



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

# 2022-2023 ANNUAL REPORT



**Connecting Immigrants to  
Employment for 25 years!**

# 25<sup>TH</sup> ANNIVERSARY GALA EVENT



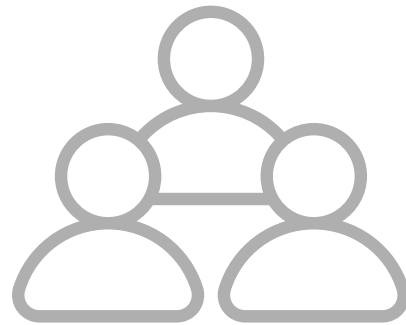
2022-2023

# OUR MISSION

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

- Partnership
- Pre-employment Services
- Employer Engagement
- Entrepreneurship



# OUR VISION

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

# OUR CORE VALUES

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- Partnership
- Empowerment
- Service Excellence
- Respect for Diversity
- Accountability & Integrity



# Letter from the President and the Executive Director

**“If you want to go fast, go alone. If you want to go far, go together.” - African Proverb**

2022 was a year of change and unprecedented growth for World Skills Employment Centre, propelled forward by a significant increase in demand for our services. As an organization, we are committed to meeting community needs by providing our clients with excellent services, building strong community partnerships and employer relationships and planning a strong and supportive course for the future.

In 2022, we served 4111 newcomer clients. This includes pre-arrival services, job search and readiness support, workplace language training, entrepreneurship programming, employer engagement activities, foreign credential recognition services, and our flagship Federal Internship for Newcomers (FIN) program. We also launched the FIN-YESS project– the Youth Employment and Skills Strategy funded by Employment and Social Development Canada (ESDC). Thanks to ongoing support from our funders and community partners, we can provide these important services.

This year, we came together with over 400 supporters to celebrate our 25th Anniversary with an in-person gala. This special celebration afforded us the opportunity to reflect on our history, commemorate key milestones and recognize our collective impact. We were proud to acknowledge clients, staff, volunteers, community partners, employers and supporters for their contributions to our mission.

In addition to celebrating this milestone in our journey, World Skills moved to a new location that has consolidated all our services under one roof. We extend our gratitude to the Catholic Centre for Immigrants (CCI) for their partnership, hospitality and support over the past 25 years at 219 Argyle Avenue. We continue to offer hybrid services to all clients, and we are planning to increase our in-person service once we organize our new location.

As a rapidly growing organization, World Skills continues to reaffirm its commitment to proactive client service through the implementation of a case management approach. The case management approach seeks to increase the overall quality of our services by improving employment outcomes, optimizing client experience, strengthening client engagement and staff accountability and consistency in how we work, and we have incorporated this case management approach into our onboarding processes which will guide our work at World Skills. We will begin using a new database which will be launched in December 2023 and will enable World Skills to develop a strengthened understanding of our work processes and how they contribute to the achievement of our organizational goals in addition to meeting the commitments to our funders.

**(Cont'd on next page)**

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

As we recognize and reflect on our history, we would like to thank those who have helped us get here. Thank you to our founding members and partners for their vision and commitment. To our board members for strengthening us with strategic guidance and support. To our community partners, funders, and sponsors for their ongoing generosity and collective contribution. To our employment partners for their engagement and commitment to hiring newcomers, and to our clients for their continued trust.

For 25 years, our organization has been driven by our core values of partnership, respect for diversity, empowerment, service excellence, accountability & integrity, and a unifying purpose to create employment opportunities for newcomers. This is only possible because of the ongoing support of so many people. We would like to conclude by expressing our deepest gratitude to the staff and volunteers of World Skills – thank you for your enthusiasm for the work we do, the celebrating of our culture and the commitment you show to the clients we serve. It is truly inspiring.

Sincerely,



**Carl Nicholson**  
*President of the Board*



**Mengistab Tsegaye**  
*Executive Director*

# Mot du Président et du Directeur Général

**“Si vous voulez aller vite, allez seul. Si vous voulez aller loin, allez-y ensemble.” - Proverbe africain**

2022 a été une année de changement et de croissance sans pareil pour le Centre d'Emploi Compétences Mondiales, poussé par une augmentation significative de la demande pour nos services. En tant qu'organisation, nous nous engageons à répondre aux besoins de la communauté en offrant à nos clients des services de qualité, en établissant des solides partenariats avec la communauté et des solides relations avec les employeurs, et en élaborant un plan solide et favorable pour l'avenir.

En 2022, nous avons servi 4111 clients nouveaux arrivants. Cela inclut les services avant l'arrivée, le soutien à la recherche d'emploi et à être fin prêt, la formation linguistique en milieu de travail, le programme d'entrepreneuriat, les activités d'engagement des employeurs, les services de reconnaissance des titres de compétences étrangers, ainsi que notre programme phare, le Programme Fédéral de Stage pour les Nouveaux Arrivants (PFSNA). Nous avons également lancé le projet PFSNA- SECJ - Stratégie Emploi et Compétences Jeunesse financé par Emploi et Développement social Canada (EDSC). Grâce au soutien continu de nos bailleurs de fonds et de nos partenaires communautaires, nous pouvons offrir ces services importants.

Cette année, nous nous sommes rassemblés avec plus de 400 partisans pour célébrer notre 25ème anniversaire dans un gala en présentiel. Cette célébration spéciale nous a donné l'occasion de réfléchir sur notre histoire, de commémorer les jalons clés et de souligner notre impact collectif. Nous étions fiers de présenter des appréciations aux clients, au personnel, aux bénévoles, aux partenaires de la communauté, aux employeurs et aux partisans pour leurs contributions à notre mission.

En plus de célébrer cette étape clé de notre parcours, Compétences Mondiales a déménagé dans un nouvel emplacement qui a regroupé tous nos services sous un même toit. Nous tenons à remercier le Centre catholique pour immigrants (CCI) pour son partenariat, son hospitalité et son soutien au cours des 25 dernières années au 219, avenue Argyle. Nous continuons à offrir des services hybrides à tous les clients et nous prévoyons d'augmenter nos services en présentiel une fois terminé l'organisation de notre nouvel emplacement.

