



**WORLD SKILLS**  
EMPLOYMENT CENTRE D'EMPLOI  
COMPÉTENCES MONDIALES

# ANNUAL REPORT 2017-2018



# Letter from the President and the Executive Director

## Challenge is the pathway to engagement and progress in our lives. Brendan Burchard

It is an interesting exercise to view organisations as microcosms of our society, blessed with the same potential and fraught with the same challenges that bind us all. At World Skills, the metaphor is especially fitting as our mission is not only to support those who have taken a leap of faith towards an unknown future, but also to model the same resilience they will need in uncertain times.

This past year presented both challenges and opportunities for World Skills. The Ottawa Job Match Network, our most successful program which has been in place for 10 years and has helped over 2000 newcomers secure employment in their own and related fields, lost its funding. However, thanks to a generous donor and the World Skills Board of Directors' decision to invest money, we were able to continue with a scaled down program resulting in over 100 people being supported to secure employment within the year.

This funding challenge has given us an opportunity to explore options from non-traditional funders such as employers and corporate sponsors. Our goal is to raise 250,000 dollars annually to sustain the program and we are encouraged by the breadth of potential support.

One of the challenges faced by Internationally Trained Professionals is the high cost of training required to upgrade skills. The solution came in 2018 when World Skills, along with four community partners, received funding from Employment and Social Development Canada (ESDC). These funds provide loans to qualifying individuals so that they may complete Canadian Foreign Credential Equivalence Examinations, obtain licenses and enhance their professional skills.

We are also happy to report that the Settlement Online Pre-Arrival Program (SOPA), a pilot initiative funded by IRCC, has been extended for an additional four-year funding cycle.

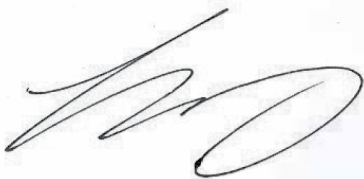
Our entire team at World Skills was extremely busy this year. We served a total number of 3251 clients,

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

1026 of whom secured employment. Looking ahead, we see an increased demand for our services and a more sophisticated cohort of newcomers coming to our doors.

Our client-centred strategy and focus remains clear. We will continue to tailor our service delivery model to meet clients' needs. An emphasis on fund development will be necessary to sustain our programs, expand online employment support services, and enhance our networks with current and new partners.

We would like to take this opportunity to thank our newcomer clients for trusting us with their career development objectives; our partners and funders who continue to support the work we do; our Board of Directors for their guidance; our staff for their dedication and commitment and our volunteers for helping us accomplish our mission. We look forward to our continued collaboration through 2019 and beyond.



**Leslie Emory**  
President of the Board



**Mengistab Tsegaye**  
Executive Director

Mot du

# Président et du Directeur Général

## Le défi est la voie de l'engagement et du progrès dans nos vies. Brendan Burchard

C'est un exercice intéressant de voir des organisations comme des microcosmes de notre société, dotés du même potentiel et chargés de mêmes défis auxquels nous sommes tous liés. Cette métaphore s'applique à Compétences Mondiales, car notre mission consiste non seulement à soutenir ceux qui ont fait un acte de foi dans un futur inconnu, mais aussi à forger la même résilience dont ils auront besoin dans des moments incertains.

L'année passée a présenté des défis et des opportunités pour Compétences Mondiales. Le Réseau de Jumelage-Emploi d'Ottawa, notre programme le plus réussi qui a été en place depuis 10 ans et qui a permis à plus de 2000 nouveaux arrivants de trouver un emploi dans leurs domaines ou dans des domaines connexes, a perdu son financement. Toutefois, grâce à un donateur généreux et à la décision du Conseil d'administration d'investir de l'argent, nous avons été capables de continuer avec un modèle réduit ce programme, ce qui a permis d'aider plus de 100 personnes à trouver un emploi au cours de l'année.

Ce défi lié au financement nous a donné l'occasion d'explorer des options de bailleurs de fonds non traditionnels tels que les employeurs et les commanditaires corporatifs. Notre objectif est de réunir 250,000 dollars annuellement afin de soutenir ce programme et nous y sommes encouragés par toute la richesse du soutien potentiel.

