafts sessions that all had great turnouts. Our program also held financial literacy workshops that addressed regarding elderly financial abuse, what to do and where to go when you think you are in this situation or know someone who is.

100% of respondents noted that their knowledge on the topic of elderly financial abuse and fraud prevention improved through the financial literacy workshops.

80% of respondents noted that the incorporation of the film screening events into the program was a great addition and something that they really looked forward to.

The program provided an amazing opportunity to give back dire services to the seniors. E.g. Technology security. It helped seniors understand the importance of identity theft and how to secure their passwords. The cooking classes also allowed the seniors to socialize. Dancing was also a fun way to exercise as well as using music to keep out of depression.

I am very fortunate to have been a member of the Seniors Advisory Board at Skills for Change for some years now. The board members are such a diverse group, providing a variety of really interesting perspectives during our discussions which I find very stimulating. I hope our shared experiences contribute to the very special programs for seniors that Skills for Change initiate. I am a great admirer of everything that Skills for Change staff do, and particularly their seniors projects, which provide a much needed service to an often overlooked group.

It was an honour to be on the Seniors Advisory Committee of Skills for Change for three years. I was happy that my advice was taken as a help to run the project. I appreciate the efforts of the whole team of Seniors Advisory Committee to run the project very successfully and it helped the seniors in a big way.

SIGNATURE EVENTS

PIONEERS FOR CHANGE 2018

On Wednesday, June 20, 2018 we held the 26th annual Pioneers for Change fundraiser gala at St. James Cathedral Centre in Toronto.

OUR AWARD RECIPIENTS INCLUDED

Aisha Addo, DriveHER – Excellence in Entrepreneurship

Huda Idrees, Founder and CEO of DOT Health – Excellence in Youth Leadership

Svetlana Ratnikova, women's advocate – Women in Leadership

Dr. Kwame McKenzie – CEO of the Wellesley Institute – Excellence in Social Impact

Paola Gomez, renowned author, arts facilitator and trained and human rights lawyer – Excellence in Arts

B. Denham Jolly, author, civil rights activist, publisher, broadcaster and businessman – Lifetime Achievement Awards.

We had 150 attendees and award recipients gave passionate speeches, which was followed by a celebration of their work.



SIGNATURE EVENTS

PIONEERS FOR CHANGE 2018



SIGNATURE EVENTS

ANNUAL GENERAL MEETING

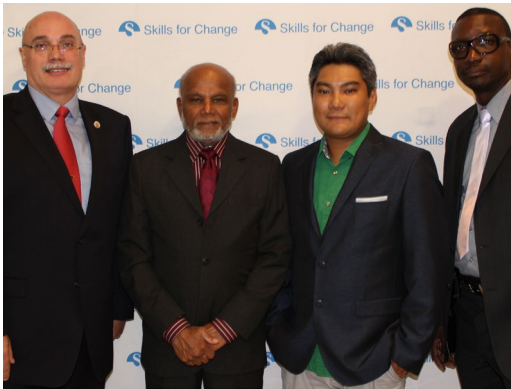
On September 20th, Surranna Sandy and the Board of Directors presented the 2017-2018 Annual Report and conducted the annual business meeting. There were departures of some Board of Directors and new members were elected. Skills for Change AGM also recognizes some of staff members for their years of dedicated service. This year, Rozina Budhwani was presented with her 10 year service award.



