

ANNUAL
REPORT
2015-2016



WORLD SKILLS
EMPLOYMENT CENTRE D'EMPLOI
COMPÉTENCES MONDIALES

Letter from the President and the Executive Director

Dear friends,

2016 was filled with excitement as well as many opportunities and challenges at World Skills.

This year we served close to 3000 clients and expanded our services to respond to the needs of the newly arrived Syrian Refugees. We convened over 20 community partners to address their employment needs and created the Roadmap to Employment program to connect them with service providers and employers.

We received 350 job orders from our employer partners and over 500 clients secured employment within a variety of organizations and companies, including federal, provincial and municipal governments.

World Skills will now offer workplace language training offsite to help newcomers minimize language barriers in the workplace. We have a growing interest from our employer partners for this service which we will be undertaking in the New Year.

We look forward to celebrating World Skills' 20th anniversary in 2017. We started with one employment program 20 years ago, and now run more than ten programs to support newcomers and employers in finding the right employment fit.

World Skills is a leading agency when it comes to connecting immigrants to employment; we continuously receive unique funding in addition to traditional funding to assist our clients in different and innovative ways.

Funders such as Business Development Canada (BDC), ACCESS Toronto, TD Bank, and Accenture have sponsored our employment events and provide initiatives to help connect newcomers to the community and integrate into the Canadian workforce where they contribute to the growth and shaping of our society.

World Skills has built a strong, good name in the community. We have earned this respect thanks to the continuous generosity, support, time, dedication, commitment, and enthusiasm we receive

Letter from the President and the Executive Director (cont'd)

from our volunteers, our partners, our staff and our Board of Directors who all work tirelessly to contribute to making a difference in the lives of newcomers. We are deeply grateful to you for making it possible to deliver employment services to those in need.

We are thankful to our funders and donors for the financial support and feedback. We are thankful to our clients for putting their trust in our assistance on their employment journey in Canada.

With all the excellent support World Skills receives, we are confident that we will continue to play a leading role in the labour market integration of newcomers in the years to come.



Leslie Emory,
President of the Board



Mengistab Tsegaye,
Executive Director

Lettre de la présidente et du directeur général

Chers amis

2016 a été une année stimulante, d'opportunités et de défis à Compétences Mondiales.

Cette année, nous avons accueilli près de 3 000 clients au sein de notre organisme. Ainsi, et afin de répondre aux besoins des réfugiés Syriens nouvellement arrivés, nous avons agrandi nos services en créant un nouveau programme d'emploi intitulé « Roadmap to Employment – RTE » (Feuille de route vers l'Emploi) en collaboration avec plus de 20 partenaires de la communauté de la ville d'Ottawa. Ce nouveau programme sert à relier nos clients RTE avec des employeurs et des fournisseurs de services afin de répondre à leurs besoins d'emploi.

Nous avons reçu plus de 350 offres d'emploi de nos employeurs partenaires et plus de 500 clients ont obtenu un emploi dans divers organismes et entreprises, y compris les gouvernements fédéral, provincial et municipal.

Compétences Mondiales va offrir maintenant la Formation Linguistique en Milieu de Travail hors-site pour aider les nouveaux arrivants à minimiser les obstacles linguistiques en milieu de travail. Nous avons un intérêt croissant de la part de nos employeurs partenaires pour ce service que nous allons entreprendre durant la nouvelle année.

Nous célébrerons le 20^{ème} anniversaire de Compétences Mondiales en 2017. Nous avons commencé avec un programme d'emploi il y a 20 ans et aujourd'hui nous délivrons plus de dix programmes pour aider les nouveaux arrivants et les employeurs à trouver la bonne personne pour l'emploi.

Compétences Mondiales est un organisme de premier plan quand il s'agit de connecter l'immigrant à l'emploi.