Un des défis rencontrés par les Professionnels Formés à l'Étranger est le coût élevé de la formation nécessaire au perfectionnement des compétences. La solution a été trouvée en 2018 quand Compétences Mondiales et quatre partenaires communautaires ont reçu un financement d'Emploi et Développement Social Canada (EDSC). Ces fonds offrent des prêts aux personnes admissibles afin qu'elles puissent passer les Examens d'Équivalence Canadienne de Titres de compétences Étrangers, obtenir des permis et améliorer leurs compétences professionnelles.

Nous sommes également heureux de signaler que le Programme d'Établissement en Ligne Avant l'arrivée

Mot du

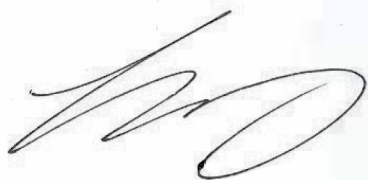
# Président et du Directeur Général (suite)

(SOPA), un projet pilote financé par IRCC, a été prolongé pour une période de financement supplémentaire de quatre ans.

Toute notre équipe à Compétences Mondiales était extrêmement occupée cette année. Nous avons servi un nombre total de 3251 clients dont 1026 ont obtenu un emploi. Tournés vers l'avenir, nous voyons une demande accrue de nos services et une cohorte plus articulée de nouveaux arrivants qui se présentent à nos portes.

Notre stratégie axée sur le client et notre point focal restent clairs. Nous continuerons à adapter notre modèle de prestation de service aux besoins des clients. Un accent sur le développement de fonds sera nécessaire pour soutenir nos programmes, élargir nos services de soutien en emploi en ligne et améliorer nos réseaux avec les partenaires actuels et nouveaux.

Nous voudrions saisir cette occasion pour remercier nos clients nouveaux arrivants de nous avoir fait confiance dans leurs objectifs de développement de carrière, nos partenaires et bailleurs de fonds qui continuent à appuyer notre travail, notre Conseil d'administration pour ses conseils, notre personnel pour son dévouement et son engagement, et nos bénévoles pour leur aide dans l'accomplissement de notre mission. Nous nous réjouissons de continuer notre collaboration en 2019 et au-delà.



**Leslie Emory**

President of the Board



**Mengistab Tsegaye**

Executive Director



# 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' 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 and talents of our clients, volunteers, staff and stakeholders.

3

## Empowerment

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

4

## Service Excellence

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

5

## Accountability and Integrity

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







# Aakansha Prasad's Story

## Respect for Diversity

I came to Canada in April 2018. Just like any other immigrant, the decision to move to a new country was not an easy one. I was quite overwhelmed and apprehensive.

One of my biggest concerns was securing a job as per my qualifications and experience. I have a Master's degree in International Relations and a Bachelor's degree with honours in Political Science. Additionally, I have certifications in International Political Economy and International Development from the London School of Economics (LSE). Before coming to Canada, I was working as a Senior Policy Executive in one of the biggest consulting firms in the world – Edelman, where my primary client was the Government of Ontario. So, while I was prepared to struggle for the initial months, I really hoped that I would eventually find a job as per my qualifications and experience.

During my research, I came across Settlement Online Pre-Arrival (SOPA), an Immigration, Refugees & Citizenship Canada (IRCC) funded program that delivers pre-arrival free services to newcomers. SOPA was a one-stop shop for me – familiarizing me with Canada and the province where I was landing, steps that needed to be taken before and after arriving, insights into the job market and my field of work, providing me with various courses to sharpen my soft skills and most importantly, connecting me to various organizations in Canada – all this before I even arrived in Canada! It was during this orientation session that I also came across the World Skills Employment Centre.

World Skills became my launching platform after arriving in Canada. I was pre-screened for the Federal Internship for Newcomers (FIN) Program, a great opportunity for newcomers to gain valuable temporary work experience and training opportunities with federal, provincial and municipal organizations. The World Skills staff was extremely helpful in guiding me through the entire process and referring me to a number of workshops on FIN.

At World Skills, I also enrolled in the Enhanced Language Training for Public Administration. The course provided me with valuable training in communication and writing skills needed to develop government documents like policy recommendations, briefing notes, ministerial notes, etc. in the Canadian context. It was also a very good opportunity for networking with like-minded people in my field from across the world. Additionally, I was introduced to various volunteering opportunities through World Skills which built my work experience in Canada and expanded my professional network.

