



WORLD SKILLS
EMPLOYMENT CENTRE D'EMPLOI
COMPÉTENCES MONDIALES

CONNECTING IMMIGRANTS TO EMPLOYMENT



**ANNUAL
REPORT
2019
2020**

Letter from the President and the Executive Director

“It is not the strongest of the species that survives, nor the most intelligent. It is the one that is most adaptable to change.” – Charles Darwin

2020 was a year of reflection and re-evaluation for the entire world. Amidst the uncertainty and limitations imposed by ‘distancing’, our core values of compassion, respect, collaboration and optimism have provided solace. These values have also provided guidance to the settlement sector and the newcomer community in adapting to the ‘new normal’ and responding to changing norms within the labour market.

World Skills would first like to acknowledge and thank its staff; their dedication has allowed for a seamless transition in a chaotic time. We are grateful that they were able to open their homes to World Skills clients so we could keep serving our mission, and the fruits of their labour is evident in consistent client participation and satisfaction across our programs.

The pandemic has presented many formidable challenges. Job losses, shifting structure and dynamics of the labour market, and altered skills requirements to meet fluctuating labour demands have amplified the setbacks faced by newcomers. In a matter of days, our teams were asked to adapt to all of these changes, while also shifting to an online service delivery format. Eight months into the pandemic, the stories of success from across our programs are a testament to the hard work, resilience and commitment all the teams at World Skills.

In 2020, we served 3597 clients, of which over 1300 were able to secure commensurate employment. The year marked the end of our previous funding cycle. Our program evaluations indicate that all programs exceeded targets significantly, validating the growing demand for employment support in the newcomer community. We look to the beginning of a new five-year cycle for the ILMAP and FIN programs with steadfast resolve and enthusiasm!

2020 saw the initiation of the highly anticipated, Empowering Newcomer Women program, an action-research project to improve employment outcomes for visible minority newcomer women. As the program completes its first year, the interest generated among newcomer women, champions, employers and the community has been impressive. In fact, the success of this program has captured nation-wide attention and recognition of successful interventions for newcomer women in Canada. To date, the program has a >50% success rate; a remarkable achievement when compared with the 25% employment rate for women who were not able to benefit from the program.

We also successfully launched the Entrepreneurial Newcomers, Refugees and Immigrants Collaboration

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

Hub (ENRICH) despite the challenges associated with initializing a physical hub. The project has generated significant interest in aspiring entrepreneurs.

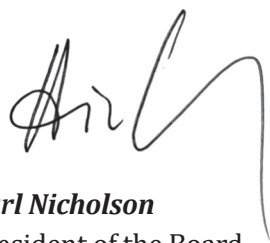
Going forward, we will continue to serve our clients with an enhanced capacity to respond to the structural changes in the labour market. The 'new normal' drives home the realization that a blended structure will be at the economic core of all sectors which offer services to people residing in Canada.

And with that we envision a five-pronged approach to help newcomers integrate in the labour market:

- Secure funds to incorporate digital skills into our programming, so we can best support newcomers to effectively navigate a structurally transformed labour market.
- Enhance organizational capacity to reach out to newcomers in underserved areas through a blend of online and in-person services.
- Implement a case management approach and build staff capacity to better support clients.
- Protect client confidentiality with an increased focus on cyber security to supplement the blended service delivery approach.
- Develop public and private partnerships to support newcomers in finding commensurate employment.

As we continue this journey of adaptation and development, we are grateful to our board members and to the funders who have supported us in setting our strategic goals, and shown faith in our vision during these challenging times. We dearly appreciate the dedication and trust of our staff, volunteers and clients.

As we navigate these unprecedented times, our strength lies in continued partnership, collaboration with our founding member agencies, and with the communities we serve. We will move forward with confidence, together.



