

ANNUAL REPORT

2021-2022



Connecting Immigrants to Employment for 25 years!

Letter from the: **PRESIDENT AND EXECUTIVE DIRECTOR**

"All stakeholders must participate in the gains and losses of any particular situation." -Christine Lagarde

The past two years were spent understanding and adapting to the structural changes brought about by the pandemic. Amidst a changed mode of service delivery, additional labor market barriers faced by clients, and a need for internal capacity building, we learned that consistent engagement with our stakeholders is key in charting a new path forward.

Our new path is multi-faceted and promising. Throughout the pandemic, our goals were to (i) reduce information asymmetry and enhance the job-readiness of our clients, (ii) encourage employers to take a more active role in newcomer labor market integration, (iii) enhance access to technology, and (iv) use a data-centered approach to respond to gaps, improve program and performance management. These goals were a formidable undertaking and we are proud to bring forth a long list of successes that we achieved by considering every challenge as an opportunity for growth. All our progress can be ascribed to close association with our staff, engaged employers, our partners, volunteers and clients.

As the sector transitioned to hybrid service delivery, we quickly understood the importance of digitizing content and empowering clients to access resources for asynchronous learning. As a result, three of our programs: Job Search Workshop (JSW), Workplace Language Training (WLT), and One Hub developed learning portals and digital content to support clients that are unable to benefit from training in the virtual classroom. Behind the scenes, our team has worked very hard to update the curriculum to enhance its relevance to the labour market and to change its structure for the digital interface.

Letter from the: **PRESIDENT AND EXECUTIVE DIRECTOR (CONT'D)**

In our zest to collectively support our client and employer engagement functions, we launched a new program, 'Sector Specific Employer Initiative' (SSEI) in collaboration with the Centre of Research for Inclusion at Work (CRIW) at Carleton University. Premised on action research, the program aims to analyze the impact of sector-specific employer engagement on newcomer employment outcomes in 15 sectors.

The program has many unique features such as training by sector experts and sector maps that have received immense appreciation from our clients. Funded by IRCC, the research will span three years and we hope that the outcomes will reorganize the employer engagement approach for the sector.

On route to strengthening our employer relationships, we are also proud to announce our partnership with IBM. Through this partnership, our clients will have free access to the SkillsBuild platform to develop and enhance their skills pertaining to data analysis, cyber security, business fundamentals, and many other knowledge areas that are in demand in the current job market. We have received tremendous interest in the platform and we hope that this avenue will enable our clients to secure commensurate positions in a short period.

We embarked on a journey to implement the case management approach last year. As we made strides in terms of building our internal capacity, we realized that we need to update our database for enhanced mapping of client and employer journeys while catering to our programmatic and reporting needs. As a result, we have started the development of a new database that will enable us to respond to varying program requirements, service delivery gaps as well as volunteer management.

To further support our clients in dealing with the stresses of navigating the job market, our staff received Mental Health First Aid (MHFA) training to guide clients to the resources and support available. We have started conducting regular well-being sessions to provide clients with a safe space to share their struggles. This initiative has also generated a lot of interest within the newcomer community.

We served **2611 clients** in the fiscal year April 2021- March 2022 of which over **1000 clients** found Employment. We believe that these numbers will continue to grow due to our dynamic and expanding services and a strengthened outreach and communications strategy that aims to showcase the strengths of our services to our stakeholders.

Letter from the: **PRESIDENT AND EXECUTIVE DIRECTOR (CONT'D)**

As we return to in-person client services, we hope that the hybrid model will empower clients to access their preferred support and alleviate some of the challenges experienced over the last two years. We have undertaken the necessary measures to ensure that this transition is safe and technologically supported for both our staff and clients.

As we close another year of success, 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 thank our staff, volunteers, and clients for their trust, support, and dedication.

We are poised to continue on the path of innovation and growth in the coming year as we persevere on our mission to support the integration of newcomers into the Canadian labour market.



Carl Nicholson
President of the Board



Mengistab Tsegaye
Executive Director

Mot du PRÉSIDENT ET DU DIRECTEUR GÉNÉRAL

"Toutes les parties prenantes doivent participer aux gains et aux pertes de toute situation particulière. -Christine Lagarde

Les deux dernières années ont été consacrées à comprendre les changements structurels induits par la pandémie et à nous y adapter. Face au changement du mode de prestation de services, aux obstacles supplémentaires auxquels sont confrontés les clients sur le marché du travail et au besoin de renforcement des capacités internes, nous avons appris qu'un engagement constant avec nos parties prenantes est capital pour tracer une nouvelle voie à suivre.