SIGNATURE EVENTS

2018 EMPLOYER PARTNERS AWARDS GALA

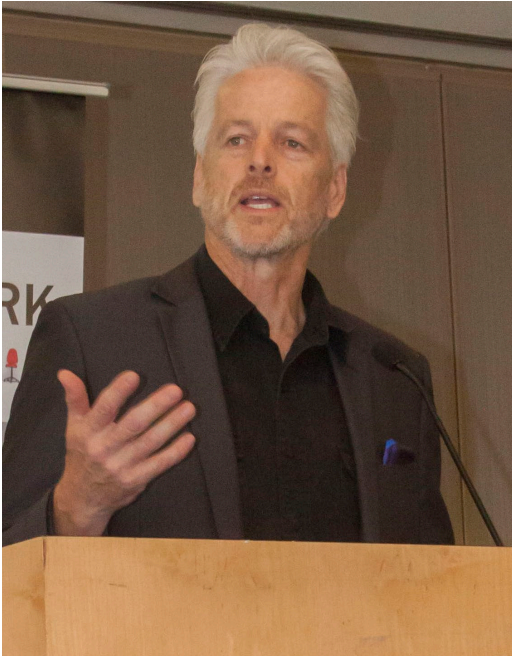
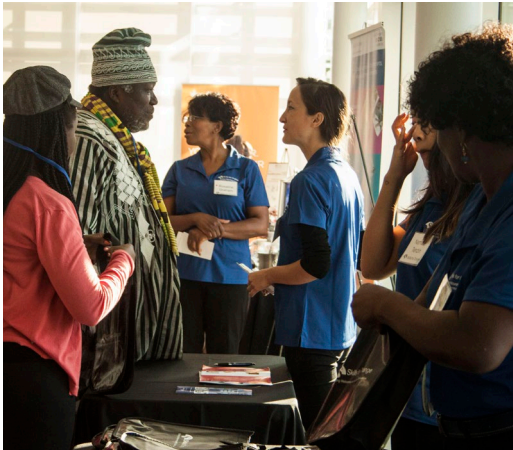
On September 20th, Skills for Change held its 2018 Annual Employer Partner Awards, an awards ceremony to recognize Sfc's employer/corporate partners and community organizations. The four recipients for 2018 include: MakeLab, The Butternut Baking Co, Canadian Union of Skilled Workers and Softchoice. Sfc presented a short video before presenting each award showcasing what each employer does and the importance of a mutual partnership with Sfc.



SIGNATURE EVENTS

2018 DIVERSITY@WORK CONFERENCE

On September 21st, Skills for Change held the 9th annual Diversity@Work conference with nearly 200 participants in attendance. The morning started with an inspiring keynote address by Kelvin Tran, SVP and Chief Auditor of TD bank; followed by a panel discussion led by Ryerson University's Diversity Institute, and a great luncheon keynote by President of Accenture Canada, Bill Morris. The afternoon had 3 concurrent workshops and attendees and again another 3 concurrent workshops after the break. From initial conversations with attendees, the conference was a big hit! We received a lot of great feedback on the calibre of speakers and key learnings people could take back to their companies and organizations.



SIGNATURE EVENTS

2018 DIVERSITY@WORK CONFERENCE



SIGNATURE EVENTS

2018 DIVERSITY@WORK CONFERENCE



SIGNATURE EVENTS

TRADES EXPO

Skills for Change's 4 Annual w took place on Thursday Nov 15th from 9:00 am to 2:00 pm. This Expo is designed to support Sfc's clients, prospective clients, internationally-trained tradespersons and the broader community interested in the Trades with access to employers hiring jobs within the trades sector, trades-specific education information and information on the various trade unions.

The Expo drew approximately 500 attendees throughout the day, and 25 exhibitors, including Honda, TTC, Apotex, Canada Bread, Bell, FGF Brands, CLAC and much more. We also held a resume clinic, which was led by our EO team to help attendees review and refine their resumes while discussing job search process and required support.

As a result of this Expo, Employer Engagement & Partnerships team has been able to further develop and/or strengthen partnerships with some exhibitors.