Carl Nicholson
President of the Board



Mengistab Tsegaye
Executive Director

Mot du

Président et du Directeur Général

“Ce n’est pas la plus forte des espèces qui survit, ni la plus intelligente. C’est seulement celle qui s’adapte le plus au changement.” – Charles Darwin

2020 fut une année de réflexion et de réévaluation pour le monde entier. Au milieu de l’incertitude et des limitations imposées par la “distanciation”, nos valeurs fondamentales de compassion, de respect, de collaboration et d’optimisme ont apporté un réconfort. Ces valeurs ont aussi donné une direction au secteur de l’établissement et de la communauté du nouvel arrivant pour s’adapter à la “nouvelle normalité” et pour répondre aux normes changeantes du marché du travail.

Compétences Mondiales voudrait d’abord reconnaître et remercier son personnel. Son dévouement a permis une transition en douceur dans un temps chaotique. Nous leur savons gré d’avoir pu ouvrir leurs maisons aux clients de Compétences Mondiales, si bien que nous avons pu continuer à remplir notre mission, et les fruits de leur travail sont manifestes dans la participation et la satisfaction constantes des clients dans nos programmes.

La pandémie a posé plusieurs défis formidables. Pertes d’emploi, changement de structure et de la dynamique du marché de travail et altération des exigences en matière des compétences pour se conformer aux demandes d’un marché d’emploi en fluctuation ont amplifié les obstacles auxquels sont confrontés les nouveaux arrivants. En quelques jours, nos équipes ont été priées de s’adapter à tous ces changements et, par la même occasion, de migrer vers un format d’offre de service en ligne. En huit mois de pandémie, les récits de succès venant de tous nos programmes témoignent du travail acharné, de la résilience et de l’engagement de toutes les équipes de Compétences Mondiales.

En 2020, nous avons servis 3597 clients, dont plus de 1300 ont pu obtenir un emploi leur correspondant. Cette année a marqué la fin de notre précédent cycle de financement. Les évaluations de nos programmes indiquent que tous nos programmes ont dépassé significativement leurs objectifs fixés, confirmant ainsi la demande croissance d’aide à l’emploi dans les communautés des nouveaux arrivants. Nous envisageons avec détermination inébranlable et enthousiasme le début d’un nouveau cycle de financement de cinq ans pour les programmes ILMA et PFSNA.

2020 a vu le lancement d’un programme très attendu, Autonomisation des Femmes Nouvelles Arrivantes (AFNA), un projet d’action et de recherche pour améliorer les résultats en matière d’emploi pour les femmes nouvelles arrivantes des minorités visibles. Alors que le programme termine sa première année, l’intérêt suscité parmi les femmes nouvelles arrivantes, les champions, les employeurs et la communauté a été impressionnant. En effet, le succès de ce programme a attiré l’attention à l’échelle nationale et la reconnaissance des interventions fructueuses des femmes nouvelles arrivantes au Canada. À ce jour, le programme affiche un taux de succès de plus de 50%, un accomplissement remarquable comparé à 25% du taux d’emploi des femmes quand elles ne bénéficiaient pas du programme.

Mot du

Président et du Directeur Général (suite)

Nous avons aussi lancé avec succès le Carrefour de Collaboration en Entrepreneuriat pour Nouveaux arrivants, Réfugiés et Immigrants (CCENRI) en dépit des défis liés au lancement du carrefour physique. Le projet a suscité un intérêt significatif auprès des futurs entrepreneurs. À l'avenir, nous continuerons à servir nos clients avec une capacité accrue de réponse aux changements structurels du marché du travail. La "nouvelle normalité" amène à comprendre qu'une structure combinée sera au cœur de l'économie de tous les secteurs qui offrent des services aux personnes résidant au Canada.

Ainsi, nous envisageons une approche en 5 volets pour aider les nouveaux arrivants s'intégrer dans le marché du travail :

- Obtenir des fonds pour intégrer les compétences numériques dans nos programmes afin que nous puissions mieux aider les nouveaux arrivants à s'orienter efficacement dans un marché du travail structurellement transformé.
- Renforcer la capacité organisationnelle pour atteindre les nouveaux arrivants dans les zones mal desservies grâce à une combinaison de services en ligne et en personne.
- Mettre en place une approche de gestion des cas et renforcer les capacités du personnel pour mieux soutenir les clients.
- Protéger la confidentialité des clients en mettant davantage l'accent sur la cybersécurité pour appuyer l'approche de prestation de services combinés.
- Développer des partenariats publics et privés pour aider les nouveaux arrivants à trouver un emploi qui leur correspond.