En tant qu'organisation en pleine croissance, Compétences Mondiales continue de réaffirmer son engagement pour un service aux clients proactif à travers la mise en œuvre d'une approche de gestion de cas. Cette approche de gestion des cas vise à augmenter la qualité globale de nos services en améliorant les résultats en matière d'emploi, en optimisant l'expérience client, en renforçant l'engagement des clients ainsi que la responsabilisation et la cohérence du personnel dans notre façon de travailler. Nous avons inclus cette approche de gestion de cas dans nos processus d'accueil et d'intégration du personnel pour guider notre travail à Compétences Mondiales.

**(Suite sur la page suivante.)**

# Mot du Président et du Directeur Général

Nous commencerons à utiliser une nouvelle base de données qui sera lancée en décembre 2023 et permettra à Compétences Mondiales d'avoir une meilleure compréhension de nos processus de travail et de la façon dont ils contribuent à la réalisation de nos objectifs organisationnels en plus de répondre aux engagements envers nos bailleurs de fonds.

En la reconnaissant et en réfléchissant sur notre histoire, nous tenons à remercier ceux qui nous ont aidés à en arriver là. Merci à nos membres fondateurs et à nos partenaires pour leur vision et leur engagement, à nos membres du conseil d'administration pour nous avoir renforcés par leurs conseils stratégiques et leur soutien, à nos partenaires communautaires, bailleurs de fonds et sponsors pour leur générosité continue et leur contribution collective, à nos partenaires en matière d'emploi pour leur engagement et leur détermination à embaucher des nouveaux arrivants, et à nos clients pour leur confiance continue.

Pendant 25 ans, notre organisation a été guidée par nos valeurs fondamentales de partenariat, de respect de la diversité, d'autonomisation, d'excellence du service, de responsabilité & intégrité et d'un objectif commun de créer des opportunités d'emploi pour les nouveaux arrivants. Ceci n'est possible que grâce au soutien continu de tant de personnes. Pour conclure, nous aimerions exprimer notre plus profonde gratitude au personnel et aux bénévoles de Compétences Mondiales - merci pour votre enthousiasme pour le travail que nous faisons, pour la célébration de notre culture et pour l'engagement dont vous faites preuve envers les clients que nous servons. C'est vraiment exaltant.

Cordialement,



**Carl Nicholson**  
*President of the Board*



**Mengistab Tsegaye**  
*Executive Director*

2022-2023 fiscal year

# Highlights

**WE SERVED 4111 NEWCOMERS**



**3830**

Employment Counseling and Coaching Sessions



**1487**

Unique Clients Benefitted from employment counselling



**953**

Found Employment

**835**

Events, Trainings and Workshops



**202**

Employers Engaged for hiring Talent



**119**

Clients Benefitted from Interview Roulette



**164**

Clients benefitted from Resume clinics

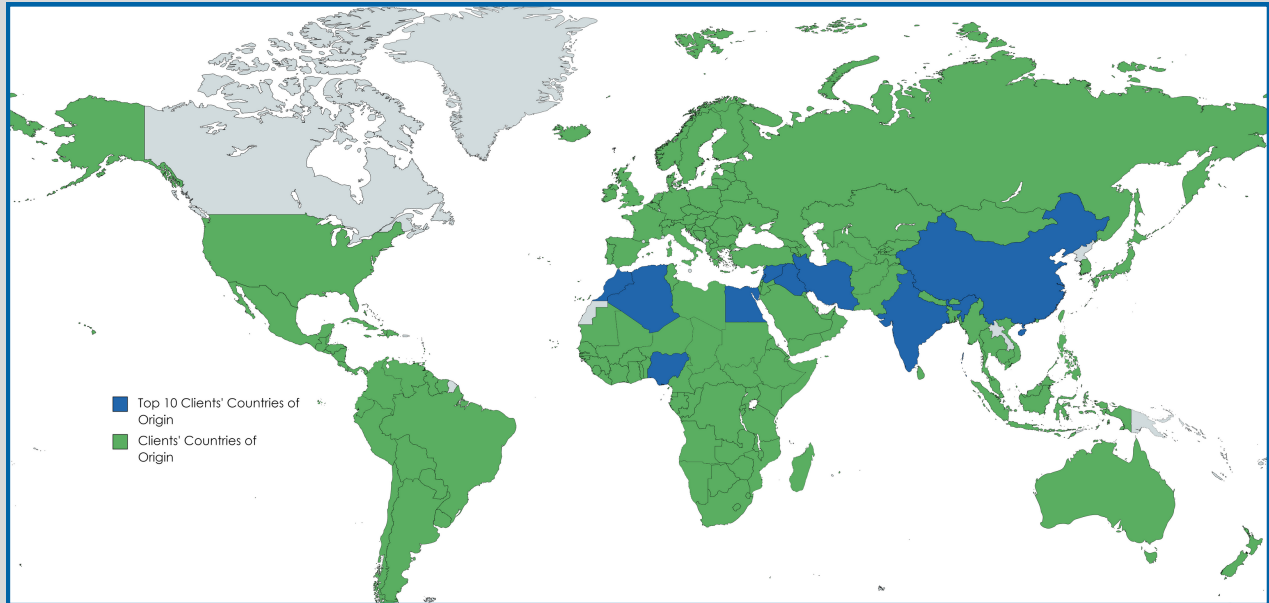


# Highlights con't.



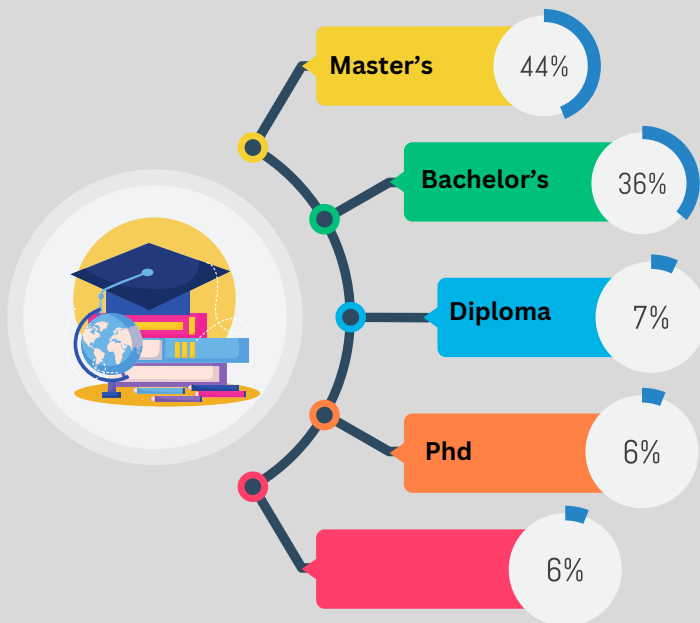
## Our Talented Clients

Over the last 25 years, we have served immigrants from 171 Countries!