Notre nouvelle voie est multiforme et prometteuse. Durant la pandémie, nos objectifs étaient de (I) réduire l'asymétrie informationnelle et améliorer l'employabilité de nos clients, (II) encourager les employeurs à jouer un rôle plus actif dans l'intégration des nouveaux arrivants dans le marché du travail, (III) améliorer l'accès à la technologie, et (IV) utiliser une approche axée sur les données pour combler les lacunes, améliorer la gestion des programmes et du rendement. Ces objectifs étaient un engagement majeur et nous sommes fiers de présenter une longue liste de réussites que nous avons réalisées en considérant chaque défi comme une opportunité de croissance. Tous nos progrès peuvent être attribués à une étroite collaboration entre les membres du personnel, les employeurs engagés, nos partenaires, nos bénévoles et nos clients.

Alors que le secteur effectuait le passage vers la prestation des services hybrides, nous avons vite compris l'importance de numériser le contenu et de permettre aux clients d'accéder aux ressources pour l'apprentissage en mode asynchrone. Ainsi, trois de nos programmes : Atelier de Recherche d'Emploi (ARE), Formation Linguistique liée au Travail (FLT) et Carrefour ENAO (Carrefour pour Entrepreneurs Nouveaux Arrivants d'Ottawa), ont développé des portails d'apprentissage et des contenus numériques pour soutenir les clients qui ne peuvent pas bénéficier d'une formation en classe virtuelle. En coulisses, notre équipe a travaillé d'arrache-pied pour mettre à jour le curriculum afin d'améliorer sa pertinence au marché du travail et de changer sa structure pour l'interface numérique.

Mot du PRÉSIDENT ET DU DIRECTEUR GÉNÉRAL (SUITE)

Dans notre vive volonté d'appuyer collectivement nos fonctions d'engagement des clients et des employeurs, nous avons lancé un nouveau programme, "Initiative pour l'Emploi dans les Secteurs Spécifiques" (IESS) en collaboration avec le Centre de Recherche sur l'Inclusion au Travail (CRIW) de l'Université Carleton. Basé sur la recherche-action, le programme vise à analyser l'impact de l'engagement des employeurs des secteurs spécifiques sur les résultats d'emploi des nouveaux arrivants dans 15 secteurs. Le programme comporte plusieurs caractéristiques uniques, telles que les formations données par des experts des secteurs et les cartes sectorielles qui ont été beaucoup appréciées par nos clients. Financée par IRCC, la recherche s'étendra sur trois ans et nous espérons que les résultats réorganiseront l'approche de l'engagement des employeurs du secteur.

Mus par le renforcement des relations avec les employeurs, nous sommes aussi fiers d'annoncer notre partenariat avec IBM. Grâce à ce partenariat, nos clients auront un accès gratuit à la plateforme SkillsBuild pour développer et améliorer leurs compétences en analyse des données, en cybersécurité, en notions fondamentales des affaires ainsi que plusieurs autres domaines de connaissance en demande sur le marché d'emploi actuel. Nous avons noté un intérêt immense pour la plateforme et nous espérons que cette voie permettra aux clients de trouver des postes de leurs niveaux dans un court laps de temps.

Nous avons commencé l'année dernière à implémenter l'approche de gestion des cas. Progressant en termes de renforcement de nos capacités internes, nous nous sommes rendus compte de la nécessité de mettre à jour notre base de données pour une cartographie améliorée des parcours des clients et des employeurs tout en répondant à nos besoins programmatiques et de rapports. Ainsi, nous avons commencé à développer une nouvelle base de données qui nous permettra de répondre aux exigences diverses des programmes, aux lacunes dans la prestation des services et à la gestion des bénévoles.

Pour soutenir davantage nos clients dans la gestion du stress lié à l'exploration du marché d'emploi, notre personnel a suivi une formation en Premiers Soins en Santé Mentale (PSSM) afin de guider les clients vers les ressources et soutiens disponibles.

Mot du PRÉSIDENT ET DU DIRECTEUR GÉNÉRAL (SUITE)

Nous avons commencé à organiser des séances régulières sur le bien-être afin de fournir aux clients un espace sûr pour partager leurs problèmes. Cette initiative a également suscité un grand intérêt dans la communauté des nouveaux arrivants.

Nous avons servi 2611 clients au cours de l'année fiscale allant d'avril 2021 à mars 2022 dont 1000 ont trouvé un emploi. Nous croyons que ces chiffres continueront d'augmenter du fait du dynamisme et de la croissance de nos services, et du fait des activités de sensibilisation renforcée et de la stratégie de communication qui visent à mettre en évidence les forces de nos services auprès des parties prenantes.