Alors que nous poursuivons ce chemin d'adaptation et de développement, nous sommes reconnaissants aux membres de notre conseil d'administration et aux bailleurs de fonds qui nous ont soutenus dans la définition de nos objectifs stratégiques et ont montré leur foi dans notre vision en ces temps difficiles. Nous apprécions de tout cœur le dévouement et la confiance de notre personnel, de nos bénévoles et de nos clients.

Pendant que nous traversons ces temps sans précédent, notre force réside dans un partenariat continu, dans la collaboration avec les agences-membres fondatrices et avec les communautés que nous servons. Nous avancerons avec confiance, ensemble.



Carl Nicholson
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
EMPLOYMENT CENTRE D'EMPLOI
COMPÉTENCES MONDIALES

Connecting Immigrants to Employment

OUR CORE VALUES



PARTNERSHIP

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



EMPOWERMENT

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



SERVICE EXCELLENCE

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



RESPECT FOR DIVERSITY

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



ACCOUNTABILITY AND INTEGRITY

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

Partnership

Embracing Newcomer Women

Sharing Diverse Perspectives in Labour Market Integration



International Women's Day (IWD) is an annual celebration of the social, economic and political achievements of women around the globe. In recognition of this important day, the Royal Bank of Canada extended a special invitation to the staff and female clients of World Skills Employment Centre, to join them for an evening of celebration.

The theme of the event was 'Be the Hero - Speak Up for Inclusion.' Attended by over 100 participants comprised of World Skills clients, senior management and RBC managers, the IWD event featured opening remarks from Marjolaine Hudon, (RBC Royal Bank Regional President, Ontario North & East), followed by presentations from Louise Summers, (RBC Royal Bank, Regional Vice President - Ottawa Central) and Magdalene Cooman (Senior Program Director, World Skills).

Many inspirational stories about the role of women and their contributions to society were shared during the event, and participants were treated to a video screening created by Magdalene Cooman specifically for the occasion. The video, 'A Labour Market Vision for Immigrant Women' showcased several female staff at World Skills who shared their perspectives on a vision for labour market integration. The evening closed with a networking activity to foster camaraderie among participants.

Our vision is for immigrant women to be financially independent, emotionally strong and empowered to take care of themselves, their families and to contribute towards building Canada. We want Canada to be the number one country for gender equality, appreciation of diversity and inclusion, in all spheres of life. We want to acknowledge our talent and power; grow our careers; become leaders, entrepreneurs and great citizens. We envision a future where successful immigrant women are empowering one another and inspiring the younger generation to an even greater future, built with confidence and a sense of belonging. We want to hear the voices of immigrant women proclaim, "YES! I made the right choice to come to Canada!"

These words, beautifully articulated by our own, Magdalene Cooman, speak to the labour market vision of women as embodied in the theme for IWD 2020: 'I am Generation Equality'. It envisages equal employment opportunity for newcomer women and awareness of the richness of their skills, strengths and talents. Employer partnerships and collaboration across the settlement sector ensure that this aim

will be fully realized in the near future. We are pleased and extremely proud to share this vision with the Royal Bank of Canada:

“International Women’s Day is an important opportunity to celebrate the many women who contribute every day to our success – in our organization, within our communities and around the world” says Heidi Hamdan, Branch Manager-RBC Royal Bank. “In March 2020, we marked this day with our valued community partner, World Skills Employment Centre. This is an important partnership to RBC because it allows us to champion newcomers to the Canadian labor market. It’s a way to help facilitate integration, learning and growth in our communities.

Diversity and inclusion are core values at RBC. Hosting this event was an incredible way to meet with newcomer talent as they shared their inspiring stories, and to bring together newcomer heroes with RBC leaders, to support them to achieve their career goals. As a mentor myself, I was amazed by their strength, determination and resiliency.

There is power in diversity. This community partnership is an example of how we support inclusion through action. We are proud to support the Empowering Visible Minority Newcomer Women to Succeed in the Canadian Labour Market initiative.”