Nous recevons continuellement un financement unique en plus du financement traditionnel pour aider nos clients de façons différentes et innovatrices. Des bailleurs de fonds tels que la Banque de Développement du Canada, ACCESS Toronto, la Banque TD et Accenture commanditent nos

Lettre de la présidente et du directeur général (suite)

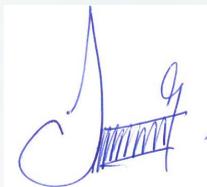
événements d'emploi et offrent des initiatives pour aider les nouveaux arrivants à se connecter à la communauté, à s'intégrer dans le milieu de travail canadien où ils contribuent à la croissance et à l'édification de notre société.

Compétences Mondiales s'est construit une forte et bonne réputation dans la communauté. Nous avons gagné ce respect grâce à la générosité, au soutien, au temps, au dévouement, à l'engagement et à l'enthousiasme continus que nous recevons de nos bénévoles, de nos partenaires, de notre personnel et de notre conseil d'administration qui, tous, travaillent sans relâche pour contribuer à faire la différence dans la vie des nouveaux arrivants. Nous vous sommes profondément reconnaissants de nous donner la possibilité d'offrir les services d'emploi à ceux qui en ont besoin. Nous remercions nos bailleurs de fonds et nos donateurs pour le soutien financier et les conseils. Nous remercions nos clients pour la confiance qu'ils mettent en notre assistance dans leur cheminement vers l'emploi au Canada.

Avec tout l'excellent soutien que Compétences Mondiales reçoit, nous sommes confiants que nous allons continuer à jouer un rôle de premier plan dans l'intégration des nouveaux arrivants dans le marché du travail canadien pour les années à venir.



Leslie Emory,
Présidente du Conseil



Mengistab Tsegaye,
Directeur Général

World Skills' Mission

To support the integration of newcomers into the Canadian labour market through:

Partnership
Pre-employment Services
Employer Engagement

World Skills' Vision

An inclusive Canada that values the skills and talents of new Canadians



World Skills' **5** Core Values

1

Partnership

Our history is based on partnership and continues to frame our work and identity.

2

Respect for Diversity

We value the unique backgrounds, viewpoints, skills & talents of our clients, volunteers, staff & stakeholders.

3

Empowerment

We go beyond helping clients; we embrace capacity-building & continuous learning.

4

Service Excellence

We are committed to providing a high standard of service to our clients, employers, funders & community partners.

5

Accountability & Integrity

We believe everyone must take ownership of their actions & responsibilities.

Ankita's story

Service Excellence

When I look back at my journey with World Skills, I can see the difference it has made for me both personally and professionally. I gained social, professional, and administrative skills that I didn't have exposure to before.

I graduated in 2015 and only worked for a few months before coming to Canada so I knew it was not going to be easy to get a job with almost no experience. For the first two months I applied for any job that would suit me. After a while, I realized something was not right!

A family member spoke very highly of World Skills, so I registered but without any expectations. The very first meeting with an employment counsellor was such an eye opener for me. As suggested, I attended the Job Search Workshops and figured out all the things that were wrong with my job search approach.

I also got an internship opportunity as an Administrative Assistant at World Skills, an amazing workplace with people from many different countries and with different cultures sharing the same purpose - helping immigrants like me. They promote a very positive and encouraging workplace atmosphere that portrays the ideal Canadian workplace culture. My experience there has taught me to be open, flexible and supportive in a workplace.

As an immigrant, I suggest that newcomers take

“

All of the people I encountered, gave me a confidence boost.” – Ankita Barua Chowdhury, World Skills Client

full advantage of the services offered by World Skills. Starting from the Resume Clinic to the Ottawa Job Match Network (OJMN), I received guidance at every stage of my professional development. It gave me the opportunity to speak to industry experts in my field and build a great network. I even found my first part time job in Canada as a Language Instructor on World Skills' website.

World Skills also introduced me to In-TAC, another non-profit organization helping immigrants. They connected me with an employer and I got an internship in my field which led to a great employment opportunity.

Wherever I go in my career in Canada, I will always be thankful to World Skills for helping me get ready for it!