All this added to my Canadian experience and helped me tackle job interviews. In fact, I cleared the FIN for multiple job categories and eventually chose to work as a Policy Analyst at Employment and Social Development Canada (ESDC). I am really glad that my first job in Canada also happens to be a step in the right direction for my career. Today, I am writing briefing notes, policy recommendations, reports, etc. for Ministers and Deputy Ministers; leading several projects; giving presentations to senior management; and being valued and appreciated for my knowledge and skills by my team members. What started as a temporary position in the government is also turning into a long-term job offer and I could not be happier!

I have completed nine months in Canada now and I already feel at home – as if I had been here forever! My journey does not stop here though. I continue to attend as many workshops as I can, get involved in group activities, learn new skills, network with new people every day and keep myself updated about changes and developments taking place in the labour market.

**Aakansha Prasad**  
Ottawa, ON

# Andriy Khalik's Story

## Service Excellence

Before immigrating to Canada, I was working as a finance professional, focusing on developing strategic financial plans and providing financial analysis. While looking for a job in Canada, I was challenged by a few things, including lack of Canadian work experience, lack of knowledge of French, and being overqualified for targeted positions.

To get some help integrate into Canadian job market I have approached various recruitment agencies, as well as new comer settlement centers. Particularly, through my network I was referred to **World Skills Employment Centre**. I found out that it had a number of interesting programs that help professionals navigate through the job market, develop a job hunting strategy, build networks and connect with potential employers. The two programs that benefited me the most were **Ottawa Job Match Network program**, and the **TD Mentorship Program**. Not only did they help me acquire new connections in my field, perfect my interview skills, and resume; but they also helped me align my search strategy with the targeted positions, vetted for me to targeted employers resulting in landing a good job offer. I really appreciate **World Skills team** for their support and advice during these two programs. The amount of effort and time they put through to help new immigrants is tremendous. I would definitely recommend World Skills and particularly Ottawa Job Match Network Program to anyone who is new to Ottawa and needs the support in their job search. It really helps you understand and prepare for the job market, and find optimal pathways to your targeted jobs.





## We Served

**3,251**  
Newcomers



That's **13** new  
clients every day!\*



**Bachelor**  
**44%**

**Master**  
**27%**

**Diploma**  
**9%**

**High School**  
**8%**

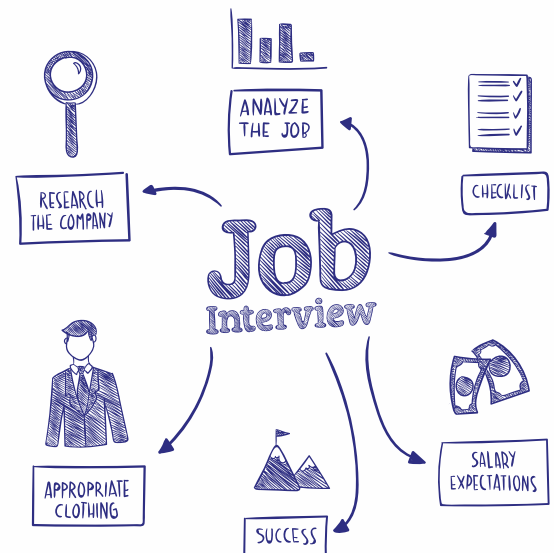
**PhD**  
**5%**

**Other**  
**7%**

## We Provided



**5,969**  
Employment counselling and  
coaching sessions



**2,503**  
Clients benefited from

**184**  
workshops, events,  
training sessions

## Our Volunteers

**4,530**

Volunteer hours donated by

**119**

Professional coaches  
and volunteers



**Interview Roulette**

14 roulettes

157 clients



**Résumé Clinic**

56 clinics

299 clients

## Our Success

**1026**

Clients found  
employment

**362**

Employers engaged for  
hiring newcomer talent



# Partnership

The **Industrial Sewing Project** is a partnership between Immigrant Women Services Ottawa (IWSO), Taggart Family YMCA/YWCA, World Skills, and Make Sew Create, an Ottawa-based industrial sewing training centre. The Industrial Sewing Project is the result of outreach efforts as well as, connecting with newcomers, employers, and listening to the needs of both. This initiative connects newcomers who have sewing skills, with employers in the textile/industrial sewing sector focussing on building capacity to communicate with each other and provide high quality service.