Heidi Hamdan, Branch Manager
RBC Royal Bank



Respect for Diversity

Volunteers - A Core Strength

World Skills' mission - to help newcomers integrate into the Canadian labor market is supported by a rich and diverse team of dedicated volunteer experts. OurA key pillar that supports World Skills in serving its vision is a rich and diverse team of volunteers who dedicate their time and help newcomers integrate in the Canadian labour market. The Interview Roulette and and Resume Clinics provide an important coaching platform were for them as they work tovolunteers support coach newcomers to in enhancing enhance their job-readiness and communicateing their strengths to potential employers.



Atoosa Adnani

Manager, HR & Volunteer Services, World Skills Employment Centre

The most rewarding job at World Skills is one that allows you to be in touch with both our amazing, expert and professional volunteers and the talented clients who come from all over the world to grace Canada with their skills and expertise. I've had the bounty to have this task throughout the many years I've been coordinating the World Skills' Interview Roulette and Resume Clinics . Both these programs started more than 10 years ago as very small services, which have grown exponentially. They are the only services completely staffed by expert volunteer coaches who come from extremely diverse backgrounds and experiences, who want to make a difference and give back to their communities. Connecting them to clients who value and are immensely grateful of their work is a true blessing.

Carly Hunt

Volunteer Coach Interview Roulette

Three years ago I joined World Skills to help clients polish their interview skills. My experience in interviewing and coaching through my years at the Bank of Canada and as board chair of an HR Committee in a small non- profit made it the right volunteer opportunity for me.

I see the talented people I meet at World Skills as such an asset to any organization. Canada is lucky to have such a gift in these young people and I am lucky too. Along with a very supportive staff to all volunteers, this really makes for a most enjoyable volunteer job.





Michael Smolinski
Volunteer Coach Resume Clinic

I volunteer as a resume coach at World Skills' resume clinic, where I help newcomers to Canada update their resumes and find a job in a new country. It's a humbling experience. Each week, I have the great pleasure of meeting tremendously talented, thoughtful, passionate and courageous individuals who have left their homes and communities behind in order to come to Canada. I view my role as simply helping them communicate these amazing qualities and experiences through their resume, hopefully making the process of putting down new roots here just a little bit easier.

One of the rewarding aspects of volunteering with World Skills has been applying my professional background and knowledge in public policy to help my clients as they apply to positions within this particular field. Even more gratifying is when a previous client reaches out to me, sometimes months later, to let me know that they have secured a job in their desired field of work. It reminds me that my work here makes a real difference in people's lives.

Manpreet Kaur, a World Skills client had this to say about the program:

Manpreet Kaur
Client

Being a recruiter from India and having 3 years of experience in recruitment and customer service, I came across the services provided by World Skills – It turned out to be the only organization that provides employment services in the most refined and practical manner. I have taken part in numerous workshops. The Interview Roulette consisted of 7 to 8 interviewers, each of them prepared me for different interview scenarios that helped me gain a lot of confidence. If you are a newcomer and looking for help with your resume, this is the place. The Resume Clinic was also very beneficial, the feedback provided by the coach was extremely valuable and helped me target my resume fittingly for the jobs. To talk about the staff, I would say they are always just one call or an email away! Happy to be a client of World Skills.



