

10+

YEARS *of* EXCELLENCE

Thank You

FOR YOUR INVALUABLE CONTRIBUTION!



WORLD SKILLS
EMPLOYMENT CENTRE D'EMPLOI
COMPÉTENCES MONDIALES

CONNECTING IMMIGRANTS TO EMPLOYMENT

ANNUAL REPORT
2020-2021

Letter from the President and the Executive Director

“The first step binds one to the second.” – French Proverb

As we conclude a year fraught with uncertainty and loss for many, we reflect on the seemingly unsurmountable challenges and hard questions our organization faced at the onset of the pandemic. Along with the shift in service delivery came concerns about the efficacy of online workshops, zoom fatigue and clients who had limited access to technology and/or digital skills.

What remained was our dedication to World Skills' vision and mission, and the invaluable cohesion that exists within and across its programs. Everyone held hands as we took small steps into an unfamiliar territory with a zeal to ensure that no client or staff member was left out or left behind.

Now as we look back, our list of achievements is long and full of important landmarks. Our goal was two-pronged: 1) to equip our clients with resources and networking opportunities in a significantly altered labour market, and 2) to build our capacity to address knowledge gaps while strengthening our case management system. And we have been busy!

We enhanced our programming to cater to client needs and provide additional support. We updated curriculum for our flagship program, the Job Search Workshop (JSW), delivered in partnership with 6 LASI agencies, and tailored our Workplace Language Training Program to offer more sector-specific language training support. These efforts ensured that our clients had up-to-date knowledge and were ready to navigate the labour market.

On the employer engagement front, World Skills organized its first Virtual Job Fair and Symposium in March 2021 through a dynamic platform that allowed employers and sector experts to deliver online sessions, post jobs and network with clients. Over 1000 newcomers attended the 3-day event which showcased 23 employer information sessions and 18 learning forums. All sessions were invigorating and responded to a wide array of questions raised by our clients.

Building on our longstanding partnerships with employers in the public sector, World Skills coordinated a recruitment drive for Employment and Social Development Canada (ESDC). There was immense interest from ESDC hiring managers, with 86% of our clients retained in the pool and ten+ clients hired.

In addition to our program enhancement and employer engagement efforts, we built our internal capacity through case management trainings; a collaborative client-driven approach that seeks to coordinate a broad range of services and resources in response to client needs and aspirations to integrate in the labour market. These trainings enabled our team to analyze our client journey and devise solutions for improvement in service delivery.

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

The year also marked the initiation of the Entrepreneurial Newcomer Refugees Immigrants Collaboration Hub (ENRICH) program, more commonly known as One Hub. Despite being delayed six months due to COVID, the program has since generated great interest, and has enjoyed steady participation from aspiring entrepreneurs.

We are also happy to share that the Empowering Newcomer Women program, a research project managed by Social Research Demonstration Corporation (SRDC) and implemented by World Skills has received funding approval to extend its services to visible minority newcomer women until March 2023. The program was scheduled to end in June 2021, but we are confident that its success in supporting clients find commensurate employment will underpin its longevity and growth in the long run.

We served 2023 clients in the 9-month fiscal year from July 2020 to March 2021, of which 551 clients found commensurate employment. This is a shorter year as we aligned our fiscal year with our funding cycle. Despite the challenges associated with online service provision, we not only met our targets but significantly exceeded our numbers for employment counselling across programs. In response to a rising demand for our services, we also expanded our team in key areas of client support.

A more promising public health outlook, combined with our eagerness to meet clients in person and to work in proximity with team members will be the main drivers of our gradual return to in-person services. As we prepare to return, we are excited about new programs, activities and enhanced support that will help newcomers achieve their career goals.

As we pride ourselves on having come a long way, we are grateful to our board members for strengthening us with strategic guidance and to our funders for their support in addressing client needs. We deeply appreciate the dedication and trust of our staff, volunteers and clients.

We are ever more confident that our values and collaboration with all our stakeholders will keep us on the path to success and growth. We move forward prepared and better equipped to support accelerated newcomer integration in the labour market.



Carl Nicholson
President of the Board



Mengistab Tsegaye
Executive Director

Président et du Directeur Général

“Le premier pas engage au second.” - Proverbe français

Au terme d’une année pleine d’incertitudes et de pertes pour plusieurs, nous réfléchissons aux défis apparemment insurmontables et aux questions difficiles auxquels notre organisation a été confrontée au début de la pandémie. Parallèlement au changement dans la prestation de services, des inquiétudes ont surgi quant à l’efficacité des ateliers en ligne, à la fatigue due au zoom et aux clients ayant un accès limité à la technologie et/ou aux compétences numériques.