Ankita Barua Chowdhury
World Skills Client





Yael's story

Respect for Diversity

Both of my parents were newcomers to Canada in the 70's and so I was eager to help the immigrant community. I signed up to volunteer with World Skills through the TD Volunteer Network. I did not know exactly what to expect but I remember arriving at World Skills excited, eager and slightly nervous. I had done community work for many years; however, hadn't volunteered in a long while. I had no idea that the volunteering at World Skills would change my life forever.

I was greeted at World Skills with the kind of warmth you get from an old friend and I immediately felt right at home. An experienced World Skills volunteer was my mentor for the evening. Being able to shadow him provided me with great comfort as he was patient, knowledgeable and, most importantly, kind. The joy at World Skills was contagious. It was clear to me that the team at World Skills was passionate about the work they did and I knew I had found something special when I began to meet the incredibly diverse clientele.

As a volunteer for the Resume Clinic and the Interview Roulette, I feel appreciated both by the clients and the staff of World Skills. Assisting clients on their journey has been an incredible growing experience for me, both personally and professionally. I have had the pleasure of meeting hundreds of new people from around the world. The connections and memories I've made will last a lifetime.

I encourage everyone to get involved with World Skills; it will impact your life more than you could imagine.

Yael Kolet
World Skills Volunteer

We Served

2,642
Newcomers



That's **10** new clients every day!*

Settlement Online Pre-Arrival (SOPA)

387 pre-arrival clients served



209 have landed in Ontario



111 of those got jobs!

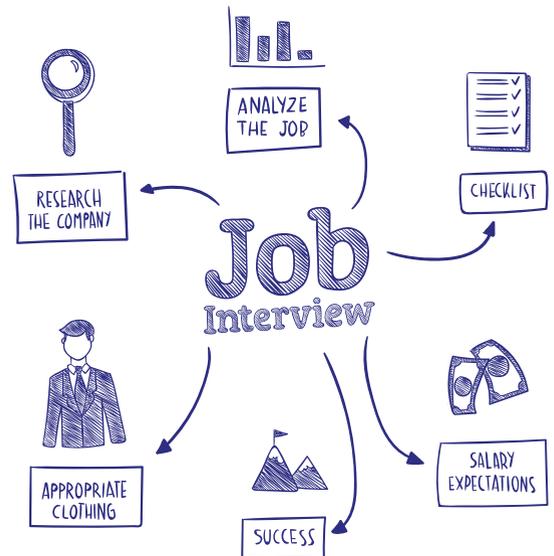
**based on the number of working days in 2015-2016*

We Provided



3,628

Employment Counselling & coaching sessions



1,584

clients benefited from

138

Workshops, events & Training Sessions

Our Volunteers

3,484

Volunteer hours donated by

157

Professional coaches
and volunteers



Interview Roulette

14 Roulettes

140 clients



Resumé Clinic

44 Clinics

209 clients

Our Success

510

clients found
employment

150

employers engaged for
hiring newcomer talent



Ranjith's story

Empowerment

I am from Kerala, South India and immigrated to Canada with my family in July 2015. We decided to settle in Ottawa. It was a dream turned into reality for us and we were very excited and curious to adapt to a new culture.

Job searching was difficult. It was hard to find a suitable job in my field because of the job titles, duties and responsibilities, and working culture; everything was different. It took months for me to understand the city and I was also busy learning about the new culture. Just like many other immigrants, it took me a while to understand the Canadian job market; however, I'm proud to say that I started my first job with Tim Horton's as a cashier and store front staff.

One day my spouse found information about World Skills and she suggested that I inquire. I registered as a client and was referred to the Ottawa Job Match Network, a program that changed the whole dynamic of job search in Canada for me. I attended various workshops that helped me tailor my resume according to Canadian standards. Those workshops were eye-openers, they helped me change my perception about job search and become more focused on my goals.

World Skills also helped me to understand what Canadian employers need and how to focus on job search plans. The most powerful words I learned were "stay positive, have patience and start networking". The motivation and support

I received from my job match specialist and other staff members of World Skills made me feel at home. The Mentorship program offered by OCISO and an internship at PQCHC were also great opportunities which helped me speed up my integration into the Canadian work culture.