Working with Partners, clients and employers, cross cultural communication abilities and other skills are fined-tuned, build confidence and networks that are critical to success; not only in the workplace, but throughout life and are key indicators to a healthy prosperous community.







Sima one of the graduates of the Industrial Sewing Project concluded that now she can proudly express herself in English and say “I made that outfit and today I learnt how to make a new model zipper and can talk about it!”

**Sima continues to enjoy her work at TYR Tactical!**





# World Skills Interview Roulette – Jean Christie’s Perspective

## Empowerment

I always make time for my Friday-morning-a-month, with clients of the World Skills “Interview Roulette” program. And I always look forward to it. It is sure to be an inspiration, and it’s a fabulous way to meet courageous newcomers to Canada – from absolutely everywhere on earth. It gives me a tiny glimpse into the talent that arrives in our city, every single day! Whether new graduates looking for entry-level jobs, or seasoned professionals seeking work in a field they know well – all the clients are embarking on a new life in Ottawa: all looking for work that will fulfill their personal aspirations, and provide the lucky break they need, to become the full contributors to our community that they dream of becoming.

I keep volunteering with the program for one simple reason: clients keep telling us it is helpful. What better motivation is there than that?

It’s such a simple concept. Eight or ten volunteers, with experience in wildly different fields, ask pre-set questions of the job-seekers, one-on-one. Then we provide structured feedback on their answers. This gives the job-seekers experience with job interviews, and helps them prepare for the kinds of questions they might be asked in real life. It allows them to ask questions about their answers, and reflect on things they might add, or do differently. Sometimes the program helps clients re-gain confidence, after a gap in their employment history, or the big transitions that have led them to Ottawa. Sometimes it allows clients to reflect on a recent job interview that didn’t result in a job; or to prepare

for a real interview that’s coming up. Every client comes to the program with her own or his own history and experience in the job-seeking process. They can all dive into the Interview Roulette from their own starting point.

Except for the First Nations people in Canada, all of us are from families with immigration stories in our recent or distant past. Many of us have heard about the small acts of generosity that made a difference in the lives of our newcomer ancestors: neighbors who made them feel welcome (and some who did not), or helped them through their first winter; employers who hired them before they spoke English or French fluently. Volunteering with Interview Roulette reminds me of this history and lets me offer my own small gesture of welcome to today’s newcomers.



# Accountability and Integrity

### Employee Recognition

We would like to acknowledge the following employees for their long-standing commitment to World Skills, and to the clients and communities we serve. Thank you and congratulations!



### Atoosa Adnani

Once I went to pick my daughter up at her new job in a high tech company, she invited me into the building to see her new office and I met her boss. He looked at me and said “Oh, my God! You’re Atoosa! Do you remember me? You helped me get this job!” Such positive feedback keeps me grounded and connected to World Skills, because each assignment is connected to employment for a client and supporting entire families. Reflecting on the past 10 years and results we have achieved with very little resources, I know I made the right decision to stay. Each day, I wake up and come to work knowing I am going from home to home, I am needed there and have a continuing reason to stay. I have never felt more like I belong to this ‘family’ as I do today.

At the end of the day making a difference is what we all strive for and I can truly say that I get to do that here at World Skills.



### Jack DeJong

Over the last 10 years, I have worked with different newcomers, with unique career and integration development objectives. This has helped me to learn to listen to the clients and work collaboratively with them, to agree on and implement systematic career development action plans. As a coach, I facilitate balance, between ambition and realism convincing clients of the long-term merits of steady progress. I have watched many clients blossom and eventually reach their full potential while building strong professional foundations. I feel that my work has a direct effect for positive change in their lives of newcomers and I believe that these clients will have the capacity to fully participate and contribute back to our communities.



### Gemma Follini

“I have been hired”- is feedback I have received continuously for the last 10 years! It brings me joy and pride to belong to something so positive to and which brings such joy to new comers. After all, this is why they make the move to come to Canada! Staying with World Skills has helped me to acquire skills in project development and I am now able to understand and innovatively define components of projects that will especially reduce the transition cost that comes with immigrating.