Ce qui a subsisté, c’est notre dévouement à la vision et à la mission de Compétences Mondiales, ainsi que l’inestimable cohésion qui existe dans et à travers ses programmes. Tout le monde s’est tenu par la main alors que nous faisons de petits pas dans un territoire inconnu avec le zèle de nous assurer qu’aucun client ou membre du personnel ne soit laissé de côté ni abandonné.

Maintenant, en jetant un regard en arrière, la liste de nos réalisations est longue et pleine de jalons importants. Notre objectif était double : 1) doter nos clients de ressources et de possibilités de réseautage dans un marché du travail considérablement modifié, et 2) développer notre capacité à combler les lacunes en matière de connaissances tout en renforçant notre système de gestion des cas. Et nous avons été occupés!

Nous avons renforcé notre programmation pour répondre aux besoins des clients et fournir un soutien supplémentaire. Nous avons mis à jour le curriculum de notre programme phare, l’Atelier de Recherche d’Emploi (ARE), offert en partenariat avec 6 agences LASI, et adapté notre programme de Formation Linguistique en Milieu de Travail afin d’offrir un soutien de formation linguistique davantage lié au secteur spécifique. Ces efforts ont permis à nos clients de disposer de connaissances mises à jour et d’être prêts à se mouvoir dans le marché du travail.

En ce qui concerne l’engagement des employeurs, Compétences Mondiales a organisé sa première Foire d’emploi virtuelle et son premier Symposium en mars 2021 à travers une plateforme dynamique qui a permis aux employeurs et aux experts du secteur d’animer des sessions en ligne, de publier des offres d’emploi et de se connecter avec les clients. Plus de 1000 nouveaux arrivants ont participé à cet événement de 3 jours qui a présenté 23 sessions d’information pour les employeurs et 18 forums d’apprentissage. Toutes les sessions ont été stimulantes et ont répondu à une vaste gamme de questions posées par nos clients.

S’appuyant sur ses partenariats de longue date avec des employeurs du secteur public, Compétences Mondiales a coordonné une campagne de recrutement pour Emploi et Développement Social Canada (EDSC). Il y a eu un immense intérêt des gestionnaires d’embauche d’EDSC, avec 86 % de nos clients retenus dans le bassin et plus de dix clients embauchés.

Outre nos efforts de renforcement du programme et d’engagement des employeurs, nous avons renforcé notre capacité interne par des formations à la gestion de cas, une approche collaborative axée sur le client qui vise à coordonner une vaste gamme de services et de ressources en réponse aux besoins et aux aspirations du client à s’intégrer dans le marché du travail. Ces formations ont permis à notre équipe d’analyser le cheminement de nos clients et de trouver des solutions pour améliorer la prestation de services.

Mot du

Président et du Directeur Général (suite)

L'année a également marqué le lancement du programme Carrefour de Collaboration en Entrepreneuriat pour Nouveaux arrivants, Réfugiés et Immigrants (CCENRI), plus communément connu sous le nom de "One Hub". En dépit du retard de six mois dû à la COVID, le programme a depuis lors suscité un grand intérêt et bénéficié d'une participation régulière de la part des aspirants entrepreneurs.

Nous sommes également heureux d'informer que le programme Autonomisation des Femmes Nouvelles Arrivantes (AFNA), un projet de recherche géré par la Société de Recherche Sociale Appliquée (SRSA) et mis en œuvre par Compétences Mondiales, a reçu une approbation de financement pour étendre ses services aux femmes nouvelles arrivantes de minorités visibles jusqu'en mars 2023. Il était prévu que le programme prenne fin en juin 2021, mais nous sommes convaincus que son succès à aider les clientes à trouver un emploi sur mesure assurera sa longévité et sa croissance à long terme.

Nous avons servi 2023 clients au cours de 9 mois de l'année fiscale allant de juillet 2020 à mars 2021, dont 551 ont trouvé un emploi correspondant. Ceci est une année fiscale plus courte car nous avons aligné notre année fiscale sur notre cycle de financement. Malgré les défis associés à la prestation de services en ligne, nous avons non seulement atteint nos objectifs, mais aussi dépassé largement nos chiffres pour le counseling en emploi dans l'ensemble des programmes. En réponse à une demande croissante pour nos services, nous avons également élargi notre équipe dans des domaines clés du soutien aux clients.

Des perspectives de santé publique plus prometteuses, combinées à notre empressement à rencontrer les clients en personne et à travailler en proximité avec les membres de l'équipe, seront les principaux moteurs de notre retour progressif aux services en personne. Alors que nous nous préparons au retour, nous sommes emballés par les nouveaux programmes, les nouvelles activités et le soutien accru qui aideront les nouveaux arrivants à atteindre leurs objectifs de carrière.

Fiers d'avoir parcouru un long chemin, nous sommes reconnaissants aux membres de notre conseil d'administration de nous renforcer par des conseils stratégiques et à nos bailleurs de fonds de nous appuyer pour répondre aux besoins des clients. Nous apprécions de tout cœur le dévouement et la confiance de notre personnel, de nos bénévoles et de nos clients.