### TOP 10

- India
- Nigeria
- Morocco
- Tunisia
- Ukraine
- Syria
- Afghanistan
- Iran
- Lebanon
- China
- Brazil
- Jordan
- Mexico
- Nepal
- Saudi Arabia
- Jamaica
- Qatar
- Malaysia
- Honduras
- Thailand
- Fiji
- Bangladesh
- Ethiopia
- Libya
- Vietnam
- Mauritius
- El Salvador
- Taiwan
- Congo
- Myanmar
- Azerbaijan
- Suriname
- Cameroon
- Gambia
- Djibouti
- Uganda
- United Kingdom
- Italy
- Guinea
- Belgium
- Chad
- Portugal
- Cameroon
- Lesotho
- Kenya
- Congo (Republic)
- Kuwait
- Chile
- Angola
- Niger
- United Arab Emirates
- Lybia
- Ukraine
- Rwanda
- Sri Lanka
- Peru
- Czech Republic
- Albania
- Moldova
- Ecuador
- Nicaragua
- Paraguay
- Syria
- Afghanistan
- Philippines
- France
- Romania
- Guyana
- Burkina Faso
- Tanzania
- South Sudan
- Kosovo
- Dominican Republic
- Morocco
- Tunisia
- Turkey
- Spain
- Ghana
- Senegal
- Poland
- Germany
- Argentina
- Bulgaria
- Central African Rep.
- Tunisia
- Pakistan
- Palestine
- Netherlands
- Georgia
- Kazakhstan
- South Africa
- Mali
- Uzbekistan
- Serbia
- Equatorial Guinea
- Iran
- Colombia
- Russia
- Venezuela
- Israel
- Benin
- Belarus
- Indonesia
- Madagascar
- Singapore
- Kyrgyzstan
- Namibia
- Syria
- Haiti
- Eritrea
- Cote d'Ivoire
- Cuba
- South Korea
- Zimbabwe
- Norway
- Armenia
- Bolivia
- Bosnia and Herzegovi
- Afghanistan
- Gabon
- Tibet
- Australia
- Sweden
- Ireland
- Uruguay
- Bhutan
- Latvia
- Sierra Leone
- Lithuania
- Kyrgyzstan
- Iran
- Mauritania
- Costa Rica
- Guinea-Bissau
- Hungary
- Slovakia
- Croatia
- Panama
- Botswana
- Mongolia
- Lebanon
- Yemen
- Guatemala
- Cambodia
- Japan
- Liberia
- USA
- Swaziland
- Bahamas
- Slovenia
- Macedonia
- China
- Sudan
- Zambia
- Saint Lucia
- Togo
- Tajikistan
- Hong Kong
- Greece
- Bahrain
- Malawi
- Barbados
- Estonia
- Mozambique
- Cyprus
- Curacao
- Oman
- Iceland
- Seychelles
- Switzerland
- Turkmenistan
- Scotland
- Belize
- Belize
- Martinique



We serve clients with a wide range of educational backgrounds and experiences.

## CAREER ACCESS FOR NEWCOMERS (CAN)

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The Career Access for Newcomers program offers a unique opportunity for World Skills to serve immigrant job seekers who are not eligible for IRCC-funded programs and services. Funded by United Way since 2010. CAN caters to naturalized Canadian citizens, temporary residents and international students who need employment support.

The CAN program delivered 12 workshops to 217 clients from April 01 2022 to March 31, 2023. These clients went on to benefit from individualized employment support and additional referrals to other programs and services relevant to them based on their employment and career goals.



### TESTIMONIAL

*(...) I heard about World Skills Program through word-of-mouth while travelling and I researched further on my own, reached out to the team and got onboarded. Similarly, I've passed along the information about this program to my newcomer friends in Ottawa who are also new to this job market. Would be really great if there is more awareness of this program in Ottawa so that many more newcomer job-seekers are benefited by this wonderful initiative!*

**PRIYADARSHINI GIRIDHARAN**

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“The Career Access for newcomer’s workshop helped me in getting a clear understanding of the interview process in Canada, and the different ways to apply for jobs. The mock interview session with different experienced professionals is a great initiative by World Skills and that should never be missed by anyone who’s attending this program. My one-on-one sessions boosted my job search with perfect tips and tricks in tailoring my resume to the job descriptions. Also, the materials/handouts shared were really helpful during the course of preparing for the interviews and approaching different rounds ranging from Self-introduction to Technical to Behavioural interviews. My overall experience with World Skills was excellent and super beneficial!”

# CREDENTIAL RECOGNITION PROGRAM (CRP) RELAUNCHES!

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Building on the successful implementation of the Foreign Credential Recognition Program (FCRP), World Skills is excited to partner with the Ottawa Community Loan Fund (OCLF), Lebanese and Arab Social Services Agency (LASSA), and Ottawa Community Immigrant Services Organization (OCISO) to deliver the second phase of the Credential Recognition Program (formerly FCRP). Each organization brings their expertise and together provide a welcome gateway to a breadth of services and expertise to support newcomers in attaining their professional goals and establish their careers in Canada. Newcomers encounter barriers in finding employment that is commensurate with their skills and experience. To help alleviate these barriers, the CRP program offers a menu of services including accreditation pathways, sector-specific information for those from the regulated field or the trades, access to career mentorship and networks as well as financial empowerment training and financial assistance to further education or professional development. Services and support over the first phase of the project include:

- 742 clients participated in 1441 job search skills training activities
- 367 clients received credential assessment action plans
- 812 clients participated in 1388 Sector Specific information sessions
- 284 clients received financial empowerment training
- \$1,011,366 in low-interest financing helped program participants further their education or cover costs for licensing or credential assessment activities



## TESTIMONIAL



*I landed a few short-term contracts through an agency shortly after our conversations, and it felt great finally feeling useful and independent. Another few months later, I was lucky enough to start my first casual contract with the federal government. It's been busy couple of years, but I am finally an indeterminate employee in policy analysis field that always interested me most. I truly believe I wouldn't be where I am today if I haven't met you that summer. Encouraged by your words, I started believing in myself again.*

**SIMONA SAUMURE**

# EMPOWERING VISIBLE MINORITY NEWCOMER WOMEN (ENW) PROGRAM MAKES COMEBACK!

After a successful research pilot initiated in 2018, the Empowering Visible Minority Newcomer Women (ENW) program was officially renewed near the end of the 2022 fiscal period and will be fully implemented by World Skills in partnership with Immigrant Women Services Ottawa (IWSO).