World Skills is not just an immigrant serving organization for employment; it is a “workplace community” where cultural diversity is well represented, service excellence modeled, and client success celebrated. To my colleagues and peers, our work is far from over, but what we’ve accomplished together in contributing to the social economic integration of New Canadians in Canada is something we are proud of.

Let's focus on funding support so that we could continue this journey with more dedication than ever.

# Audited Statement of Financial Position as at June 30, 2018

	2018	2017
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and equivalents (Note 2a)	\$ 1,121,656	\$ 251,112
Accounts receivable	5,725	21,024
HST receivable	11,904	10,240
Government funding receivables	49,091	466,676
Prepaid expenses	9,352	7,583
	<u>1,197,728</u>	<u>756,635</u>
 PROPERTY AND EQUIPMENT (Notes 2b and 3)	 <u>0</u>	 <u>954</u>
 <b>TOTAL ASSETS</b>	 <b>\$ <u>1,197,728</u></b>	 <b>\$ <u>757,589</u></b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	\$ 110,336	\$ 92,463
Deferred revenue (Note 4)	<u>468,983</u>	<u>76,832</u>
	<u>579,319</u>	<u>169,295</u>
 <b>NET ASSETS</b>		
Internally restricted for program development	92,500	92,500
Internally restricted for infrastructure	19,500	92,500
Invested in property and equipment	0	954
Unrestricted	<u>506,409</u>	<u>402,340</u>
	<u>618,409</u>	<u>588,294</u>
 <b>TOTAL LIABILITIES AND NET ASSETS</b>	 <b>\$ <u>1,197,728</u></b>	 <b>\$ <u>757,589</u></b>



# Audited Statement of Revenue and Expenditures for the year ended June 30, 2018

	2018	2017
<b>REVENUES</b>		
Citizenship, Refugees & Immigration Canada (Job Search Workshop, English Language Training, Settlement Online Pre-Arrival and FIN)	\$ 1,848,327	\$ 1,448,757
Ontario Ministry of Citizenship & Immigration (Job Match)	112,638	217,272
Ontario Ministry of Citizenship & Immigration (Not for Profit Employer Engagement)	175,012	48,276
United Way Projects	192,068	189,836
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	66,611	66,386
Community Foundation of Ottawa (Employment Task Force)		
City of Ottawa (Crime Prevention)	34,646	138,736
Other grants	19,860	1,910
Fees for service	15,606	13,000
Other revenue	32,540	21,189
	<u>2,488,308</u>	<u>2,145,362</u>
<b>EXPENSES</b>		
Citizenship, Refugees & Immigration Canada (Job Search Workshop, English Language Training, Settlement Online Pre-Arrival and and FIN)	1,848,327	1,448,757
Ontario Ministry of Citizenship & Immigration (Job Match)	112,638	222,272
Ontario Ministry of Citizenship & Immigration (Not-for-Profit Employer Engagement)	175,012	48,276
United Way Projects	192,068	189,836
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	66,611	66,386
Community Foundation of Ottawa (Employment Task Force)		
City of Ottawa (Crime Prevention)	34,646	138,736
Other expenses	27,936	13,515
Amortization	955	958
	<u>2,458,193</u>	<u>2,128,736</u>
<b>NET REVENUE FOR THE YEAR</b>	\$ <u>30,115</u>	\$ <u>16,626</u>

## Program Update

# The Ottawa Job Match Network - 3M Model

On April 2018, the Ottawa Job Match Network (OJMN) program enhanced and redesigned its service delivery model aligning the program to the current recruitment trends and demands of the labor market in Ottawa. Branded as the 3M Model of the OJMN program, successfully screened in “job ready” clients get to work closely with a Recruitment Specialist for 3 months with the goal of placing the clients to employment within the 3-month period. Clients acquire sector specific information, up to date industry trends and insight, hands-on training marketability, employer led coaching sessions and vetting in order to provide them a competitive advantage in the job market.