Nous sommes de plus en plus convaincus que nos valeurs et la collaboration avec toutes nos parties prenantes nous maintiendront sur la voie du succès et de la croissance. Nous allons de l'avant préparés et mieux équipés pour soutenir l'intégration accélérée des nouveaux arrivants dans le marché du travail.



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
Entrepreneurship**

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 national, regional and local partnerships 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

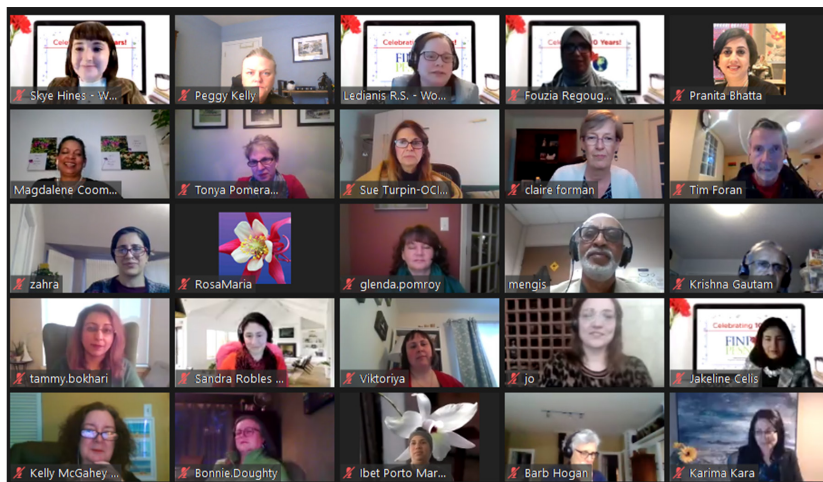
We believe everyone must take ownership of their actions and responsibilities.

Partnership

The success of World Skills programs over the past 20 years is directly attributable to the unfailing support we receive from our partners in the Public and Settlement Sectors, regionally and nationally. We would like to acknowledge this invaluable support which has played an instrumental role in changing the lives of many newcomers through their integration in the labour market.

FIN turned 10!

With a vision to create pathways for newcomers to secure mentorship, on the job training and employment in the public sector, the Federal Internship for Newcomers (FIN) Program was initiated ten years ago in partnership with Immigration, Refugees and Citizenship Canada (IRCC). What started out in 2010 as a pilot initiative with 10 newcomers receiving temporary placements with the federal government, is today a national program coordinated by World Skills and delivered in seven cities across Canada.



Over 100 clients, FIN alumni, public servants, World Skills staff and partners across Canada participated in the 10th Anniversary Celebration event. Inspiring stories of success and heart-warming appreciation marked the event as alumni recounted their career journeys and achievements because of the FIN program, and the services of immigrant serving organizations like ours.

Mengistab Tsegaye, Executive Director at World Skills thanked all partnering agencies whose dedication and collaboration have made the program such a resounding success. He further extended a special note of thanks to Hire Immigrants Ottawa and OCISO, who provide the mentorship component of the program.

Ledianis Rivero Sosa, Manager of the FIN program, closed the event by thanking the talented newcomers who apply to FIN every year. “I’d like to give special thanks to our clients! (...) You are the reason why we’re here today celebrating your successes and aspirations; we promise that we will continue improving ourselves to offer excellent service and to accompany you in your integration journey.”



Settlement Online Pre-Arrival A National Partnership

The SOPA program facilitates labour market integration of newcomers who have received Permanent Residence confirmation but do not live in Canada. Delivered nationally in partnership with 6 immigrant serving organizations, the program has served almost 10,000 clients since 2015.

Province	SOPA Partners
British Columbia	MOSAIC
Alberta	Calgary Catholic Immigration Society
Nova Scotia	ISANS
Manitoba	Altered Mind Inc.
Saskatchewan	Regina Open Door Society Inc.
Ontario	Catholic Centre for Immigrants World Skills Employment Centre

SOPA offers one-on-one information sessions, courses on a wide variety of topics related to workplace communication, job search strategies and soft skills and employment counselling services. Since its inception, nearly 40% of SOPA clients were successful in securing jobs within a year of landing in Canada. Of these, 81% secured jobs in their field.

“The soft skills courses that I took before coming to Canada have helped me tremendously in understanding the Canadian culture, and how it is different from my home country...What more could one ask? In brief, SOPA is changing lives, it is making a significant impact and, ultimately, gains loyalty from every single person that was lucky enough to be their client. I encourage recruiters to partner with this amazing organization and the results will not be long.”

Astrid Ene, SOPA Client



Ottawa Newcomer Entrepreneurs Hub

The ENRICH program, locally known as the Ottawa Newcomer Entrepreneurs Hub (ONE Hub) supports the social and economic integration of aspiring business owners. Since its inception in October 2020, newcomers have benefited from a variety of entrepreneur support services and training. This has been possible through the various partnerships that ONE Hub has developed and continues to build.