We Served

3,597
Newcomers



That's **14** new clients every day!*

Bachelor
42%

Master
36%

Diploma
6%

High School
6%

PhD
5%

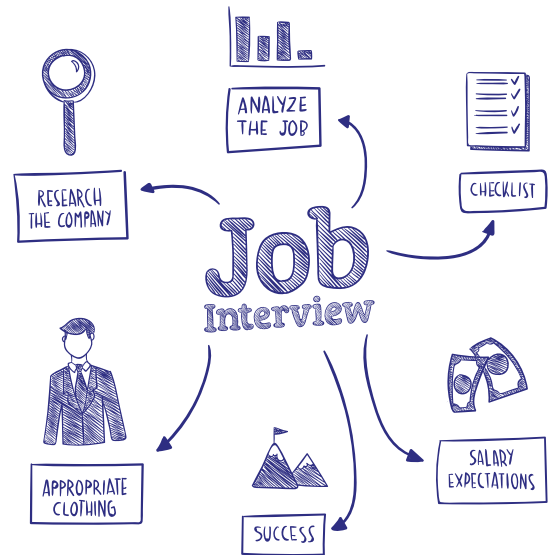
Other
6%

We Provided



2,763

Employment counselling and coaching sessions



2,295

Clients benefited from

703

workshops, events,
training sessions

Our Volunteers

466

Volunteer hours donated by

49

Professional coaches
and volunteers



Interview Roulette

8 roulettes

106 clients



Résumé Clinic

146 clinics

281 clients

Our Success

1,334

Clients found
employment

377

Employers engaged for
hiring newcomer talent



Empowerment

The Empowering Newcomer Women Program: *A Year of Inspiration, Connection, & Growth*

In July 2019, in partnership with Immigrant Women Services Ottawa, World Skills Employment Centre embarked on a new initiative, Empowering Visible Minority Newcomer Women to Succeed in the Canadian Labour Market (ENW); an Ottawa-centric initiative that is part of our larger Pan-Canadian research pilot, Career Pathways for Visible Minority Newcomer Women (CPVMNW). The objective of these efforts is to explore the effectiveness of four distinct models of employment service intervention, in order to identify best practices in supporting visible minority newcomer women to secure meaningful employment. The project is funded by Immigration Refugees Citizenship Canada and managed by Social Research Demonstration Corporation (SRDC).

World Skills is testing two of these models through a random control program design and hopes to engage with 900-1000 visible minority newcomer women over a two-year period.

Model 2 focuses on Portfolio Development, and provides 55 hours of training to program participants to support them in career planning through portfolio building activities centred on Canadian Workplace norms.

Model 3 is Partnering in Workforce Development. This model provides 48 hours of training to participants and it is designed to support them to access the labour market through targeted activities such as identification of skills and gaps, career mapping, customization of resumes and cover letters, interview preparation, professional branding and the development of an action plan.

Both models connect program participants to employers through a range of employer engagement activities such as targeted recruitment events, employer information sessions, networking and coaching events, informational interviews, self-leadership workshops and mentorship through the Circle of Champions.

Currently, there are 105 professionals who form the Circle of Champions. Program participants are matched to these professionals or 'Champions' who guide them in overcoming personal and professional barriers to employment. The program has also succeeded in securing Corporate Employer Champions such as RBC and FLEX. Both of these employers have joined the program as employers and have facilitated several mentorship matches between their staff and program participants.

Congratulations to the ENW team for successfully completing one year with full participant retention! The ENW team is passionate about bridging newcomer women into the labour market and this can be seen daily in their caring and enthusiastic support of our program participants.

Over 115 program participants have gained commensurate employment through support and hard work of the ENW team.

A Year in Review September 2019-2020

Intakes and Assessment	544 Clients	Clients assigned to Model 2 (PG)	58
Information Sessions	59	Employment Success Rate-M2 (PG)	29%
Client Participation in Information Sessions	750	Clients assigned to Model 3 (PG)	160
Clients participating in the program	426	Employment Success Rate-M3 (PG)	48%
Clients assigned to the program group (PG)	218	Clients matched with a Champion	108



“The happiness I experienced here was contagious. ENW doesn’t just go through development topics; you empower us, women. I feel more enthusiastic and confident, aside from the knowledge. I feel empowered to conquer the world!”

Diane, ENW Participant-Model 2

“These past weeks in the program have been amazing. I found other women in the same situation as me. I don’t feel alone anymore. Before, I didn’t know what to do, now all my questions have been answered. I now know what I need to work on; I know the right way. This definitely met my expectations and way beyond that.”

Bruna, ENW Participants-Model 2

“I am empowered to succeed; I’m blessed to be a part of this program. I’ve attended other workshops before; however, everything in ENW is starting to work. It’s such an amazing experience and an amazing team that provides daily encouragement. I’m empowered to not only help myself but to help other newcomer women as well.”