Comme nous retournons aux services en présentiel avec les clients, nous espérons que le modèle hybride permettra aux clients d'avoir accès au canal de leur choix et d'atténuer quelques défis rencontrés au cours de deux dernières années. Nous avons pris les mesures nécessaires pour faire en sorte que ce passage soit sûr et technologiquement soutenu, tant pour notre personnel que pour les clients.

Au terme d'une autre année de succès, nous sommes reconnaissants aux membres de notre conseil d'administration de nous avoir renforcés par des conseils stratégiques et à nos bailleurs de fonds de nous avoir aidés à répondre aux besoins des clients. Merci à notre personnel, aux bénévoles et aux clients pour leur confiance, leur soutien et leur dévouement. Nous sommes prêts à poursuivre sur la voie de l'innovation et de la croissance au cours de l'année à venir, en persévérant dans notre mission de soutien à l'intégration des Nouveaux arrivants dans le marché du travail canadien.



Carl Nicholson
President of the Board



Mengistab Tsegaye
Executive Director

OUR MISSION

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

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

OUR VISION

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



CONNECTING IMMIGRANTS TO EMPLOYMENT

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.



WORLD SKILLS

PARTNERSHIP

Our national, regional and local partnerships
frame our work and identity.

DESTINATION INCLUSION

The Destination Inclusion program was a partnership with Tourism HR Canada, OCISO, and World Skills, funded by the Government of Canada, the Government of Ontario and Employment Ontario.

This was a 6 months program designed to empower racialized groups to succeed in the tourism sector through innovative learning. Participants had access to specialized skills assessments and customized training to enhance technical, essential, transferable, and cultural competencies.

The programs were self-driven, free eLearning modules related to hospitality: Front Desk, Housekeeping, Line Cook, and micro learning assets.

World Skills role in the program was to provide information sessions and benefits about the learning modules to partner organizations, potential clients, and employers. We worked with 17 settlement and employment centres and 5 + employers in Eastern Ontario to promote and engage potential participants to a career in tourism, encourage existing employees to upskill, and further their careers in the tourism sector.

TESTIMONIAL

"I signed up for destination Inclusion, and it changed my life. The e-learning materials had given me the proper knowledge related to my field to identify transferable skills for preparing myself for the Canadian labour market. The program certainly gave me the right tools to navigate my career path and connections with people in the field I am interested in. The mentorship program has been beneficial to reshape my resume and cover letter and sharpen my interview skills. I appreciate all destination inclusion, team members. Thank you again so much!"

-Noeul Kang

MENTAL HEALTH TRAINING AND SUPPORT

The mental health and well-being of our clients continues to be an important part of our work at World Skills. As it became increasingly clear that we would be living with the pandemic for an extended period, many clients found themselves dealing with mental health challenges that they never experienced before.

This was in addition to the stresses associated with their job search journey.

To respond to these challenges, World Skills established a partnership with Jewish Family Service (JFS) to offer monthly - online **Well-Being and Self-Care** sessions for clients.

These sessions facilitated by experienced professional counsellors, provided a space for clients to connect, explore and share their challenges as well as support each other.

The monthly sessions are well attended and have been immensely beneficial to clients as they are able to: build connections to mental health services in the community; connect with peers and World Skills Staff. In addition to implementing this initiative, World Skills organized an all-staff training on **Mental Health First Aid Training**, delivered by the Mental Health Commission. This was done to ensure that all staff are equipped with the skills and confidence to support clients who may be experiencing mental health challenges.

TESTIMONIAL

I have been attending the monthly well-being sessions by World Skills Employment Centre in partnership with JFS-Ottawa and it has been consistently of a great value in my settlement journey. As a newcomer, having a safe space to learn and share about stigmatized subjects is a big emotional relief and mindset shift. The topics addressed in the sessions are mind opening to cultivate and spread mental health awareness and equip participants with foundational knowledge to take good care of ourselves and be mindful of the different elements that impact our well-being. I see a clear need for such sessions that bring newcomers together, make us feel that we are not alone in facing our mental challenges and contribute to break the biases and remove the stigmas surrounding those topics. Immensely thankful for that! - **Youssef Skali**

FCRP FOR INTERNATIONALLY TRAINED PROFESSIONALS

World Skills is happy to have partnered with OCISO, LASSA and OCLF to deliver the Foreign Credential Recognition Program (FCRP) which lasted for 4 years. The program was funded by Employment Services Development Canada (ESDC) which was designed to provide internationally trained professionals (ITPs) with comprehensive services to navigate the Canadian credential assessment and pre-employment landscape.