The Ottawa Community Immigrant Services Organization (OCISO) is a key coalition partner that provides a robust Mentorship program, Business Coaching, and Work Shadowing opportunities for ONE Hub clients.

The Ottawa Community Loan Fund (OCLF) is another coalition partner that supports aspiring entrepreneurs with information and resources related to funding options and opportunities. Many newcomers wishing to pursue their business goals cannot do so without knowing where they can obtain funding and how to navigate the financial system in Ottawa.

In addition to the coalition partners, ONE Hub has established many partnerships that all strive to address clients' needs. With a core of ten private organizations that provide training, ONE Hub is constantly collaborating with new community partners in an effort to expand the entrepreneurial ecosystem and cater to the diverse needs of newcomers.

Respect for Diversity

Connected Canadians: Creating Pathways for Integration

World Skills has partnered with Connected Canadians, a non-profit organization in Ottawa, whose mandate is to reduce isolation and loneliness amongst older adults by promoting digital literacy skills and providing technology training and support. Connected Canadians uses a customized, hands-on learning centered approach. Volunteers with a high comfort level in technology are paired with senior clients. Working side-by-side, either one-on-one or in group workshops, they tackle clients' various technology challenges, frequently learning together in real time.



Connected Canadians Canadiens Branchés

Connected Canadians work with the Recruitment Team at World Skills to recruit highly skilled newcomers, with an aptitude for technology, to be mentors to older adults. Mentors are trained before being matched to an older adult. Since the recent initiation of the partnership, 4 clients have been recruited as mentors.

“Diversity and Inclusion is one of the top priorities for Canadian employers but Connected Canadians is demonstrating that there is also an opportunity for older adults and newcomers to benefit from Diversity and Inclusion. Many newcomers are looking for an opportunity to connect with people in the community, as they strive to establish their new lives in Canada. This initiative provides a space where newcomers can share their knowledge and expertise as mentors to seniors and both groups can benefit from establishing new friendships, appreciation for each other and greater cultural awareness. All of these factors lead towards building a more progressive community and social integration.”

***Magdalene Cooman,
Senior Director, World Skills Employment Centre***

It is the hope of Connected Canadians that all Canadian seniors will have access to free technology training and support by 2030.

ENW Innovates through a multi-disciplinary Team Approach

The Empowering Visible Minority Newcomer Women (ENW) program continues to enrich the lives of visible minority newcomer women by providing them with targeted interventions to meet their employment goals. However, some participants face multiple challenges which require additional expertise to complement what the staff offers. After a careful analysis of clients who had not secured employment or were under-employed, after being on the program for six months, the team embarked on developing a Multi-disciplinary team approach to help address some of the barriers that program participants faced.

We invited several professionals in our community to be members of the Multi-disciplinary team, and 19 of them committed their time and expertise to meet with clients individually at least three times for three months. Overall, 15 clients benefited from this intervention. These clients had access to one-on-one sector-specific coaching and employer engagement opportunities. Most importantly, they were able to develop a customized action plan to address their unique barriers.

Participant Testimonial:

“I am grateful and glad to be part of the Multi-Disciplinary program as I have received personalized guidance and coaching that allows me to improve my resume, cover letter, and LinkedIn profile. In addition, I have a better understanding of the Canadian job market. My mentors have helped through their different opinions and approach to give me a broader perspective of the Canadian Job Market.”

Maria Luisa Arnal



Multi-disciplinary team member Testimonial:

“Jani is an amazing Mentee. She is organized, a working supermom and a very efficient multi-tasker who demonstrates resilience through taking new challenges head on. She has never turned down any self-paced assignments I shared with her. She shows up on time for our regular sessions, after her late shifts, while taking care of her kid and family. Jani presents herself with great confidence, willingness to learn, energy, and enthusiasm to try new things to enhance her knowledge, skills, and abilities to grow professionally. I enjoy our sessions together; she brings great questions to the discussion and takes the time to apply the things she has learned in the past few weeks to test. Jani is 100% invested in her professional growth, continues to learn and is never afraid to apply the skills she is learning to test.”