The objective of the program was to improve the employment outcomes for racialized newcomer women. To do this, World Skills implemented and tested two of four program models proposed by Social Research and Demonstration Corporation (SRDC) namely, Model 2, Navigating the Canadian Workplace and Model 3, Partnering in Workforce Development. Preliminary results demonstrated that program participants have benefited immensely from interventions set out by the program - career adaptability, improved job quality, improvements in social networks, and financial well-being, compared to comparison group clients.

Feedback from program group participants also indicated that 99% of participants reported that the program met and exceeded their expectations and they are empowered to act towards achieving their career goals. The results from both models were very promising and shows that longer-term follow-up with clients will achieve greater success. The ENW program was renewed for an additional two years - 2023-2025. In partnership with key partners, ENW is now positioned as a comprehensive case management employment program for visible minority newcomer women.



## TESTIMONIAL

*I'm empowered to build my personal brand, to explore, research, and connect to the labour market. And take charge of my current and future positions.*

**Josephine. W,  
ENW Participant**

# FEDERAL INTERNSHIP FOR NEWCOMERS (FIN) PROGRAM

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The Federal Internship for Newcomers (FIN) Program celebrated its 12th anniversary during the 2022-2023 reporting period. The program is a pan-Canadian initiative delivered in eight regions across Canada. Since 2020, World Skills has collaborated with seven (7) other Immigrant Serving Organizations to disburse funds and compile program information to be reported to the funder.

During the last fiscal year, The FIN program pre-screened a total of 535 clients - within the target of 400-600. The program continues to be very popular among newcomer job seekers, which saw 789 clients attending 14 information sessions delivered in both French and English from January to March of 2023.

In addition, close to 500 clients attended seven (7) preparatory workshops delivered in April 2022 to help them succeed in the FIN program application process.

Until August 30, 2023 as shared by the FIN team at IRCC, 67 World Skills clients were successfully hired as interns by over 10 federal government departments. That represents over 50% placement success rate (currently, there are 119 World Skills clients in the 2022-2023 FIN pool).



## TESTIMONIAL



*I would like to thank you and your team for your efforts and time. You have opened the doors for newcomers who are learning job search skills, interviews skills, etc. You have also hosted experts from the public and private sectors, in order to transfer experience to newcomers. My experience with [World Skills] has been a very important and positive reflection on my journey to search for work. Currently, I started my FIN placement with National Resources Canada. Thanks again for your unlimited time and support.*

**Ahmed Khalifa**

# FEDERAL INTERNSHIP FOR NEWCOMERS - YOUTH EMPLOYMENT AND SKILLS STRATEGY (FIN-YESS)

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FIN-YESS started as a research project, which aimed to develop and test new strategies to successfully engage young newcomer professionals (aged 21-30) in the various stages of the FIN program.

During the 2022 fiscal year, the team was tasked with engaging this targeted group in 10 major activities that were all implemented.

The FIN-YESS team conducted a research titled “Newcomer Youth Employment in the Public Service” that included results from surveys, interviews and Focus Group Discussions with newcomer youth and hiring managers in federal government departments. A 43-page Research Report was submitted to the FIN team at Immigration Refugees and Citizenship Canada (IRCC).

In partnership with the World University Services Canada (WUSC) and OCISO, FIN-YESS served a total of 48 clients out of a target of 50.

Clients successfully participated in: individualized employment needs assessment and support, Career Discovery Workshop, FIN Information Sessions, and Preparatory workshops to apply to the FIN program. Participants were also able to learn and practice interview skills.



## TESTIMONIAL



*“I was able to learn from the available resources provided to me. The one-on-one mentorship is also very helpful.”*

*“My curiosity of what work is like or getting a job in public service is satisfied.”*

*“I found out how the public employment sector works and all the resources I needed were provided.”*

## JOB SEARCH WORKSHOP (JSW)

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The Job Search Workshop (JSW) program continues to be a flagship program at World Skills, funded by Immigration Refugees and Citizenship Canada. Delivered across Ottawa in partnership with six Immigrant Serving Organizations, the JSW program offers foundational job search training to newcomer clients.

JSW exceeded targets for 2022-2023, delivering a total of 48 workshop (107%) to 644 participants (132%). As an integral part of the program, clients also receive individualized employment support, which is essential to their integration journey. JSW is delivered in partnership with the Catholic Centre for Immigrants (CCI), Immigrant Women Services Ottawa (IWSO), Ottawa Community Immigrant Services Organization (OCISO), Lebanese and Arab Social Services Agency (LASSA), Somali Centre for Family Services and the Ottawa Chinese Community Service Centre (OCCSC).

### TESTIMONIAL



*First, I would love to appreciate the program facilitator's dedication, support, and unrivaled guidance during the JSW sessions. Words cannot express what I learned during the program. It gave me an insight into why we (newcomers) do not get selected for interviews. Some of the information that broadened my knowledge in the job search are:*

- *I sequenced my CV, highlighting my competencies and skills.*
- *I used the STAR technique in my cover letters that tailors specifically to the job role that is being advertised.*
- *Used a competence dictionary for more information about the role specifics; I looked up the NOC details from the ESDC website; I now put more effort into connecting with people on LinkedIn (Networking) and I have opened an account/profile in GC jobs.*
- *The aforementioned were some of the things I learned during the JSW and I have put to use (...).*
- *Most importantly, to register with World Skills, everyone there is amazing and I do not consider it as an organization anymore, but like my new family now!*

**PAMELA NWEKE**

# OTTAWA NEWCOMERS ENTREPRENEURSHIP HUB-ONE HUB

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After three years of inception, the ONE Hub program has seen several successes with its Alumni clients. In addition to successfully launching their own businesses, three Alumni clients were featured in a promotional video that was showcased at the World Skills 25th Anniversary in May 2023. The video highlighted how past clients benefited from the knowledge gained through the ONE Hub program. The video was also produced by a ONE Hub alum who successfully operates her digital marketing business.