Since its implementation, over 1000 newcomers have benefited from FCRP. The objective of the program was to support clients to work in their original professional field or in an alternative related profession; to establish their careers in Canada by helping them to break common barriers; and to reach their employment goals making use of their valuable skills and experience. FCRP came to an end in September 2022 but is still however under assessment for renewal.

As by partnership agreement, World Skills offered the sector specific information and guidance plus employment support. World Skills provided: 1,126 of intakes, needs assessments and referrals; 878 clients received sector specific support and 677 received employment support.

In addition, focus on Skilled Trades was also added to FCRP. Through the delivery of information sessions and individual consultations, we were able to support international-trained professionals who were interested in furthering their careers in the skilled trades sector in Canada.

As part of our service, we offered one-on-one detailed walk-throughs about Trade Equivalency Assessments and the apprenticeship program's pathway in order to help clients better navigate the process. Furthermore, we worked collaboratively with partner agencies by referring clients in a timely manner and ensuring they received the services through effective follow-ups. The program included 8 main components, delivered by 4 organisations.



The Foreign Credential Recognition Program helped me to understand how to apply and use my transferable skills, how to tailor my resume, also brought valuable learnings about interviews and networking, opportunities to participate in workshops, mentoring and one-on-one meetings with excellent and friendly professionals. This program is very well designed and has been very helpful! I'm grateful! Thank you, World Skills!"

- Mavi Blotta, Client



WORLD SKILLS

EMPOWERMENT

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

TRAINING AND DEVELOPMENT

ACCENTURE ONLINE

World Skills is pleased to partner with two globally recognized employers, Accenture Consulting and IBM, who are working with us to make training and development opportunities available to our newcomer talent pool. In today's fast-paced world and evolving workplaces, especially during the pandemic, online learning provides many advantages, which include flexibility, accessibility, cost-saving, customization to individual learning needs, and equips newcomers with skills to prove their strengths and competencies to employers.

The Accenture Learning Exchange Platform is an award winning online learning platform that equips newcomer learners with the skills they need to get a job, be successful or build a business. The blended learning curricula provides a blend of online courses for building foundational knowledge and classroom workshop for practicing hands-on skills. It comprises of over 250 courses designed to help learners gain knowledge, apply knowledge to practice and inspire them to explore many new skills.

IBM SKILLS BUILD

The IBM Skills Build Platform helps learners, educators and organizations access training that can “power your future in tech with job skills, courses and credentials – for free.” For many newcomers, the difference between a resume being screened in a competition or passing an interview is whether or not the applicant has sufficiently demonstrated their skills and experience. By taking up these short online courses to gain skills and competencies, newcomers can advance their job search process and get hired at no cost.

POWER OF TRADES

Power of Trades is an Employment Ontario project funded by the Government of Canada and Ontario. World Skills in partnership with the YMCA delivered a six- week career exploration program geared towards individuals who wanted to explore a career path in the Skilled Trades.

World Skills contributed the sector specific language component for Power of Trades. Clients were taught the skills necessary to be successful in the trade industry. The language specific curriculum linked the skills training components, to essential, and employability skills. In addition to this, the language module provided clients the opportunity to practice and fine-tune their reading, writing, speaking, and listening skills directly connected to the skills they would use on the job.





RESPECT FOR DIVERSITY

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

A decorative graphic at the top of the page features several hands made of crumpled paper in various colors (purple, orange, green, blue, yellow, pink) reaching out towards a small globe showing the Americas. The hands are arranged in a semi-circle around the globe.

DIVERSITY AT WORLD SKILLS

Diversity, Equity and Inclusion are leading themes in Canada amongst employers as efforts are made to increase the participation of underrepresented groups, including women in the workforce.

As employers strive to meet growing labour demands, there is increased attention to the immigrant talent pool which has been an underutilized source of labour for several years. As an employer, World Skills Employment Centre has perhaps been ahead of the curve from its inception, in 2009. Led by a diverse Board of Directors, World Skills has naturally embraced diversity and inclusion based on its mission to connect immigrants to employment.

Over the last 25 years, World Skills has served immigrants and refugees from across the globe, who represent a wealth of cultures, ethnicities, languages, religions and a wide range of professions, skills and occupations. Additionally, staff has always been diverse, with employees from across the world, speaking multiple languages.