Monika Bains,
Human Resource Advisor, Multiview Software

We Served

2023
Newcomers



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



Bachelor
38%

Master
41%

Diploma
6%

High School
4%

PhD
4%

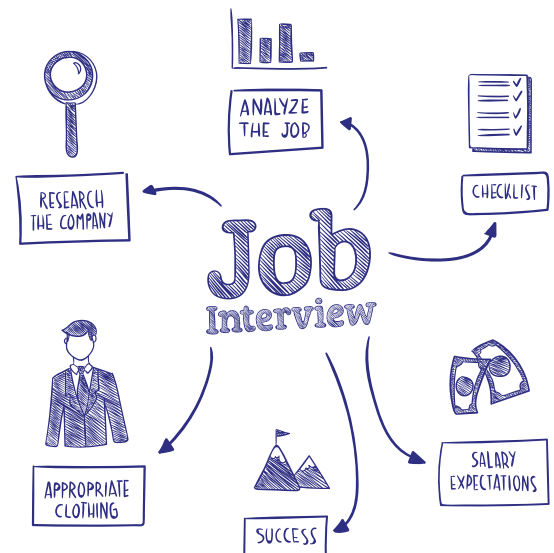
Other
7%

We Provided



2,304

Employment counselling and
coaching sessions



1,867

Clients benefited from

435

workshops, events,
training sessions

Our Volunteers

1323

Volunteer hours donated by

38

Professional coaches
and volunteers



Interview Roulette

10 roulettes

124 clients



Résumé Clinic

36 clinics

139 clients

Our Success

551

Clients found
employment

572

Employers engaged for
hiring newcomer talent



Empowerment

A Champion for Visible Minority Newcomer Women

World Skills partners with over 300 employers and recruiters in Ottawa to connect newcomers with employment opportunities. Our top recruiter is Sari Cantor, who is a partner with Recruiting in Motion. Sari has spent 20+ years engaging people across professional portfolios and working with companies to ensure they attract the best talent. Beginning her career with a large multi-national recruitment firm, Sari took her skills and network and launched Recruiting in Motion Empowers Visible Minority Newcomer Women – Ottawa in 2013. Clients and candidates in Ottawa have come to appreciate Sari as a subject matter expert in all areas of talent acquisition.



Sari has been a champion for World Skills and the labor market integration of newcomers for over five years. She is always available to help, no matter what we ask of her! Sari participates in employer engagement events such as targeted recruitment events, resume-writing workshops, job matching, and referrals and is a regular presenter on Interview Techniques with the Empowering Visible Minority Newcomer Women Initiative. She provides them with the knowledge, tools, skills, and strategies to master their interviews, often a significant barrier for newcomers. At the end of a session with Sari, newcomer women are left with a new mindset to tackle interviews confidently. In addition, she facilitates one-on-one mock interviews with program participants to help them gain confidence and prepare for actual interviews. Through this process, Sari has been able to place several program participants in excellent jobs!

“It has been a privilege to work with the staff and participants of the ENW program since the initiative started. Through our interview workshops, the women I have met have been professional, engaged, and motivated to learn and contribute to the community. While my purpose has been to help the women navigate their interview and job search processes, I am constantly amazed by the level of skill, education, and passion they bring to our sessions. It has been an inspiration to hear their stories, help open their eyes to the possibilities, and watch them launch their careers in Canada.”

Sari Cantor

Professional Development: *Skills for Success*

Skills for Success represents the foundational mix of all the technical and soft skills required to effectively fulfill job responsibilities in the Canadian labour market. The programming framework is made up of nine essential skills needed by all Canadians in order to participate fully in work, education, and community.

Recognizing the importance of integrating these Skills in our programming, staff from World Skills participated in an online training workshop facilitated by Guided Pathways. The training aimed to equip career development practitioners with tools to assess client needs and provide more effective pathways to gainful employment. In addition to resources for **Integrating Skills for Success**, staff got the chance to connect with professionals across the country, to share experiences and best practices.

These resources will be used to enhance our client services across programs at World Skills. Here is what our staff had to say about the program:



“As a curriculum developer and ELT instructor, I found the Essential Skills Guided Pathways four-week course to be very beneficial. The course not only raised my awareness of the complexity of the nine essential skills, but also provided me with tools to use the CLB-Essential Skills Comparative Framework to better understand client strengths and skills gaps. I highly recommend the Essential Skills Guided Pathways course to language instructors and career development practitioners.”

Amir ELaz-hary, ELT Instructor

The Guided Pathways: Integrating Essential Skills Workshop was a very enriching experience. I learned what the nine essential skills were and how they could be applied in the job search and everyday life. I learned about the Essential Skills (ES) Framework and available supporting resources; and how the ES Framework relates to that of the Canadian Language Benchmarks. The facilitators were very knowledgeable and responsive to all our questions and concerns. Additionally, during the discussion groups and online sessions, I collaborated with wonderful individuals who generously shared their knowledge, experience and resources with me. I am looking forward to continuing to build my understanding of essential skills through self-study, ongoing discussions with colleagues and participation in the community of practice that has been established through the workshop.

Leslie Hamel, ELT Instructor



Service Excellence

Pivoting the best way forward: World Skills hosts 1st Virtual Job Fair!

While the pandemic presented us with many challenges, the Employer Engagement team at World Skills turned these into opportunities for innovation. Historically, World Skills organizes an annual Job Fair where clients network with employers and gain insight into hiring processes in their field.