**Over the 9-Month period, 70 new jobs were created with 61% of OJMN clients secured jobs in their fields and in related fields!**



**TD-World Skills Mentorship program had an employment success rate of 50% in 3 months**

**Accenture Mentorship program had an employment success rate of 45%!**

**Employer led sessions** were organized accelerating the number of new hires.

## World Skills' Board of Directors

**Leslie Emory**, President

**Carl Nicholson**, Treasurer

**Sharon Kan**, Secretary

**Mercy Lawluvi**, Vice President

**Abdirazak Karod**, Vice President

**Andrea Gardner**, Vice President

**Fred Awada**, Vice President

**Mengistab Tsegaye**, Executive Director (Staff)

## World Skills'

## Partners and Founding Members

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





## World Skills' Staff

Alyce Akineza Ndeze  
 Andreea Glavan  
 Andy Rapoch  
 Arjanit Balca  
 Atoosa Adnani  
 Barbara Hogan  
 Carmen Barbarasa  
 Charity Chavez  
 Charles Tshimanga  
 Chris Song  
 Doug Seanor  
 Emad Mohamed Abulmagd  
 Elmira Alim

Employment Counsellor/Facilitator  
 Ontario Facilitator, Job Search Strategies SOPA  
 Employer Engagement Specialist  
 Employment Counsellor, Career Transitions & Client Services  
 Manager, HR and Volunteer Services  
 Sector Specialist, JSW  
 Senior Career Strategist  
 Accountant  
 Employment Counsellor/Facilitator  
 Administrative Assistant OJMN  
 Employment Counsellor/Facilitator  
 Employment Counsellor/Facilitator & Recruitment Specialist  
 Ontario Intake Counsellor SOPA

Fatima Saadeddine	Employment Counsellor/Facilitator
Fe Esguerra	IT Consultant
Fouzia Regoug	Administrative Assistant /Receptionist
Gemma Follini	Senior Recruitment Specialist, OJMN Lead
Ghebre Isaac	Accountant
Hanieh Khoshkhou	Manager, Workplace Language Training
Ishoo Brar	Ontario Facilitator, Job Search Strategies SOPA
Jack De Jong	Employment Counsellor/Facilitator
Jeanne d'Arc Mukangarambe	Intake, Assessment and Referral Counsellor
Jo Moffatt	FIN Recruitment Specialist
Jocelyn Eissa	Bookkeeping Administrative Assistant
Lauren Lehman	Employer Engagement/Outreach Specialist
Ledianis Rivero Sosa	Manager, Client Services
Magdalene Cooman-Maxwell	Employer Engagement Consultant
Mengistab Tsegaye	Executive Director
Nadine Kamhieh	Employment Counsellor, RTE/Intake Counsellor SOPA
Naziana Chummun	Assistant, Client Services
Peggy Kelly	Liaison, Workplace Language Training
Ruth Onyancha	Consultant
Shahrzad Ghazimoradi	Administrative Assistant
Shabana Ansari	FIN Job Match Specialist
Yomi Ativi	IT Support Specialist
Leslie Hamel	ELT Teacher
Una Huzbasic	ELT Teacher
Wanqing Zang	ELT Teacher
Grace Sheng	ELT Teacher
Sara Tavasoli	On-The-Job Language Teacher
Tuong Hoang-nogc	On-The-Job Language Teacher

**We are poised to continue accompanying newcomers on their journey to employment in 2019.**

World Skills'

# Key Community Partners and Supporters

Access Employment Toronto

Business Development Bank of Canada

La Cité Collégiale

Economic and Social Council of Ottawa-  
Carleton

City of Ottawa

Federal Internship for Newcomers  
Program

Invest Ottawa

Carleton District School Board

Ottawa Community Loan Fund

Ottawa Local Immigration Partnership

Ottawa Public Library

Royal Bank of Canada

Toronto Dominion Bank

YMCA/YWCA

Algonquin College

Accenture

Cattelan Palmer Consulting

Export Development Canada

Chartered Professional Accountants  
Ontario

Hire Immigrants Ottawa

Ottawa Chamber of Commerce

Ottawa Employment Hub

Ontario Society of Professional Engineers

Pinecrest Queensway Community Health

Centre

Service Intégration Travail Outaouais

United Way Ottawa

**Thank you for your support and generosity.  
It makes a world of difference!**



# World Skills'

## Funders



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



Employment and  
Social Development Canada

Emploi et  
Développement social Canada



Thank you for enabling us to  
connect immigrants to employment.



[www.ottawa-worldskills.org](http://www.ottawa-worldskills.org)