Amani, ENW Participant-Model 3

“The most helpful aspect I see and love about this program is that it gives protégés a sense of belonging. This way, they feel welcomed and appreciated in their new community and also as a champion, it is satisfying to know you have a hand in developing and improving the quality of our existing and growing community”

Champion

“From a Champion’s perspective, I love the opportunity to meet these amazing individuals and see how they are adapting to life in Canada, I am impressed by how resilient, professional and engaging they are. I learn a lot as well. If I am able to help in any capacity I am happy to do so.”

Champion

Service Excellence

Lovelyn Ubanga's Story

I first learned about World skills through a relative who had heard of their Career Transition Program for internationally trained health professionals. I sent Shola, (an Employment Advisor at World Skills) an email, and we got in touch about having a meeting once I had landed in Ottawa. She also referred me to some pre-landing resources which were helpful. Once in Ottawa, my credentials were evaluated, and I was invited to join the next cohort for World Skills' Career Transitions Workshop.

At the beginning of the workshop, I was able to socialize and meet other people in similar situations, and this was very important, as it boosted my morale. I learned a lot about the Canadian healthcare system, and how I could leverage my experience and adapt it to suit the Canadian workforce. With the skills I acquired at the workshop, I was better able to tailor my CV to desired job roles. A professional editor (Leah) from World Skills edited (and still edits) my CV for each job application. I soon got an interview for an administrative role at The Ottawa Hospital which I was able to ace after the mock interviews I'd had with the World Skills team.

Perhaps the most beneficial aspect of the workshop came at the end, when I had a private meeting with Shola and Michele to discuss my action plan and how to meet my professional goals. This meeting provided me with all the resources I needed to apply for and write my medical professional exams. I wrote and passed my two professional exams as well as two other exams necessary for residency applications within a year of arriving in Canada.



Through the process of developing an individualized action plan, I realized it was time to get some Canadian clinical experience in order to improve my chances of matching to a residency program after passing my first exam. Again, I reached out to Michele and Shola who connected me with a family practice here in Ottawa. I started as a volunteer clinical assistant in August 2020 and was converted to a full-time staff in October of the same year. I currently train newer clinical assistants.

At every stage since arriving in Canada, World Skills has been there for me, and they are an integral part of my Canadian success story. I have made lifelong friendships and connections through my experience with World Skills, and have developed my own support system. I am currently applying for residency positions, and I am confident that I have the skills necessary to navigate this new world of mine, regardless of what the future holds.

Accountability and Integrity

Employee Recognition

Our consistent successes are defined by the efforts of a team that takes ownership of our vision every day: an inclusive Canada that values the skills and talents of newcomers. We would like to acknowledge the commitment and dedication of our employees to World Skills and to the communities that we support. Thank you and well done!

This year we would like to extend congratulations to two employees who are celebrating their 10-year anniversary with World Skills. In addition, four staff members completed Essential Skills Training and are now qualified as Essential Skills Practitioners; we are thankful and proud!



Ledianis Rivero Sosa
Director, Client Services

My journey at World Skills started in December of 2009 as a volunteer; I then went on to secure a short-term contract as an admin assistant and later on a more permanent role as program support in 2011. From then on, I continued to grow both personally and professionally until I was promoted to Director of Client Services in June of 2020.

World Skills for me is more than a workplace, it has become part of my life in ways I could have never anticipated. Being a newcomer, with no other family or support system than my spouse and my young child born here, working at a place that embraces and celebrates us is very important and I am very grateful to my colleagues at World Skills for having done that. At World Skills I can be myself, I can cry and laugh, and still do my job professionally and be held to the highest standards as an employee and as an individual. Receiving a recognition for 10 years of contribution to World Skills makes me incredibly proud and I only wish that these 10 years have, at least in a small way, begun to repay what they have done for me. Thank you World Skills for allowing me to learn and shine, I thank you for your contribution to my personal and professional development and growth.