This year, given the restrictions on in-person service provision, World Skills hosted a 3-day Job Fair and Symposium on a custom-built Virtual Platform. The event combined Employer Information Sessions with Learning/Coaching events focused on trending topics in the employment and job market landscape.

With the support of our amazing staff at World Skills, we were able to make our first virtual Job Fair a huge success!

Highlights of the Job Fair included 23 employer information sessions and 18 learning forums which coached clients on a diverse set of topics including the gig economy, multiculturalism, digital competencies, bridging programs, micro-credentials, labour market information and many others. Some 45 employers, 7 community partners, and nearly 700 clients participated in the event.

Feedback from our clients was extremely positive. Here's what some of them had to say:

"Networking was really fun and beneficial. It's always great to meet new people and share ideas with them."

"The optimism from the conversation and encouragement from the session support me to continue my job search-I can and I will!"

"Thank you for this important event, it allowed me to get connected with many recruiters, who presented us relevant information about their activities, internal recruitment process, open positions. Really appreciated this initiative!"



Our Community Partners



Thanks to all the Employers and Settlement Partners who attended. Your participation made our 1st Virtual Job Fair a very special event!

Staff benefits from Case Management Trainings

In our ongoing pursuit of learning and service delivery improvements, management and staff at World Skills received training in 'Purposeful Practice Case Management' by Bell Browne Molnar & Delicate Consulting Inc.

Delivered over a three-month period, the training focused on the definition of purposeful practice case management, the importance of the performance story and business intelligence, case management components, the benefits of a standardized case management approach, and the requirements to effectively move an organization to an integrated case management approach. Over 35 staff consistently participated in the training sessions and provided positive feedback.

In embracing this approach, World Skills aims to:

- Improve clients' employment outcomes
- Implement processes to enhance and optimize clients' experience
- Improve client engagement and staff accountability and consistency in how we work
- Improve collaboration among teams and functional areas within the organization
- Implement mechanisms to maintain regular and meaningful communication with clients as part as their relationship with their employment counsellor
- Identify critical interventions depending on clients' needs and goals
- Increase the overall quality of our client services



Purposeful Practice Case Management in the Career Development Sector

Part Two – 1) Case Management Components

2) Key skills of a Case Manager

Part Three – Suitability / Eligibility + Assessment

Part Four – Plans

Part Five – Implementation / Follow up / Transition and Evaluation

Part Six – Action Planning for Case Management

Currently, staff and management are engaged in action planning and determining case management elements to be incorporated in our service structure. They have collectively developed a customised Case Management definition that will serve as the foundation and guide for our case management approach.

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 new Canadians. This year we would like to extend congratulations to two staff members who are celebrating their 10-year anniversary with World Skills. Thank you for a decade of dedication, hard work and commitment!



Andreea Glavan
Employment Specialist

I still remember when I received my appointment letter ten years ago; it was my birthday and I could not have wished for a better birthday present...

As I think back on the last decade, my biggest feelings are of pride and gratitude. I am thankful every day to meet highly skilled, amazing newcomers, and to support them in their journey to success.

They say that ten years is a big milestone; for me it has been an ongoing expedition of continuous learning, research and development. The most rewarding part of the process is when clients revert back with exciting news, "I got a job! Thank you!" This reinstates my faith in what we do. It drives me to focus on how can we do more, and on how we can do better.

There are some lessons I've learned along the way: don't rush your decisions; treat others as you wish to be treated; always look for the long-term win; listen and consider everything and everybody; value your service; and finally, respect your peers. These are pillars which have supported my own professional growth and that of my team as well.

Thank you, World Skills family, for 10 remarkable years of warmth, friendship, and support. I absolutely couldn't have done it without you, nor could I have grown in so many ways without your help. I hope you will keep holding me to high standards so we can celebrate many more wins in the future.





Fouzia Regoug
Employment Counsellor/Facilitator

My work with World Skills Employment Centre over the past 10 years has meant the world to me. The love, friendship, and continuous support of my colleagues, supervisors and Management Team, especially the Executive Director, Mengistab Tsegaye, have played a major role in my journey, and I'm very proud to share it with you.

World Skills is an organization of opportunities and growth. I first approached World Skills as a job seeker, and am fortunate to have worked as a full-time World Skills employee for the past ten years.

As most internationally trained professionals, I came to Canada with a special set of skills and extensive experience in office management and human resources. World Skills had a Program Support opportunity for which I applied, and was the successful candidate.



World Skills created a positive space for me to learn and develop. I held different positions before landing my current job as a bilingual Employment Counsellor/Facilitator with the Federal Internship for Newcomers (FIN) Program and the Job Search Workshop program (JSW).

I can proudly say that World Skills has not only impacted my career growth and professional development, but has impacted me on a personal level as well. When my

family and I experienced some difficult circumstances, my colleagues, my supervisors and my boss were extremely supportive and helped me overcome them. This has enhanced the bond I have with both the team and with the mission of World Skills.