Currently, I help Willis College graduates find co-op opportunities and future jobs within the industry. I'm also a job developer and corporate client manager.

I strongly believe that the mentorship, training and support I received from World Skills, OCISO and PQCHC helped me get where I am today. I take this opportunity to thank all those who influenced me as an individual and helped me integrate into the Canadian work culture.

Today, I am a proud promoter of World Skills Employment Centre and their partner agencies. My career progress in Canada is a testament to the importance of the work of these organizations in helping newcomers reach their employment goals. Thanks to all of you!

Ranjith Kottuppallil Mathew
World Skills Client





Shaye's story

Accountability & Integrity

“

Sometimes in the winds of change we find our true direction” — Unknown Author

Growing up in Canada in a small town of 15,000 people in Northern Ontario didn't give me very much exposure to diversity so, being able to work with newcomers for the last five years in the immigration sector has proven to be a very rewarding and eye opening career.

I have a Liberal Arts Bachelor's Degree in Sociology and Social Welfare and an Honors Diploma in Early Childhood Education. My career started as an intern at the North Bay and District Multicultural Centre where I worked as a Settlement Worker for two and a half years.

I then worked with the Community Connections Program for six months helping newcomers integrate by planning events and matching volunteers with new immigrants. I later moved to Timmins, a town of 50, 000 people, to work at the local Multicultural Centre, where I did outreach, partnership building, community engagement, settlement work, supervision, facilitation, coordination and event planning.

I decided to move to Ottawa to continue to expand my skills within a bigger community with better opportunities to grow and flourish on my professional path.

When the Job Match Specialist job with World Skills became available I thought that I was a great candidate based on my skills and past ex-

perience. After two interviews, I was thrilled to be offered an opportunity to become part of the team and was excited to contribute to the success of the Ottawa Job Match Network program.

I have made connections with wonderful co-workers at World Skills who all work hard to ensure that newcomers in the community get the best employment services they need to be successful and achieve their goals. Many staff have worked here for years and I can see why they have stayed so long. We are able to share ideas about new projects, able to count on team members, and have many opportunities to expand our careers through trainings and professional development sessions. The dynamic of the office is supportive and team oriented and the staff members have a “can-do” attitude.

There are so many different programs to help clients to prepare for the job market. Our staff are from all over the world and speak many different languages; they offer their own stories of immigration.

I feel very fortunate to be working at World Skills, an organization that will be celebrating its 20th anniversary this year. There is a wealth of knowledge and experience within World Skills and I look forward to continuing to learn and implement new skills to ensure that I am doing the best possible job in guiding newcomers in their search for employment.

Shaye Belanger
World Skills Staff

Federal Internship for Newcomers Program (FINP) Partnership

The Federal Internship for Newcomers Program (FINP) provides newcomers with valuable Canadian work experience and training opportunities with federal government departments and other public and private sector organizations. World Skills has partnered with the Federal Government for over six years by providing pre-employment support to immigrants whose goal is to work for the public sector in Canada.

“
Since 2010, IRCC has changed the lives of over 500 immigrants and refugees by providing valuable Canadian work experience, full and part-time employment along with training and mentorship opportunities through the Federal Internship for Newcomers Program (FINP). The work of the FIN Program would not be possible without our important partnerships with immigrant-serving organizations, such as World Skills, that pre-screen clients to help talented and highly qualified newcomers contribute to the economic, social, and cultural fabric of Canadian society.”
— Corinne Prince, **Director General, Integration-FCRO**
Immigration, Refugees and Citizenship Canada



Federal Internship for Newcomers Program
Programme fédéral de stage pour les nouveaux arrivants

FINP PFSNA

Federal Internship for Newcomers Program
Programme fédéral de stage pour les nouveaux arrivants