GALLERY

EVENTS AND WORKSHOPS



Mentoring Event Accenture



Youth Mentoring Event with RBC



Mentoring Event with CPA



Mentoring Event, July 24th



NEH Graduation Event



NEH Graduation Event

GALLERY



Mentoring Event with SoftChoice



Event with Teleperformance



Women Connecting with Women event with Toronto International Film Festival



Women Connecting with Women event with Toronto International Film Festival



Working in Series, Finance Industry



Event with Waste Management

GALLERY



HackingTheNetworkingCode



Event with Teleperformance



Youth Expo



Youth Expo



Health Informatics Conference



Mentoring Event with CPA

GALLERY

COMMUNITY AND STAFF EVENTS



Friday BBQ



Summer Carnival



Halloween



Halloween



Staff Holiday Party



Staff Holiday Party

FUNDERS, SUPPORTERS, AND SPONSORS

FUNDERS



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Immigration, Réfugiés
et Citoyenneté Canada



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SUPPORTERS



FUNDERS, SUPPORTERS, AND SPONSORS

SPONSORS



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Ross & McBride
Don Mills Career College
Centennial College
CLAC
Canadian Union of Skilled Workers
CUSW
Marca College
Randstad
Coca-Cola Refreshments
TTC
Reena Enterprises and Affiliated Companies
Construction Connections Program-
YMCA of Greater Toronto/City of Toronto
Bell Tech Solutions
Institute of Machine Tool Technology
Weston Foods
Canada Bread
GTAA
Westrock
Futurepreneur

SELECT EMPLOYER PARTNERS

Absorbent Years Childcare
Account Plus Business Services Inc.
Aecon Materials Engineering
Anytime Fitness (*Small branch out of L corporate)
Atlas International Freight FWD. INC. (PFC)
Atwima Marfo Enterprise
Azmon Accounting Inc.
Berman, Lofchick & Lum, LLP
Black Business and Professional Association
Blue Butterfly Montessori
BTM Accounting
Butternut Baking Co. (PFC)
Canadian Cancer Society
Canadian Risk Solution (CRS)
Chaim Global Ally
Cheema Medicine Professional Corp.
Dixie Medical group
Civil Arsa Engineering Inc.
Creative Union Network Inc.
Dark City Coffee Corp.
Duke Heights Business Improvement Area
EDSS Sanitation Solutions Inc.
Electro Source Inc.
Element International Trade Inc.
Express Employment Professionals
FCJ Refugee Centre
Fiix Inc. (D@W)
First Service Residential
Fronttop Engineering Limited
Gagan Law
Green Motion
Habitat for Humanity
Hatchways (PFC)
Healing Hands Rehab Inc.
Help Me Settle (PFC)
Henley Gardens IDA
Ilionize Management (PFC)
Imperial Energy Corporation (PFC)
Intrego
ITC International Inc.
Ivari
Kik Holdco Company
Latam Startups
LB Heating & Air Conditioning
M. Mateluna & Associates
Legal
MakeLab Inc. (PFC)
Marigolds and Onions Ltd.
MediResource Inc.
NACPT Pharma College Corp.
New Step 4 U
NRT Technology Corp.
Orbit Engineering Limited
Pigeons & Thread Manufacturing
Revive Suspension
Roses Medi Spa
Rouge Media
SAFFA Engineering Inc.
Savormetrics Inc.
Sherway Immigration Consultancy
SNL Techlink
Solidline Traffic Defense (PFC)
Southern Currents/aluCine Latin Film + Media Arts Festival
Specialized Metal Fabricators Inc.
Spectra Engineering
Super Coffee
Syme Woolner Neighborhood Family Centre
Three60 Legal
Toronto Biennial of Art
Toronto Community Benefits Network
Tostado Cafe Inc.
Trustwell Investigative Limited (PFC)
UHN
Ultratech Solutions (PFC)
Unilever Canada
Visaline Inc.
White and Greer
City Sites Property
YM Inc.
Zahra Properties

OUR MENTORS

Thank you to our mentors for your support and contributions.