In the first quarter of 2022, a new partnership was developed with Welch LLP, a community organization that offers free bi-monthly workshops on finance and taxation information to ONE Hub clients. Similar partnerships are being pursued in the summer of 2023 with government departments such as CRA and Procurement and Public Services Canada. In addition, clients that underwent ONE Hub training program and received various services such as business coaching, mentorship and financial literacy were recruited to provide workshops to aspiring newcomer entrepreneurs. These clients who registered businesses have provided experiential knowledge and skills in their field of expertise such as digital marketing.

Training workshops were offered through a hybrid model starting in the fall of 2022. Initially, the number of clients who wished to attend in person training were minimal but as the year progressed, we saw 50% participation in in-person sessions while others participated online. Overall, ONE Hub has seen more client engagement with eagerness to complete trainings with facilitators and fellow classmates.



## TESTIMONIAL

*Thanks to ONE Hub for organizing such wonderful meetings for us, the new immigrants here, to establish our business. The 8-week course was great, well organized, taught by expert teachers, covered almost all topics which a person may need to establish a business here in Canada.... from a to z. It covered almost all needed subjects whether its formation structures, legal aspects, accounting, taxation laws, business plan, market research/data analysis, marketing tools and more!*



# PROJECT MANAGEMENT (PM) TOOLKIT FOR SUCCESS

With the generous support of the RBC Foundation, newcomers were able to benefit significantly from the Project Management Toolkit for Success, implemented this fiscal year.

The certification, known for its versatility and applicability across various sectors, opens doors to well-paying jobs for internationally trained professionals.

Participants got an opportunity to become certified through various activities that we were able to accommodate from start to completion - obtaining certification within a few months.

The PM Toolkit for Success continues to bridge the gap for skilled newcomers, facilitating their successful integration into the Canadian job market.

## KEY ACCOMPLISHMENTS



## TESTIMONIAL

*I joined World Skills as a client last year in September 2022 and received information about the sponsorship for PMP training, so I submitted my application and was shortlisted for the Cohort2 PMP Toolkit for Success training. The journey toward my certification was not that easy but with determination and readiness to study, I was able to become a Certified Project Management Professional. The PMP certification increased my marketability and also gave me the opportunity to secure employment as a Project Coordinator with a non-profit organization.*

**Elizabeth Adesanya**

## ROADMAP TO EMPLOYMENT (RTE)

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The Roadmap to Employment (RTE) Program was established in 2016 with the arrival of Government-Assisted Refugees (GARS) from Syria. While the scope of services has expanded over the last 6 years, our commitment to serving newcomers with lower language levels remains unwavering, while bringing innovative and responsive programming based on client needs.

During the 2022 fiscal year, RTE served 240 clients and 116 successfully obtained employment. Clients have a diversity of professional backgrounds including the trades, hospitality, customer service, administration, manufacturing and engineering sectors. Additionally, over 60% hold post-secondary qualifications. They also represent over 20 countries of origin, including Afghanistan and Ukraine.

RTE programming involves developing personalized plan that includes specific services, resources, and interventions designed to help clients achieve their goals. Through interactive engagements, RTE workshops help to provide direction to clients' career goals. In addition to group sessions, client support includes personalized one-on-one employment counselling, resume guidance, interview preparation, and targeted recruitment activities.

RTE continues to engage with a wide range of employer partners including Amazon, the Westin/Delta Hotels and Canadian North alongside many small to medium sized businesses in the Ottawa area.

Additionally, to support Ukrainian newcomers, RTE collaborated with the Ukrainian Congress to organize a hiring event for the Ukrainian community, bringing together over 200 clients and 15 employers.



### TESTIMONIAL

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*I want to express my heartfelt appreciation to the entire World Skills team. Each member played a vital role in my career development, and I am indebted to everyone for their collective effort. The comprehensive support and collaborative environment at World Skills have been instrumental in my success.*

**Hitcham Mokhtari**

# SECTOR SPECIFIC EMPLOYMENT INITIATIVE (SSEI)

The Sector-Specific Employment Initiative (SSEI) is a transformative program by the World Skills Employment Centre that aims to support newcomers in the Canadian labour market by connecting them with employers, reducing integration barriers, and promoting workplace inclusivity. Developed in collaboration with partners like the Centre for Research on Inclusion at Work (CRIW) and Recruiting in Motion and funded by Immigration, Refugees, and Citizenship Canada (IRCC), SSEI provides personalized support, sector-specific training, job placements, and specialized recruitment events that foster meaningful connections between newcomers and employers.

The program's distinctive features include sector maps, a positive mindset for success, impactful digital resumes, understanding employer expectations, mastering networking and branding, and specialized 5-day sector-specific training in various fields. The SSEI initiative has engaged with over 800 clients through informative sessions, leading to more than 700 participants enrolling in specialized programs tailored to their chosen sectors, and over 500 clients actively contributing to SSEI's research efforts. Additionally, 489 clients successfully completed the program. The organization offers personalized Employability Skills Assessments, conducting over 1,400 one-on-one support sessions, and significantly benefiting 197 clients through Cluster A Sector Specific Training. Notably, 170 clients secured job placements within 6 months through sector-specific approaches, highlighting SSEI's vital role in enhancing employment prospects. SSEI remains committed to empowering newcomers and advancing employment success in Canada.



## TESTIMONIAL



*I am writing to express my sincere gratitude for the wonderful Targeted Recruitment Event that was organized by SSEI's team. It was a valuable and rewarding experience for my job search journey. The opportunity to interact with representatives from such esteemed organizations and learn more about their work culture, values, and available opportunities was truly invaluable. In addition, the interactions and the opportunity to exchange ideas, seek advice with the team and other SSEI clients was an enriching experience.*

**-Souad**

# SETTLEMENT ONLINE PRE-ARRIVAL - SOPA

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SOPA provides personalized settlement and career plan support for approved immigrants while they are still waiting to arrive in Canada.

Highlights from January – December 2022:

- Total number of clients served: 1124
- 1124 clients benefited from at least 1 activity
- 37 events - provincial and national level: networking (social café), employer events, and community events, with 1360 participants
- 226 clients completed at least one of the facilitated courses
- 655 unique clients benefited from Employment Counseling in 1180 sessions
- 800+ referrals to post-arrival partner organizations across Ontario

SOPA delivers services across Canada in partnership with organizations from the East and West. Partner organizations include:

- ISANS – managing partner for the Atlantic provinces
- World Skills and The Catholic Centre for Immigrants (CCI) in Ontario
- Altered Minds in Manitoba,
- Regina Open Door Society in Saskatchewan
- CCIS in Alberta
- MOSAIC in British Columbia.