FIN Program 2015-2016 Graduation Ceremony
June 15, 2016

Audited Statement of Financial Position as of June 30, 2016

	2016	2015
ASSETS		
CURRENT ASSETS		
Cash and equivalents (Note 2a)	\$ 523,638	\$ 558,000
Accounts receivable	16,888	6,111
HST receivable	12,046	11,006
Government funding receivables	161,380	85,906
Prepaid expenses	628	1,287
	<u>714,580</u>	<u>662,310</u>
 PROPERTY AND EQUIPMENT (Notes 2b & 3)	 <u>1,912</u>	 <u>730</u>
 TOTAL ASSETS	 \$ <u>716,492</u>	 \$ <u>663,040</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 55,948	\$ 75,649
Deferred revenue (Note 4)	88,876	24,095
	<u>144,824</u>	<u>99,744</u>
 NET ASSETS (LIABILITIES)		
Internally restricted for program development	92,500	92,500
Internally restricted for infrastructure	92,500	92,500
Invested in property and equipment	1,912	730
Unrestricted	384,756	377,566
	<u>571,668</u>	<u>563,296</u>
 TOTAL LIABILITIES AND NET ASSETS	 \$ <u>716,492</u>	 \$ <u>663,040</u>

Audited Statement of Revenue & Expenditures for the year ended June 30, 2016

	2016	2015
REVENUES		
Citizenship & Immigration Canada (Job Search Workshop, English Language Training & FINP)	\$ 1,280,311	\$ 1,303,845
Ontario Ministry of Citizenship & Immigration (Job Match)	255,075	452,134
United Way Projects	210,923	223,829
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	61,786	58,340
City of Ottawa (Crime Prevention)	16,426	53,667
Other Grants	32,653	5,000
Fees for service	16,181	42,116
Other revenue	26,197	13,360
Amortization of deferred revenue related to property and equipment	<u>1,899,552</u>	<u>2,152,291</u>
EXPENSES		
Citizenship & Immigration Canada (Job Search Workshop, English Language Training & FINP)	\$ 1,280,311	\$ 1,304,412
Ontario Ministry of Citizenship & Immigration (Job Match)	256,325	454,134
United Way Projects	210,923	223,829
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	61,786	58,340
City of Ottawa (Crime Prevention)	16,426	53,667
Other expenses	64,322	48,604
Amortization	<u>1087</u>	<u>631</u>
	<u>1,891,180</u>	<u>2,143,617</u>
NET INCOME FOR THE YEAR	<u><u>\$ 8,372</u></u>	<u><u>\$ 8,674</u></u>

New Program Update

Roadmap to Employment (RTE)

RTE is the newest program at World Skills. One of its objectives is to cultivate new relationships with employers who wish to support the integration of Syrian refugees and other immigrants with lower language skills through paid employment in the Ottawa area. RTE supports both job seekers and employers to learn ways to work around language and cultural barriers during hiring and onboarding processes.

The program was implemented in 2016 to assist the large group of refugees from Syria that arrived in Ottawa at the beginning of the year. RTE also supports other newcomers with lower language competency to transition into the local labour force.

For the first six months of the program, there were 101 clients participating in supported job search and job maintenance activities, including 32 clients who were assisted to secure paid employment with local employers.

Here is one examples of the program's success so far:

An RTE client, a butcher by trade with over 20 years of experience in Syria, landed in Ottawa in the early spring of 2016 and was referred to RTE for 1-on-1 job search support as he was unable to participate in a pre-employment workshop due to his busy schedule. The following month, after working with his Employment Counsellor to develop a resume and learn about the local labour market, the RTE Job Match Specialist introduced him to a restaurant employer. The employer was so impressed by his experience, that he offered him a job after only one short meeting! This client is still employed, and is happy to have the opportunity to work to support his family as they continue to build a new life here in Ottawa.