I am so happy and fortunate to work in such a family environment, with amazing colleagues, to have an understanding boss, and to continue growing and flourishing in a supportive organization.

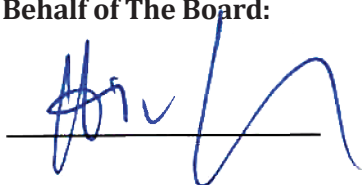
Thank you, World Skills!

Audited Statement of Financial Position as of June 30, 2020

	ASSETS	2021	JUNE 30, 2020
CURRENT ASSETS			
Cash and equivalents (Note 2a)		\$ 270,518	\$ 930,141
Accounts receivable		1,542	43,815
HST receivable		28,495	16,971
Project receivables		540,333	342,421
Prepaid expenses		10,1399	4,618
		<u>851,287</u>	<u>1,337,966</u>
LONG-TERM ASSETS			
Long-term investments (GIC)		<u>0</u>	<u>0</u>
TOTAL ASSETS		<u><u>\$ 852,797</u></u>	<u><u>\$ 1,339,803</u></u>
LIABILITIES AND NET ASSETS			
CURRENT LIABILITIES			
Accounts payable and accrued liabilities		\$ 178,296	\$ 157,574
Deferred revenue (Note 4)		51,731	564,270
Funds held in trust		0	4,794
		<u>230,027</u>	<u>726,638</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		1,510	1,837
Unrestricted		509,260	499,328
		<u>622,770</u>	<u>613,165</u>
TOTAL LIABILITIES AND NET ASSETS		<u><u>\$ 852,797</u></u>	<u><u>\$ 1,339,803</u></u>

Approved on Behalf of The Board:

Director



Director



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

REVENUES	2021	June 30, 2020
Immigration, Refugees and Citizenship Canada (Job Search Workshop, English Language, Training, Labour Market, FIN and ENRICH)	\$ 2,094,504	\$ 1,508,500
Ottawa Community Loan Fund (OCLF)	120,478	159,853
ISANS/CCI (Settlement On-Line Pre-Arrival)	225,268	306,004
Job Match/General - World Skills	0	47,389
Social Research and Demonstration Corporation (Career Pathways)	856,075	1,024,346
United Way Projects	95,066	134,397
Catholic Centre for Immigrants (Career Transitions for International Health Professionals)	52,949	68,940
LASI Coalition	38,332	0
Other grants	10,197	0
Fees for service	8,647	6,470
Other revenue	3,253	21,500
	<u>3,504,769</u>	<u>3,350,749</u>
EXPENSES		
Immigration, Refugees and Citizenship Canada (Job Search Workshop, English Language, Training, Labour Market, FIN and ENRICH)	2,094,504	1,581,850
Ottawa Community Loan Fund (OCLF)	120,478	159,853
ISANS/CCI (Settlement On-Line Pre-Arrival)	225,268	306,004
Job Match/General - World Skills	0	25,275
Social Research and Demonstration Corporation (Career Pathways)	856,075	1,024,346
United Way Projects	95,066	134,397
Catholic Centre for Immigrants (Career Transitions for International Health Professionals)	52,949	68,940
LASI Coalition	38,332	0
Other expenses	12,165	7,980
Amortization	327	346
	<u>3,495,164</u>	<u>3,308,991</u>
NET REVENUE FOR THE YEAR	<u>\$ 9,605</u>	<u>\$ 41,758</u>

Program Update

Workplace Language Training for Engineers and Bio-Ready Certification for Bio-Technology Professionals

The 'new normal' has amplified the need for expedient sector-specific interventions that will support the integration of newcomers, and help them showcase their skills and strengths to employers. In response to this need, and with the generous support of RBC, World Skills will pilot two sector specific interventions over the next year: 1) Workplace Language Training for Engineers and 2) Bio-Ready certifications for Bio-Technology professionals.

The Workplace Language Training program will focus on developing employability and essential skills for engineers, imparting knowledge of the licensure process, building codes, Professional Associations, bridging programs, sector specific HR practices and hiring trends, while enhancing job-readiness of participants.

To support Natural Sciences and Bio-technology professionals, World Skills will partner with Bio-Talent Canada, an organization that specializes in connecting job-ready talent to industry through their 'Bio-ready' certification process and a well-developed network of employers in the field of sciences. Through this partnership, newcomers will have access to courses and Bio-ready certifications that are essential for signalling the transferability of their knowledge, skills and strengths to employers in their fields.



World Skills is grateful to RBC for their trust in our services and our goal to help newcomers secure commensurate employment. To celebrate this trust, World Skills recognized RBC as an 'Employer Champion', an award for employers who play a fundamental role as newcomer ambassadors. They build partnerships, invest financially in programming, hiring, and referral to other organizations, facilitate mentorships and internships, and co-create policies that support the inclusion of newcomers.