Charles Tshimanga Bakankana
Employment counselor/Facilitator

I am deeply touched by this recognition and I extend my thanks to World Skills Employment Centre. I accept this certificate with a deep sense of humility. I realize that love, friendship, support and team spirit of my colleagues, supervisors and our chief executive director have played a big role in my journey and my work since I landed in this beautiful country. I also extend my thanks to our beloved clients from diverse backgrounds for their confidence and trust in us. They have been and will always be the unique and great reason of our organization, the core and the focus of our work. They make things happen, shape the landmark of our communities and bring sense to our daily duties. I truly consider this certificate as a reward of everybody and I am proud to share it with you, colleagues and clients. For the holistic meaning and human value of this recognition, all my humble and sincere thanks.



Essential Skills Practitioner Certification

We would like to congratulate Alyce Akineza Ndeze, Fatima Saadeddine, Hager Abdelmoneim and Suzanne Knight for their success in completing the intensive Essential Skills Practitioner Training, and Work Experience Study as of June 2020, qualifying them as Certified Essential Skills Practitioners!

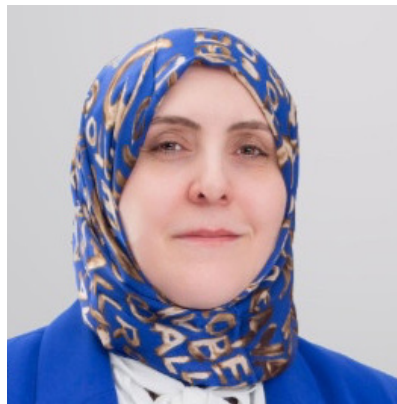
The Essential Skills Practitioner Training program teaches participants how to integrate task-based Essential Skills - as identified by Human Resource & Service Development Canada (HRSDC) - into the work they will be doing with learners. The program helps participants understand and interpret Essential Skills Assessments and how to design activities that take a construct approach to build on a learner's existing skills. Applied learning from this training has contributed significantly to the success of the Model 2 stream of the ENW program.



Alyce Akineza Ndeze



Hager Abdelmoneim



Fatima Saadeddine



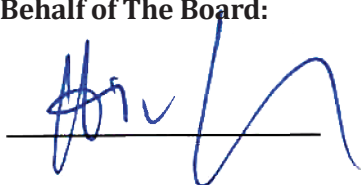
Suzanne Knight

Audited Statement of Financial Position as at June 30, 2020

	ASSETS	2020	2019
CURRENT ASSETS			
Cash and equivalents (Note 2a)		\$ 930,141	\$ 397,901
Accounts receivable		43,815	7,961
HST receivable		16,971	17,498
Project receivables		342,421	103,438
Prepaid expenses		4,618	14,188
		<u>1,337,966</u>	<u>540,986</u>
LONG-TERM ASSETS			
Long-term investments (GIC)		<u>0</u>	<u>1,837</u>
TOTAL ASSETS		<u>\$ 1,339,803</u>	<u>\$ 810,278</u>
LIABILITIES AND NET ASSETS			
CURRENT LIABILITIES			
Accounts payable and accrued liabilities		\$ 157,574	\$ 108,959
Deferred revenue (Note 4)		564,270	118,972
Funds held in trust		4,794	10,940
		<u>726,638</u>	<u>238,871</u>
NET ASSETS			
Internally restricted for infrastructure		92,500	92,500
Internally restricted for program development		19,500	19,500
Internally restricted for program development		1,837	0
Unrestricted		499,328	459,407
		<u>613,165</u>	<u>571,407</u>
TOTAL LIABILITIES AND NET ASSETS		<u>\$ 1,339,803</u>	<u>\$ 810,278</u>

Approved on Behalf of The Board:

Director



Director



Audited Statement of Revenue and Expenditures for the year ended June 30, 2020

REVENUES	2020	2019
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language Training, Settlement Online Pre-Arrival and FIN)	\$ 1,581,850	\$ 1,508,500
Ottawa Community Loan Fund (OCLF)	159,853	89,893
ISANS/CCI (Settlement On-Line Pre-Arrival)	306,004	275,757
Job Match/General - World Skills	47,389	110,508
Social Research and Demonstration Corporation (Career Pathways)	1,024,346	0
United Way Projects	134,397	173,037
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	68,940	66,401
Community Foundation of Ottawa (Employment Task Force)	0	4,884
Other grants	0	17,720
Fees for service	6,470	10,214
Other revenue	21,500	6,385
	<u>3,350,749</u>	<u>2,263,299</u>
 EXPENSES		
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language Training, Settlement Online Pre-Arrival and FIN)	1,581,850	1,784,257
Ottawa Community Loan Fund (OCLF)	159,853	89,893
ISANS/CCI (Settlement On-Line Pre-Arrival)	306,004	0
Job Match/General - World Skills	25,275	167,168
Social Research and Demonstration Corporation (Career Pathways)	1,024,346	0
United Way Projects	134,397	173,037
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	68,940	66,401
Community Foundation of Ottawa (Employment Task Force)	0	4,884
Other expenses	7,980	24,661
Amortization	346	0
	<u>3,308,991</u>	<u>2,310,301</u>
 NET REVENUE FOR THE YEAR	<u>\$ 41,758</u>	<u>\$ (47,002)</u>

Program Update

ONE Hub - Ottawa Newcomer Entrepreneurs Hub

In collaboration with partners¹, including the Ottawa Community Immigrant Services Organization (OCISO) and the Ottawa Community Loan Fund (OCLF), World Skills is rolling out the game-changing ENRICH program - a five-year initiative that supports the social and economic integration of aspiring entrepreneurial newcomers.

Informally known as ‘ONE Hub’ (Ottawa Newcomer Entrepreneurs Hub), the ENRICH program provides tailored, relevant training and mentorship for newcomer entrepreneurs to help remove existing barriers to self-employment. It also guides participants through an array of supports to drive their success, including identification of funding opportunities; alumni programming; work shadowing; business coaching; and networking opportunities. Incubation space is provided to maximize collaboration; and participants can benefit from the support of coalition SMEs and corporate partners.

Program objectives are to:

- Increase understanding of entrepreneur clients needs and provide them with appropriate linkages to other services;
- Enhance clients’ knowledge, skills, and connections to prepare them for the Canadian labor market in the context of entrepreneurship
- Work in partnership with other organizations to deliver responsive, coordinated services.

These are accomplished through a series of phased trainings, as outlined in the table below.

Entrepreneurship		Specialized Technical Training
Level 1	Foundations of Entrepreneurship – theoretical concepts and definitions	<ul style="list-style-type: none"> • Knowledge development in specific industries • Skills development
Level 2	Building a Business – the “how to” of entrepreneurship	
Level 3	Launching a Business – advanced knowledge and skills development	

OTAWA NEWCOMER ENTREPRENEURS HUB

ELIGIBILITY CRITERIA:

- Current & aspiring newcomer entrepreneurs at any stage
- Permanent Resident or Convention Refugee Status residing in Ottawa with CLB 5+

An initiative of the ONE Hub partners:



SERIES OF SMALL COMPANIES

PINECREST-QUEENSWAY

COMMUNITY HEALTH CENTRE

vitesse

Re-Skilling Canada Inc.

Re-skilling professionnelle Canada Inc.

Funded by: Financed par:



Immigration, Refugees and Citizenship Canada

Immigration, Réfugiés et Citoyenneté Canada

¹Other community partners include Vitesse Re-Skilling Canada, Karla Briones Consulting and Pinecrest-Queensway Community Health Centre.

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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)



We are poised to continue accompanying newcomers on their journey to employment in 2021.

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World Skills'

Key Community Partners and Supporters

ACCES Employment Toronto

Business Development Bank of Canada

La Cité Collégiale

Collégiale

Economic and Social Council of Ottawa-Carleton

City of Ottawa

Federal Internship for Newcomers Program

Invest Ottawa

Ottawa Carleton District School Board

Ottawa Community Loan Fund

Ottawa Local Immigration Partnership

Ottawa Public Library

Toronto Dominion Bank

YMCA/YWCA

Algonquin College

Accenture

Cattelan Palmer Consulting

Export Development Canada

Chartered Professional Accountants Ontario

Ottawa Board of Trade

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

Royal Bank of Canada (RBC)

**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.



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