## TESTIMONIAL

*I just want to say thank you. I really can't make it here this smoothly without your help. I am sincerely grateful for all your advice and guidance. Back then, I contacted the pre-arrival services only tentatively, not knowing what to expect and without a clear goal in mind, but your dedication and cordiality had completely changed my perspective and I cannot express how amazed I was. It was you that inspired me and motivated me to move forward, to keep working on my skills. It was you that brought me the most precious opportunity. You are truly my gateway to this brand new stop in my life and I still feel fortunate to have contacted the service and have met you.*

**Kai**

# WORKPLACE LANGUAGE TRAINING (WLT) COMMUNICATION FOR SUCCESS: BEYOND LANGUAGE!

## Highlights

- Number of classes delivered: 15
- Number of clients completed class: 165
- Workshops delivered: 52
- Number of employers and World Skills Alum/volunteer engaged in classes: 20
- CLB Exit number of clients assessed: 64

Clients not only saw an increase in their CLB language proficiency levels, but also are more comfortable and confident to express themselves both personally and professionally. They are:

- More engaged in their communities, actively participating at their children's school
- Active on social media
- More confident to apply for positions
- See success in their current roll, and opportunities to advance with current employer



## TESTIMONIAL



*My goals were simple I just want to improve my writing and speaking and know more about Canadian culture and the work environment. Yes, my goals were met and more- I am more comfortable and less time to write emails.*

**Elvira**

## PARTNERSHIPS



### Tourism Canada Destination Inclusion:

- Partnership with Tourism HR Canada, OCISO
- Delivered 38 outreach and information sessions
- 137 attended information sessions and connected with 85 private businesses and community partners in Eastern Ontario

Eastern Ontario Training Board: World Skills coordinated training, client referrals, and employment/work placement opportunities along with North American Transport Driving Academy

YMCA Power of Trades: Delivered 120 hours of sector specific content tailored to Immigrants in the skilled trades; developed content and delivered language program for skilled Trades & 29 clients completed the program.

# EMPLOYER ENGAGEMENT

Employer Engagement aims to build and maintain relationships with Ottawa employers in an effort to facilitate the recruitment, hiring, retention and promotion of newcomers.

Through various employer engagement related activities, the Employer Engagement Program seeks to strategically connect employers with newcomers from a vast talent pool, consequently meeting their labour market needs.

## 2022 Fiscal Year

Employer Engagement 2022-23			
Activities	Target	Actual	Percentage
Clients Employed	400	669	167%
Job Matching and Referral	500	707	141%
Sector Specific Targeted Recruitment Events organized with employers	13	17	131%
Sector Specific Targeted Recruitment Event (clients attendance)	100	388	388%
Employer Coaching & Networking Events organized with employers	15	15	100%
Employer Coaching & Networking Events (clients attendance)	200	375	188%
Annual Job Fair	300 clients/30 - 40 employers	317 / 38	106%
Job Retention Support	60 clients	24	40%
EE-Preparation for Licensure/Certification for IT professionals (ICTC)	40 clients	29	73%
Corporate Mentorship Programs (Mentors)	30-50	90	180%
Corporate Mentorship Programs (Mentees)	50	138	276%
Engaged_Employers_2022-2023			
No. Engaged_Employers	262		
No. _Employers_Hired WS Clients	70	27%	

## TESTIMONIAL



*We were offered to hold an info session with World Skills clients. In total, 90 job seekers participated in this virtual event. This opportunity allowed us to share information about our department – Fisheries and Oceans Canada and the Canadian Coast Guard (DFO-CCG), showcase 2 current job opportunities and our National Talent Bank Inventory where anyone can apply for any jobs in our organization, tips and tricks to apply to government jobs, and why DFO-CCG is one of Canada’s and the National Capital Region’s Top Employers. Attendees were highly motivated and interested in the department and more than fifty questions were asked and answered throughout the entirety of the presentation. 19 people have completed a talent profile in our National Talent Bank Inventory. Looking forward to extend our partnership and collaborate in the future!.*

**Department of Fisheries and Ocean**

## CORPORATE MENTORSHIP

Over the last 10 years, 500+ newcomers have participated in World Skills' Corporate Mentorship Programs with TD Bank and Accenture Consulting. Since 2010, through joint partnerships with employers in Ottawa, World Skills has provided over 1000 newcomers with coaching, mentoring, networking and upskilling opportunities through the Corporate Mentorship program. This allows newcomers to have competitive advantage in securing employment. Under the TD-World Skills mentorship program, overall employment rate showed an impressive average of 74% mentees securing employment. Since the start of the mentorship program in 2011, 209 mentees have benefited from this partnership through cross-cultural training, networking and one-on-one mentoring.



The Accenture-World Skills Mentorship Program targets newcomer IT professionals and was established in 2018. To date, 239 mentees from the IT sector has completed the program and has seen a 67% employment rate. In 2022, employment outcomes for the Accenture- World Skills Mentorship Program revealed an average of 56 per cent of mentees secured employment after 3 months of completing the program.



### TESTIMONIAL



*It was a rewarding experience for me. The relationship I have with my mentor is moving beyond the mentorship program and is opening doors to other relationships. I learnt so much that has prepared me for the job search, especially the mock interview process. It also improved my network circle in Canada.*

**TD Mentee**

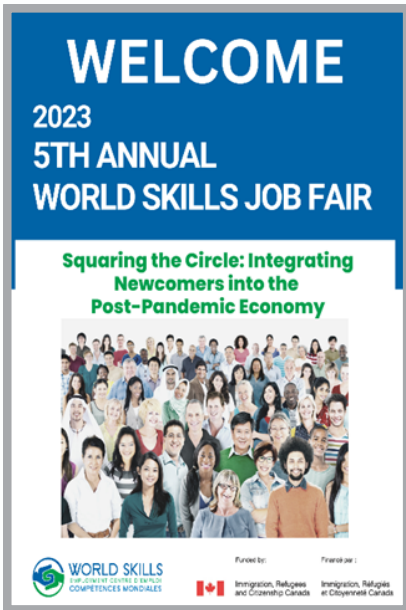
### TESTIMONIAL



*I am happy to be part of the mentorship program. I have been following other programs but this one has been a big difference. This program is unique in a way that's very combined everything together with knowledge and practice. One thing I really benefited from the mentorship program, it comes from a specific field in which I have been interested, instead of generic information.*

**-Accenture Mentee**

# THE 5TH ANNUAL JOB FAIR



World Skills hosted its 5th Annual Job Fair during the 2022 fiscal period which saw tremendous success. Over 200 newcomers attended the Job Fair which hosted over 40 employers in Ottawa from different sectors.