World Skills is proactive in creating an inclusive workplace. As part of the onboarding process, new staff attend a workshop called 'Tips for Working in a Multi-Cultural Environment' with Senior Director, Magdalene Cooman. This workshop provides employees with tips to be proactive in fostering an inclusive work environment, with appreciation for different cultures, work styles and approaches to problem solving. This proved to be an informative and eye-opening process for staff who expressed positive feedback.

A decorative graphic in the top right corner featuring several hands of different colors (purple, orange, green, blue, yellow, pink) reaching out, with a small globe showing North and South America below them.

Cont'd...

DIVERSITY AT WORLD SKILLS

“This workshop should be a mandatory part of our staff and clients. The videos were well chosen. The stories shown in the video are reminders of how important it is to respect and try to understand people (without prejudice, bias and judgment) who are around us. I guessed that company diversity leads to better profit, but I did not know much. I learnt that it increases the company's profit by 30% - that is impressive! I am glad that I am a part of [the] Canadian society which truly values cultural differences.” -Nadiya, staff member

DIVERSE NEWCOMER TALENT POOL

In the meantime, as Diversity, Equity and Inclusion policies and practices continue to become widespread, World Skills has become a key source of talent to employers in Ottawa.

Our newcomer talent pool offers employers a wide range of talent including multiple languages to meet customer needs and brings global experience and perspectives to businesses.

In 2019, World Skills received funding to be part of a national pilot project, Career Pathways for Visible Minority Newcomer Women. This initiative focuses on testing employment interventions to support visible minority women in the workforce.

Through this, World Skills promotes a diverse group of newcomer women to employers and the results have been very encouraging as employers embrace this talent pool, to meet their own gender equality goals.

WORLD SKILLS RATED "VERY DIVERSE & INCLUSIVE" BY STAFF

In October 2022, World Skills shared with its 58 employees a survey, “Diversity and Inclusion at World Skills” to evaluate employees’ awareness of D&I in the workplace.

Staff rated World Skills as "very diverse" - considering that staff have a variety of nationalities and cultures are continuously shared among employees.

The results show that World Skills is a highly diverse organization. As one respondent said “World Skills is the most diverse workplace that I have ever worked in and I have worked for the provincial and municipal governments and private sector”; a feeling shared by most staff.

When asked how they would describe staff diversity (not at all diverse, somehow diverse, very diverse), 96% of respondents selected “Very diverse” and 4% responded “Somehow diverse”. Similarly, 96% of respondents consider the leadership team as being “Very diverse” and 4% as “Somehow diverse”.

According to the results, the level of diversity varies from one criterion to another. World Skills best scores in ethnicity, age, and languages.

In addition to official languages, 14 other languages are spoken at World Skills. This includes: Arabic; Farsi; Spanish; Portuguese; Mandarin; Swahili; Kinyarwanda; Italian; Gujarati; Tigrigna; Amharic; IsiZulu; Urdu; and Igbo.

However, results indicate that efforts need to be made to achieve gender balance as only 20% of the respondents identify as men and 80% as women.

“The strong diversity characterizing World Skills goes hand in hand with inclusion. Indeed, 80% of respondents “strongly agree” that diverse employees are treated fairly at the organization, while 16% “somehow agree”, and only 4% “neither agreed nor disagreed”. The same results display when it comes to how the organization respects individuals and values their differences.

The strong diversity and the policies adopted by the organization certainly contributed to creating an inclusive and safe environment. When asked to rate on a scale of 1 to 5, 1 being very uncomfortable and 5 very comfortable, how comfortably they can talk about their social and cultural background in the workplace, the results were excellent:



4.44 Average Rating

DIVERSITY & INCLUSION CONTINUES TO BE FUNDAMENTAL AT WORLD SKILLS

“World Skills will continue to build an inclusive workforce that celebrates diversity and provides an environment that allows our staff, newcomers and employers to grow and thrive. We are committed to empower our staff and clients and to help employers meet their DEI goals. Everyone matters and Ottawa can become a better society when DEI is embraced by the entire community.”

- Magdalene Cooman



"Connecting Immigrants to Employment"

Activate W
to Settings



2022 Strategic Planning Meeting & Staff Retreat



ACCOUNTABILITY & INTEGRITY

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

VOLUNTEER RECOGNITION

INSPIRED AND CONNECTED - LINDA KINGSTON

When I started volunteering at World Skills, I had been looking for a way to get involved in my community and meet new people. I had no idea yet how energizing and rewarding this experience would be. I started out as a coach in the resumé clinic. The first thing we do is encourage clients to think deeply about their work histories. It is always exciting when they begin to realize just how much they have to offer. We then work on highlighting concrete achievements relevant to their target job. During this process, we learn so much about the clients. Listening to their stories is a privilege.