Adnan Anwar	James Alagaratnam	Richard Legaspi
Alka Kumar	Javier Mena Diep	Rogério Boaventura
Amy Winterhalt	Jeager Galicha	Rose Abri
Ana Maksimovic	Jerry Richmond	Sabine Rabotcar
Ana Paula Godinho	Jin Shen	Sandy Baxter
Anne-Marie Quan	John Penavanda	Sanjay Sharma
Aparna Singh	Jonathan Sun	Sanjeev Bhatti
Aquib Mir	Joyce Yang	Shamsul Arafeen
Ashtosh Chauhan	Julia Wilson	Sheila Doherty
Audry Yates	Justy Thomas	Sohail Khokhawala
Bill Coristine	Kleva Gruda	Susan Anderson
Bob Fung	Kristine Outerbridge	Tenzin Dorje
Carmelo Tancioco	Lynda Davey-Long- street	Vishal Panchal
Celia Oleveria	Magesh Kothandaram	Wayne Haymer
Dan Mitta	Marisol Diaz	Wayne Sung
Denis Vendon	Maryna Masarik	Ziaodong Zhou
Erfan Javid	Mohammad Soliman	
Feisal Perbaccus	Mohinder Grover	
Forouz Salehi-Rad	Nicole Bouland	
Glen Matadeen	Nicole Nguyen	
Gokulan Kumersamy	Nihar Shah	
Gubinder Singh	Nimish Hirawat	
Irina Ciurea	Paula Green	
Irina Vassina	Priyank Barot	
Iurie Dmitrenco	Rhea Makund	
Jack Wu		

FINANCIAL

Statement of Operations Year ended March 31, 2019

	Operating Fund	Capital Fund	Total 2019	Total 2018
Revenue				
Programs revenue				
Government programs (Note 8)	\$ 5,441,962	\$ 8,154	\$ 5,450,116	\$ 5,584,532
Enterprise programs and foundations	261,778	3,800	265,578	322,017
	5,703,740	11,954	5,715,694	5,906,549
Fundraising	39,398	-	39,398	40,367
United Way of Greater Toronto grants	40,619	-	40,619	247,232
Interest income	1,055	1,415	2,470	230
Other service and miscellaneous income	58,629	-	58,629	-
Rental income	-	25,500	25,500	36,735
	5,843,441	38,869	5,882,310	6,231,113
Expenditures				
Salaries and benefits	3,513,785	-	3,513,785	3,768,450
Purchased services	605,308	-	605,308	630,600
Programs - client costs	542,849	-	542,849	709,829
Occupancy cost	338,911	112,466	451,377	450,957
Office and general	276,182	26,111	302,293	330,928
Marketing and outreach	277,263	-	277,263	180,041
Fundraising	39,395	-	39,395	27,794
Amortization	-	32,588	32,588	31,938
Interest on debt (Notes 5 and 6)	2,819	2,069	4,888	12,412
	5,596,512	173,234	5,769,746	6,142,949
Excess (deficiency) of revenue over expenditures before interfund rent usage allocation and transfer	246,929	(134,365)	112,564	88,164
Interfund rent usage allocation	(207,868)	207,868	-	-
Excess of revenue over expenditures	\$ 39,061	\$ 73,503	\$ 112,564	\$ 88,164

Statement of Fund Balances Year ended March 31, 2019

	Operating Fund	Capital Fund	Total 2019
Balance, beginning of year	\$ (47,976)	\$ 1,481,654	\$ 1,433,678
Excess of revenue over expenditures	39,061	73,503	112,564
Balance, end of year	\$ (8,915)	\$ 1,555,157	\$ 1,546,242
	Operating Fund	Capital Fund	Total 2018
Balance, beginning of year	\$ (98,650)	\$ 1,444,164	\$ 1,345,514
Excess of revenue over expenditures	50,674	37,490	88,164
Balance, end of year	\$ (47,976)	\$ 1,481,654	\$ 1,433,678

Building Capacity & Enriching Diversity



HEAD OFFICE

791 St. Clair Avenue West,
Toronto, ON





416-658-3101

info@skillsforchange.org

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York Region
Southwest Ontario

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2018/2019