The theme of the Job Fair - “Squaring the Circle: Integrating Newcomers into the Post-Pandemic Economy” sought to reconcile critical labour shortages with high unemployment and underemployment among immigrants and other equity-seeking groups.

Participants were able to connect directly with employers and showcase their skills and talents. Participants were also able to engage in a speaker series that outlined current labour market trends.



## TESTIMONIALS

*“It was an amazing event that I have never attended here in Ottawa, Ontario Canada. The employers were open to us, answering questions. And some gave us directions on how to get an interview quickly with their company. I really appreciate that event and like it. Thanks”*

*“World Skills staff were very friendly, a very organized event and an excellent opportunity to network”*

**-Participants**

*“I am happy to announce that we just hired a WorldSkills candidate to BDC! We hired –xx- who will begin her temporary role as a Client Support Coordinator next May 15. The World Skills candidate presented herself at our booth and blew the minds of our business centre Leader and Senior Commercial Account Manager who also attended the Job Fair. We now have a rich talent pool of candidates for our support roles for Ottawa. Once again, thank you so much”*

**BDC (Business Development Canada)**



## OUR VOLUNTEERS

---

World Skills is fortunate to have support from over 40 volunteers who offer resume and interview coaching. We are so grateful for the commitment of time and expertise that our volunteers offer.

# TESTIMONIALS

“

“Helping newcomers to Canada through World Skills has been such a rewarding experience. It’s a bright spot in my week when I can help a client feel confident and able to take on the Canadian job market.”

**DANIELLE GATTINGER, CANADIAN PARALYMPIC COMMITTEE**



**Volunteers donated  
over 870 hours to  
World Skills in 2022!**

“After participating in an interview roulette at work, I realized that meeting and helping all the brilliant individuals that had attended was a truly transformative experience for me. As a first generation Canadian and an immigrant who has built her career in Canada with no guidance from anyone, I can strongly and empathetically relate to other new Canadians who are struggling to find their footing in a new country. Being able to share my diverse professional experience has given me great satisfaction in realizing my goal of helping others grow and succeed. I am looking forward to expanding my partnership with WorldSkills and finding creative and effective ways to support those new to the Canadian job market in securing desired jobs and continually growing professionally.”

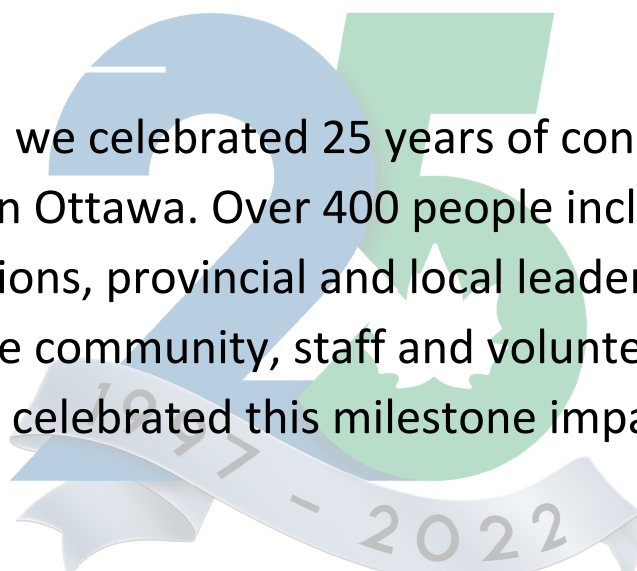
**-KATY GRINBERG, EXPORT DEVELOPMENT CANADA**

## THANK YOU TO OUR DEDICATED VOLUNTEERS!



★ **25** years of connecting immigrants to employment in Ottawa! ★

On May 25, 2023, we celebrated 25 years of connecting immigrants to employment in Ottawa. Over 400 people including our funders, partner organizations, provincial and local leaders, Ottawa businesses, members of the community, staff and volunteers joined us as we celebrated this milestone impact.



# Audited Statement of Financial Position as at March 31, 2023

	2023	2022
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and equivalents (Note 2a)	\$ 339,978	\$ 607,459
Accounts receivable	24,572	24,679
HST recoverable	23,831	29,933
Project receivables	621,723	292,003
Prepaid expenses	<u>15,513</u>	<u>11,773</u>
	1,025,617	965,847
<b>PROPERTY AND EQUIPMENT (Notes 2b and 3)</b>	<u>53,242</u>	<u>86,772</u>
<b>TOTAL ASSETS</b>	<u>\$ 1,078,859</u>	<u>\$ 1,052,619</u>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	\$ 311,224	\$ 256,924
Deferred revenue (Note 4)	<u>58,228</u>	<u>64,219</u>
	<u>369,452</u>	<u>321,143</u>
<b>LONG-TERM LIABILITIES</b>		
Deferred capital contributions (Note 5)	<u>52,931</u>	<u>85,698</u>
<b>NET ASSETS</b>		
Internally-restricted for infrastructure	92,500	92,500
Internally-restricted for program development	19,500	19,500
Invested in property and equipment	311	1,074
Unrestricted	<u>544,165</u>	<u>532,704</u>
	<u>656,476</u>	<u>645,778</u>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<u>\$ 1,078,859</u>	<u>\$ 1,052,619</u>