I was then offered the opportunity to join the Interview Roulette team. The team coaches clients through 10-minute mock interviews. With backgrounds in law, business, and human resources, the other coaches have shown me how to make our experience useful to job seekers.

As a communications worker, I try to help clients position themselves as the solution to the employer's problems. It's also a chance to explain the interview process and encourage participants to let their personalities shine.

When the pandemic prevented us from meeting in person, the HR team gave us the training we needed to conduct sessions remotely. This timely action was vital to keeping the programs going and growing. The hard work and talent of the people I meet through World Skills continue to inspire me. I feel lucky to be a small part of their journey.



This year, our volunteers donated over **1,800** hours to World Skills!



“

As a communications worker, I try to help clients position themselves as the solution to the employer's problems. It's also a chance to explain the interview process and encourage participants to let their personalities shine.

-Linda Kingston, Volunteer



SERVICE EXCELLENCE

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

We Served

2,611
Newcomers



That's **9** new
clients every day!*

Bachelor
39%

Master
39%

Diploma
7%

High School
4%

PhD
7%

Other
7%

We Provided



3393

Employment counselling and
coaching sessions



2,611

Clients benefited from

674

workshops, events,
training sessions

Our Volunteers

1,804

Volunteer hours donated by

38

Professional coaches
and volunteers



Interview Roulette

15 roulettes

127 clients



Résumé Clinic

69 clinics

162 clients

Our Success

1,000

Clients found
employment

572

Employers engaged for
hiring newcomer talent



NEEDS ASSESSMENT TRAINING FOR EMPLOYEES

World Skills has a long-standing commitment to continuous growth and offers professional development opportunities for management and staff. In the spring of 2022,

World Skills staff received training on Employment Needs Assessment, which was developed by Gillian Johnston, Co-Director of the Career Development Practitioners Certification Board of Ontario. Ms. Johnston has 40 years experience in career development including 30 years in the education and training of career counsellors/practitioners.

Over the course of one month, 27 staff members participated in an interactive training that centered on best practices in needs assessment. During these sessions participants explored levels of needs assessment and their application within diverse employability dimensions and looked into evaluation of personal/environmental needs, job/career objectives and skills enhancement needs. This training highlighted the use of active listening skills and empathy in client interactions.

Ms. Johnston presented an 8-step assessment model that encompasses identification of client needs, career exploration and job-readiness assessment.

NEEDS ASSESSMENT TRAINING FOR EMPLOYEES (CONT'D)

Employment Needs Assessment Model:

Step 1: Establish collaborative relationship

Step 2: Define consumer context

Step 3: Explore current career/vocational expectations

Step 4: Identify and assess job specific skills and qualifications

Step 5: Assess readiness to seek and maintain employment

Step 6: Synthesis of information and formulation of options

Step 7: Establish action plan

Step 8: Follow-up

By continuously improving its needs assessment practices, we aim to accomplish:

- Consistency in initial assessment
- Enhanced liaison among staff interacting with clients
- Common language
- Cohesive employment service
- Integrated case management approach

Staff and management at World Skills are dedicated to service excellence by providing a high standard of service to our clients, employers, funders and community partners. We are engaged in updating our needs assessment practices to develop and offer programs and services that assist our clients in increasing their employability in the Canadian job market.



TESTIMONIALS

WHAT CLIENTS ARE SAYING ONLINE!

World Skills Employment Centre

219 Argyle Ave #300, Ottawa, ON



4.3 ★★★★★ 80 reviews ⓘ



Demilade Fayemiwo

Local Guide · 70 reviews · 118 photos

★★★★★ a month ago

Great organization for newcomers! They have programs and events including a resume clinic and an interview roulette to prepare newcomers for the job market and help them settle in. Worth considering.



ami kar

3 reviews

★★★★★ 3 months ago

I have benefitted immensely from the programs offered by World Skills. The people are amazing. Shruti Shah is very kind and helpful. She does an amazing job of helping people find suitable roles. Amy Watt is the best resume writer I have ever met. She cares about her clients. I can't thank them enough.



Sara Kim

1 review

★★★★★ 3 months ago

I highly recommend World Skills to newcomers who are looking for a job! There are so many helpful programs: Job Search Workshop, employment counsellor's help with resume, cover letter and interview, access to World Skills Job Board, etc. Thank you everyone, especially Sarah and Zahra from OCISO, Skye, Wedad, and Shruti from World Skills!!