World Skills' Board of Directors

Carl Nicholson, President

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Sarah Caspi, Secretary

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Sharon Deng, Vice President

Mercy Lawluvi, Vice President

Kenny Leon, 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)



We are poised to continue accompanying newcomers on their journey to employment in 2022.

World Skills' Staff

Amanda Wrobel	Program Support, JSW, WLT, CAN
Andreea Glavan	Coordinator, SOPA / Employment Specialist
Andy Rapoch	Coordinator, Recruitment Services
Atoosa Adnani	Manager, HR and Volunteer Services
Barbara (Barb) Hogan	Coordinator, RTE / Employment Counsellor, JSW
Carmen Barbarasa	Coordinator, FCRP / Senior Career Strategist
Charity Chavez	Accountant
Charles Tshimanga	Employment Counsellor/Facilitator, JSW (French)
Chris Song	Intake, Assessment & Referral Counsellor / Recruitment Specialist, ENW
David Northcott	Employment Counsellor/Facilitator, CAN
Doug Seanor	Employment Counsellor/Facilitator, ENW
Elmira Alim	Ontario Facilitator, Job Search Strategies, SOPA
Fatima Saadeddine	Recruitment Specialist, ENW
Fouzia Regoug	Employment Counsellor / Facilitator, JSW & FIN
Garange Maker Thiong	IT Support Specialist Assistant

Gemma Follini	Job Retention Coordinator
Grace Sheng	Manager, ENRICH
Haguer Abdelmoneim	Recruitment Specialist, ENW
Jack DeJong	Employment Counsellor/Facilitator, CAN
Jakeline Celis	Information and Reporting Analyst
Jeanne d'Arc Mukangarambe	Intake, Assessment and Referral Counsellor (FCRP)
Jocelyn Eissa	Book Keeper
Kate Gitterman	Employment Counsellor/Facilitator, ENW
Ledianis Rivero Sosa	Director, Client Services
Magdalene Cooman	Senior Director
Marco Ritondo	Manager, Employer Engagement
Marina Keza	Data Processing Specialist, ENW
Matin Tamanna	IT Support Specialist
Mengistab Tsegaye	Executive Director
Nadine Kamhieh	Ontario Facilitator, Job Search Strategies, SOPA
Nadine Ragheb	Recruitment Specialist, FIN
Nadiya Shcherbenyuk	Administrative Assistant, ENW
Naziana Chummun	Ontario Intake Counsellor, SOPA
Niveditha Balabommala	Intake, Assessment & Referral Counsellor / Recruitment Specialist, ENW
Peggy Kelly	Manager, Workplace Language Training
Raghad Alsalim	Employment Counsellor - RTE
Randa Ben Guedria	Receptionist/Administrative Assistant, ENRICH
Rasha Kaba	Employment Counsellor/Facilitator, RTE
Rosa Maria Taboada	Employment Counsellor-Intake, Job Search Strategies, SOPA
Rouwaida Rahy	Receptionist / Administrative Assistant
Sakina Husain	Manager, Operations
Sara Tavasoli	Intake, Assessment and Referral Counsellor, ENRICH
Shruti Shah	Recruitment Specialist JSW/ENW
Shyrose Goodwin	Recruitment Specialist, EE
Skye Hines	Employment Specialist, FIN
Suzanne Knight	Employment Counselor/Facilitator, ENW
Theodros Azbaha	Employer Engagement / Outreach Specialist
Wided El Fessi	Receptionist / Administrative Assistant
Amir Elazhary	ELT Teacher
Anney De Gobeo	ELT Teacher
Danielle Clarke	ELT Teacher
Leslie Hamel	ELT Teacher
Pirouz Ebadatkar	ELT Teacher
Una Huzbasic	ELT Teacher
Wanqing Zhang	ELT Teacher

World Skills'

Key Community Partners and Supporters

ACCES 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

Ottawa Carleton District School Board

Ottawa Community Loan Fund

Ottawa Local Immigration Partnership

Ottawa Public Library

Toronto Dominion Bank

YMCA/YWCA

Recruiting in Motion

Information and Communications
Technology Council (ICTC)

Algonquin College

Accenture

Light Your Leadership Inc.

Export Development Canada

Chartered Professional Accountants Ontario

Ottawa Board of Trade

Hire Immigrants Ottawa

Ottawa Employment Hub

Ontario Society of Professional Engineers

Pinecrest Queensway Community Health Centre

Service Intégration Travail Outaouais

United Way East Ontario

Royal Bank of Canada (RBC)

Social Research and Demonstration Corporation
(SRDC)

**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

300-219 Argyle Avenue | Ottawa ON | K2P 2H4
(613) 233-0453 | ws@ottawa-worldskills.org