**APPROVED ON BEHALF OF THE BOARD:**

Director  September 06, 2023

Director 

# Audited Statement of Revenues and Expenditures for year ended March 31, 2023

	2023	2022
<b>REVENUES</b>		
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language, Training, Labour Market, FIN, ENRICH, SDI/SSEE)	\$ 3,480,903	\$ 2,919,143
Ottawa Community Loan Fund (OCLF)	106,780	224,351
ISANS/CCI (Settlement On-Line Pre-Arrival)	350,984	344,102
Social Research and Demonstration Corporation (Career Pathways)	978,179	972,585
United Way Projects	109,601	133,548
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	138,732	84,310
Donations	14,187	3,671
Other grants	18,534	23,485
Fees for service	37,350	47,054
Other revenue	6,754	1,371
Amortization of deferred revenue related to property and equipment	<u>39,353</u>	<u>32,918</u>
	<b><u>5,281,357</u></b>	<b><u>4,786,538</u></b>
<b>EXPENSES</b>		
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language, Training, Labour Market, FIN and ENRICH)	3,480,903	2,919,143
Ottawa Community Loan Fund (OCLF)	106,780	224,351
ISANS/CCI (Settlement On-Line Pre-Arrival)	350,984	344,102
Social Research and Demonstration Corporation (Career Pathways)	978,179	972,585
United Way Projects	109,601	133,548
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	138,732	84,310
Other expenses	65,364	52,137
Amortization	<u>40,116</u>	<u>33,354</u>
	<b><u>5,270,659</u></b>	<b><u>4,763,530</u></b>
<b>NET REVENUE FOR THE YEAR</b>	<b><u>\$ 10,698</u></b>	<b><u>\$ 23,008</u></b>

## WORLD SKILLS BOARD OF DIRECTORS

- President | Carl Nicholson
- Treasurer | Myriam Mekni
- Secretary | Mary Roman
- Vice President | Sharon Kan
- Vice President | Sarah Caspi
- Vice President | Mercy Lawluvi
- Vice President | Fred Awada
- Vice President | Abdulrazak Karod
- Vice President | Kenny Leon
- Executive Director (Staff) | Mengistab Tsegaye

## PARTNERS & 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)

## COMMUNITY PARTNERS

Thank you for your continued support.

- 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)
- Service Intégration Travail Outaouais
- 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
- United Way East Ontario
- Royal Bank of Canada (RBC)
- Social Research and Demonstration Corporation (SRDC)
- IBM

## OUR TEAM

Staff Name:	Position:
Amanda Wrobel	Program Support (on maternity leave)
Anastasiia Sheichuk	Manager, Sector Specific Employment Initiative (SSEI)
Andreea Glavan	Program Manager, SOPA
Andy Rapoch	Employer Engagement Coordinator
Anupama Potdar	Recruitment Specialist, ENW
Asma Skalli	Intake, Assessment & Referral Counsellor, ENW
Barbara Hogan	Program Manager, CRP, RTE
Btissam Toubane	Skilled Trades Sector Specialist, CRP
Charity Chavez	Accountant
Charles Tshimanga	Employment Specialist, JSW (French)
Chris Song	Job Retention and Corporate Mentorship Coordinator, ENW
Danielle Kerr	Outreach and Engagement Specialist, ONE Hub
Darine Fakher Al Dine	Employment Specialist, Project Lead
Darshana Tripathi	Program Support and Reporting Assistant, CRP
David Northcott	Employment Specialist, CAN
Elmira Alim	Ontario Facilitator, Job Search Strategies, SOPA
Erin Reitknecht	Recruitment Specialist, SSEI
Fahim Mayar	Program Support and Reporting Assistant, ONE Hub
Farah Ammar	Employment Specialist, FIN YESS
Fathy Ibrahim	Recruitment Specialist, ENW
Fatima Saadeddine	Manager, Empowering Newcomer Women (ENW)

Pantea Kabiri	Program Support and Reporting Assistant, ENW
Peggy Kelly	Manager, Workplace Language Training
Pirouz Ebadatkar	Recruitment Specialist, EE
Rachid Nifa	Employment Specialist RTE
Raghad Alsalim	Employment Specialist, RTE
Rocky Edoh	Data Reporting Specialist, ENW
Rosa Maria Taboada	Employment Specialist, SOPA
Sara Tavassoli	Intake, Assessment and Referral Counsellor, ENRICH
Sarah Powell	Coordinator, FIN YESS

Fouzia Regoug	Employment Specialist, JSW, FIN
Gail Cutinha	Program Support and Reporting Assistant, JSW, WLT, CAN
Gemma Follini	Manager, EE
Grace Sheng	Manager, ENRICH
Ines Rojas-Rios	Program Support and Reporting Assistant, FIN
Jack De Jong	Employment Specialist, CAN
Jeanne d'Arc Mukangarambe	Intake, Assessment and Referral Counsellor, CRP
Jessie Sammey	Receptionist/Administrative Assistant
Jocelyn Eissa	Book Keeper
Jon MacDougall	Operations Manager
Ledianis Rivero-Sosa	Director, Client Services
Mariam Ghali	Intake, Assessment & Referral Counsellor, SSEI
Mayrell Marin Grandal	Data Analyst, FIN YESS
Mc Carson Bledman	Employment and Data Specialist, FIN YESS
Matin Tamanna	IT Support Specialist
Mejdi Majeed Alkhusi	Employment Specialist, Career Transitions and Client Services
Melissa McGuirk McNeil	Manager, HR and Volunteer Services
Mengistab Tsegaye	Executive Director
Micah John	Employment Specialist, Career Transitions
Nadiya Shcherbenyuk	Employment Specialist, RTE
Nasreen Nuradin	Employment Specialist, ENW
Natalie Macartney	Employment Specialist, SSEI
Naziana Chummun	Ontario Intake Counsellor, SOPA
Niveditha Balabommala	Recruitment Specialist, EE

Sasha-Gay Lobban	Communications Specialist
Shahram Ahmad	IT Support Assistant
Shyrose Goodwin	Recruitment Specialist, EE
Skye Hines	Employment Specialist, FIN
Theodros Haile Azbaha	Employer Engagement Specialist, RTE
Tonya Pomerantz	Employment Specialist, ENW
Wided El Fessi	Employment Specialist, SOPA
Zahra Azizi	Sector Specific Employment Specialist, CRP
Zeasth Adnan	Digital Outreach Specialist, SSEI

## FUNDERS

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Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada



Employment and  
Social Development Canada

Emploi et  
Développement social Canada



Ontario



United Way  
East Ontario

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## SPONSORS

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Foundation



**THANK YOU FOR YOUR GENEROUS  
CONTRIBUTIONS!**





# WE MOVED!



**NEW LOCATION:**

**237 Argyle Ave. Ottawa, ON K2P 1B8**

**We extend a big THANK YOU to the Catholic Centre for Immigrants (CCI) for their partnership, hospitality and support for over 25 years at 219 Argyle! We look forward to our continued partnership.**



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



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

237 Argyle Ave. | Ottawa, ON K2P 1B8 |

(613) 233-0453 | [ws@ottawa-worldskills.org](mailto:ws@ottawa-worldskills.org)