Kevin Haratian

Local Guide · 157 reviews · 1,346 photos

★★★★★ 4 years ago

I was there for an english program registering. The staff were kind and responsible. I met jack as a consultator and he teally was a kind gentleman. Finally I have been accepted for the program. Thank to all of them for their good manner.

PROGRAM UPDATE

Sector Specific Employment Initiative (SSEI)

The Sector Specific Employment Initiative is a unique initiative that was launched this year and has supported a large number of highly skilled newcomers in their employment journey through innovative and highly focused sector specific interventions.

Every year, Ottawa receives thousands of new internationally trained professionals who face multiple challenges integrating into the Canadian Labor market. The objective of SSEI is to provide sector-specific training designed in collaboration with employers and sector experts that will enhance newcomers' preparedness to obtain jobs within their sectors or the sector they wish to explore.

SSEI engages employers and sector experts in developing solutions that address the hiring needs of employers as well as the challenges faced by newcomers in securing employment. The initiative also aims to enhance employers' awareness about the newcomer talent pool in Ottawa through networking & coaching sessions, targeted recruitment events, and mentorship. The increased awareness supplemented with sector specific training approach has had a great impact on the participants' job search.

Since its launch early this year, more than 214 clients have benefitted from SSEI's targeted interventions. SSEI reached out to more than 500 employers and managed to engage a total of 100; delivered 5 cohorts of 5-day sector training; organized 12 Targeted Recruitment Events; 7 coaching sessions; conducted 374 employment counselling sessions; 243 pre-job matching interventions, and 212 job matching opportunities. With the support of the aforementioned interventions, 73 SSEI clients have succeeded in securing employment in their desired sector.



Audited Statement of Financial Position as at March 31, 2022

	2022	2021 Restated (note 10)
ASSETS		
CURRENT ASSETS		
Cash and equivalents (Note 2a)	\$ 607,459	\$ 270,518
Accounts receivable	24,679	1,542
HST recoverable	29,933	28,495
Project receivables	292,003	540,333
Prepaid expenses	11,773	10,399
	<u>965,847</u>	<u>851,287</u>
PROPERTY AND EQUIPMENT (Notes 2b and 3)	<u>86,772</u>	<u>90,185</u>
TOTAL ASSETS	<u>\$ 1,052,619</u>	<u>\$ 941,472</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 256,924	\$ 178,296
Deferred revenue (Note 4)	64,219	51,731
	<u>321,143</u>	<u>230,027</u>
LONG-TERM LIABILITIES		
Deferred capital contributions (Note 5)	<u>85,698</u>	<u>88,675</u>
NET ASSETS		
Internally-restricted for infrastructure	92,500	92,500
Internally-restricted for program development	19,500	19,500
Invested in property and equipment	1,074	1,510
Unrestricted	532,704	509,260
	<u>645,778</u>	<u>622,770</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 1,052,619</u>	<u>\$ 941,472</u>

APPROVED ON BEHALF OF THE BOARD:

Director _____

Director  _____

Audited Statement of Revenues and Expenditures for year ended March 31, 2022

	2022	2021 274 Days Restated (note 10)
REVENUES		
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language, Training, Labour Market, FIN, ENRICH, SDI/SSEE)	\$ 2,919,143	\$ 2,037,727
Ottawa Community Loan Fund (OCLF)	224,351	118,981
ISANS/CCI (Settlement On-Line Pre-Arrival)	344,102	225,268
Social Research and Demonstration Corporation (Career Pathways)	972,585	856,075
United Way Projects	133,548	93,352
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	84,310	52,949
LASI Coalition	0	38,332
Other grants	23,485	10,197
Fees for service	47,054	8,647
Other revenue	5,042	3,253
Amortization of deferred revenue related to property and equipment	32,918	23,291
	<u>4,786,538</u>	<u>3,468,072</u>
EXPENSES		
Immigration Refugee and Citizenship Canada (Job Search Workshop, English Language, Training, Labour Market, FIN and ENRICH)	2,919,143	2,037,727
Ottawa Community Loan Fund (OCLF)	224,351	118,981
ISANS/CCI (Settlement On-Line Pre-Arrival)	344,102	225,268
Social Research and Demonstration Corporation (Career Pathways)	972,585	856,075
United Way Projects	133,548	93,352
Catholic Immigration Centre (Career Transition for Internationally Trained Doctors)	84,310	52,949
LASI Coalition	0	38,332
Other expenses	52,137	12,165
Amortization	33,354	23,618
	<u>4,763,530</u>	<u>3,458,467</u>
NET REVENUE FOR THE YEAR	<u>\$ 23,008</u>	<u>\$ 9,605</u>