World Skills' Board of Directors

<i>Leslie Emory</i>	President
<i>Mark Zarecki</i>	Treasurer
<i>Sharon Kan</i>	Secretary
<i>Carl Nicholson</i>	Vice President
<i>Mercy Lawluvi</i>	Vice President
<i>Abdirazak Karod</i>	Vice President
<i>Fred Awada</i>	Vice President
<i>Mengistab Tsegaye</i>	Executive Director (Staff)

World Skills' Partners & Founding Members

- Catholic Centre for Immigrants (CCI)
- Immigrant Women Service Organization (IWSO)
- Jewish Family Services (JFS)
- Lebanese and Arab Social Services Agency (LASSA)
- Ottawa Chinese Community Services Centre (OCCSC)
- Ottawa Community Immigrant Service Organization (OCISO)
- Somali Centre for Family Services (SCFS)

World Skills' Staff & Volunteers

Amer Khan	Technology Consultant
Andreea Glavan	Intake Counselor, SOPA Settlement Online Pre-Arrival
Annavic Tapar	Administrative Assistant, OJMN
Aparna Mathur	Employment Counsellor/Facilitator, JSW, CCI
Arjanit Balca	Employment Counsellor, Career Transitions & Client Services
Atoosa Adnani	Volunteer Services and HR Coordinator
Carmen Barbarasa	Sector Specialist, JSW
Charles Tshimanga	Employment Counsellor/Facilitator, JSW (French)
David Northcott	Employment Counsellor/Facilitator, CAN
Doina Tibu	Marketing & Communications Consultant
Emad Mohamed Abulmagd	Employment Counsellor/Facilitator
Erlinda Saculles	Accountant
Fouzia Regoug	Receptionist/Administrative Assistant
Gail Whittaker	FINP Job Match Specialist
Gemma Follini	Ontario Facilitator, Job Search Strategies, SOPA Settlement Online Pre-Arrival
Ghebre Isaac	Accountant
Giselle LeDuc	Coordinator, Workplace Language Training
Jack De Jong	Employment Counsellor/Facilitator, CAN
Jeanne d'Arc Mukangarambe	Employment Counsellor/Facilitator, JSW (French), CCI
Kate Oostrom	Employment Counsellor/Facilitator Team Lead
Kristina Price	Job Match Specialist, OJMN
Ledianis Rivero Sosa	Coordinator, Pre-Employment Services
Magdalene Cooman-Maxwell	Director, Employer Engagement
Maria El Chababi	Employment Counsellor/Facilitator
Mengistab Tsegaye	Executive Director
Naziana Chummun	Assistant, Client Services
Peggy Kelly	Ontario Facilitator, Job Search Strategies, SOPA
Shahrzad Ghazimoradi	Data Entry Reporting Assistant
Shaye Belanger	Job Match Specialist, OJMN
Soumya Aboulmachail	Employment Counsellor/Facilitator
Thao Duong	Operations Support Coordinator
Vikki Broesamle	Alternative Careers Coordinator
Angela Hood	ELT Teacher
Grace Sheng	ELT Teacher
Sarah Langridge	ELT Teacher
Ahmed Nor	JSW Employment Counsellor/Facilitator, SCFS
Brenda Bedford	JSW Employment Counsellor/Facilitator, OCISO
Barbara Xiao	JSW Employment Counsellor/Facilitator, OCCSC
Camelia Barrit	JSW Employment Counsellor/Facilitator, LASSA
Samia Ben Salah	JSW Employment Counsellor/Facilitator, IWSO
Sarah Gutman	JSW Employment Counsellor/Facilitator, JFS
Lisa Anna Palmer	Cross-Cultural Consultant



**We look forward to
a successful 2017!**

World Skills' Key Community Partners & Supporters

Accenture	OCDSB
Access Employment Toronto	OCLF
Algonquin College	OLIP
BDC	OSPE
Cattelan Palmer Consulting	Ottawa Chamber of Commerce
CESOC	Ottawa Public Library
City of Ottawa CPA Ontario	PQCHC
David Aplin Group	RBC
FINP - Integration-FCRO (IRCC)	SITO - Quebec
HIO Ottawa	TD Bank
Invest Ottawa	United Way Ottawa
Keynote Group	Willis College
La Cité Collégiale	YMCA/YWCA

Thank You!

World Skills' Fund



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada



Employment and
Social Development Canada

Emploi et
Développement social Canada



Thank You!

Connecting Immigrants to Employment



Connecter les immigrants à l'Emploi



www.ottawa-worldskills.org