WORLD SKILLS BOARD OF DIRECTORS

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

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)

WORLD SKILLS' DEDICATED STAFF

Andreea Glavan
 Andy Rapoch
 Asma Skalli
 Atoosa Adnani
 Barbara (Barb) Hogan
 Brenda Okorogba
 Charity Chavez
 Charles Tshimanga
 Chris Song
 Danielle Kerr
 Darine Fakher Al Dine
 David Northcott
 Doug Seanor
 Elmira Alim
 Farah Ammar
 Fatima Saadeddine
 Fouzia Regoug
 Gemma Follini

Grace Sheng
 Harleen Kaur Oberoi
 Houda Hamdi
 Jack De Jong
 Jakeline Celis
 Jeanne d'Arc Mukangarambe
 Jessica (Yijia) Li
 Jocelyn Eissa
 Khadijah Parkes-Blanc
 Ledianis Rivero Sosa
 Magdalene Cooman
 Mariam Ghali
 Matin Tamanna
 Mejdí Majeed Alkhushi
 Mengistab Tsegaye
 Micah John
 Nadine Ragheb
 Nadiya Shcherbenyuk
 Naziana Chummun
 Niveditha Balabommala
 Peggy Kelly
 Pirouz Ebadatkar
 Raghad Alsalam
 Rasha Kaba
 Rodrigo Velloso
 Rosa Maria Taboada

Ruth Chidimma Igbo
 Sara Tavasoli
 Sarah Lillian Powell
 Sarwat Hammoud
 Sasha-Gay Lobban
 Shruti Shah
 Shyrose Goodwin
 Skye Hines
 Suzanne Knight
 Theodros Azbaha
 Wided El Fessi
 Zeasth Adnan

Coordinator, SOPA / Employment Specialist
 Coordinator, Recruitment Services
 Intake, Assessment & Referral Counsellor, ENW
 Manager, HR and Volunteer Services
 Coordinator, RTE / Employment Counsellor, JSW
 Recruitment Specialist, ENW
 Accountant
 Employment Counsellor/Facilitator, JSW (French)
 Employment Counsellor, ENW
 Receptionist/Administrative Assistant, ENRICH
 Employment Counsellor/Facilitator, SSEI
 Employment Counsellor/Facilitator, CAN
 Employment Counsellor/Facilitator, ENW
 Ontario Facilitator, Job Search Strategies, SOPA
 Employment Specialist, FIN YESS
 Manager, Sector Specific Employment Initiative (SSEI)
 Employment Counsellor / Facilitator, JSW&FIN
 Job Retention& Corporate Mentorship Coordinator, ENW

Manager, ENRICH
 Intake, Assessment & Referral Counsellor, ENW
 Research Specialist, FIN YESS
 Employment Counsellor/Facilitator, CAN
 Information and Reporting Analyst
 Intake, Assessment and Referral Counsellor, FCRP
 Intake & Employment Specialist JSW
 Book Keeper
 Coordinator, FIN YESS
 Director, Client Services
 Senior Director
 Intake, Assessment & Referral Counsellor, SSEI
 IT Support Specialist
 Employment Counsellor, IHP/JSW
 Executive Director
 Recruitment Specialist & Client Support IHP
 Recruitment Specialist, FIN
 Administrative Assistant, ENW
 Ontario Intake Counsellor, SOPA
 Recruitment Specialist, ENW
 Manager, Workplace Language Training
 Recruitment Specialist SSEI
 Employment Counsellor/Facilitator, RTE
 Employment Counsellor/Facilitator, RTE
 Recruitment/Employment Specialist, JSW
 Employment Counsellor-Intake, Job Search Strategies, SOPA

Program Support, JSW, WLT, CAN
 Intake, Assessment and Referral Counsellor, ENRICH
 Employment Specialist, FIN YESS
 Receptionist/Administrative Assistant
 Communications Specialist
 Recruitment Specialist, JSW
 Recruitment Specialist, EE
 Employment Specialist, FIN
 Employment Counselor/Facilitator, ENW
 Employer Engagement / Outreach Specialist, EE
 Ontario Facilitator, Job Search Strategies, SOPA
 Digital Outreach Specialist SSEI

KEY COMMUNITY PARTNERS & SUPPORTERS

Thank you for your 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)
- 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)
- IBM

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and Citizenship Canada

Immigration, Réfugiés
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THANK YOU!

**World Skills is celebrating 25 years of connecting
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