

Providing  
Innovative  
Employment  
Services  
Since 1980

### Mission Statement

JobStart provides dynamic career services to achieve employment success.

### Vision Statement

To lead the creation of innovative opportunities for successful and sustainable futures.

41 Chauncey Ave.  
Toronto, ON M8Z 2Z2

219 Dufferin St., Ste. 1C  
Toronto, ON M6K 3J1

2930 Lake Shore Blvd. W.  
Toronto, ON M8V 1J4

Tel: 416-231-2295  
TTY: 416-253-2726

Charity Business Number:  
10688 1139 RR0001

[www.jobstartworks.org](http://www.jobstartworks.org)



**United Way**  
Member Agency



Where Futures Begin



JobStart Graduates

# Annual Report 2011–2012

# JobStart Celebrates Our 32<sup>nd</sup> Anniversary

## Board of Directors 2011 – 12

### President

Lucy Coschignano

### Vice-President

Jacqueline Esler

### Treasurer

Shane Siva

### Secretary

Christine Sibley

## Members 2011 - 12

Jim Gilmour

Kate Nourbakhsh

Kathryn Minialoff

Michelle Mittermair

Nicole Washington

Norman Woo

Rumina Ratansi

Sourabh Indu

## Honourary Members

Beno John

Dan Sibley

Jim Edney

Lisa Myers

## Executive Team 2011 – 12

### Executive Director

Heather Sant

### Director, Finance

Stephanie Hawkey

### Directors, Programs and Services

Michael Raymond

Jemima Sabapathy

Julia Knapp\*

### Executive Assistant

Diane Moore

## A Message from the Board President and Executive Director

**2011-2012** was a year of implementing innovative approaches to service delivery while meeting the evolving needs of our customers and ensuring customer service excellence. The top priority for our **2011- 2012 Operational Plan** was **“Customer Service”** – that is, deliver programs and services to meet the needs of our customers, including clients, community, employers, funders and partners. JobStart achieved many successes in the attainment of our organizational goals resulting in more effective and efficient customer service.

We were grateful for the opportunity to renovate our 2930 Lake Shore Blvd location. This renovation project was **generously funded by the Ministry of Training, Colleges and Universities and in part by the Government of Canada**. The building improvements helped JobStart transition to provide the new Employment Ontario Service Delivery Model and to better serve our community.

JobStart was proud to author a **Position Paper** which presented a review, an analysis and recommendations regarding funding for employment services to students and graduates with disabilities. JobStart distributed the document widely to key ministry representatives with the hope of influencing positive change toward sustainable program funding for persons with disabilities. We look forward to the opportunity to support this important initiative.

### Highlights of JobStart Accomplishments:

- ✓ **Employment Ontario (EO)** – Service delivery sites (Dufferin and Lake Shore) both exceeded the Provincial Service Quality Standard benchmark;
- ✓ **Job Search Workshop (JSW)** – exceeded client intake targets;
- ✓ **Local Immigration Partnership (LIP) – Central South Etobicoke** met all project deliverables and due to demonstrated leadership, JobStart was selected by the lead organizations from the York South Weston LIP – Social Planning Toronto, Black Creek LIP – Delta Family Resource Centre and trustee/lead for the North Etobicoke LIP – Rexdale Women’s Centre to be the lead agency for the new Toronto West LIP partnership for 2012-2013;
- ✓ **Employment Accessibility for Students (EAS)** – New project launched January 1, 2012 for students and graduates, 16 years of age or older, with disabilities.

We thank the JobStart Team including Staff, Management, the Board of Directors and Volunteers for their dedication to service excellence.

We also thank our Customers for trusting JobStart to provide high quality service.

We greatly appreciate the ongoing support of our Funders.

*(Listed on the back of the Annual Report)*

**Heather Sant**, Executive Director

**Lucy Coschignano**, Board President



## JobStart Employees

### Management

Avril Gray-White	Srna Stambuk *
Balu Mistry	Stephen Clow *
Francis Solari	Terry McLean *
Geoff Webb *	Tracy Houston
Jiawei (Joe) Yu	Yasmeen Tian

### Staff

Andrea Martin **	Mary Pyper
Ali Behroozian	Meena Dowlwani *
Arif Rahman *	Melissa Masternak **
Cathy Brown	Mi De (David) Ha
Claudia Lio	Mia Ali
Denise Randell	Michele Morley
Denyse Ramjit	Morganna Kelly
Donald Duffy	Natalia Baklanova
Emily Luna	Natalia Schiopu
Fatma Toufexief	Odette Broglio
Gina Tran *	Renee Devereaux
Hasita Shah	Selina Tejani
Helen Craig	Shehzad Bandukda *
Jaklin Takyah	Sisi Malade
Jocelyn Beckles	Susan de Kort
Kate Taylor	Trevor Snow
Kathleen Garces	Vaughn Simpson
Kathleen Leon	Weronika Wielkopolska
Kathy Zhao *	William Linton *
Liora Pappo	

\* Employee departures during this fiscal year

\*\* Summer Staff

# JobStart Offers Job Seekers a Menu of Employment and Training Services

- Employment Assessment
- Individual Job Coaching
- Work Trials
- Job Placement Services
- Job Search Resources and Equipment
- Job Postings
- Customized Job Search Workshops
- Mentoring Opportunities
- Accommodation Needs
- Apprenticeship
- Networking Groups
- Basic Computer Training
- Summer Employment for Students
- Employment Preparation Skills
- Access to Education and Training – Second Career

# JobStart Offers Our Employers a Full Range of Services

- Recruitment Services
- Job Retention Services
- Mentorship Matches
- On the Job Support
- Apprenticeship
- Job Fairs
- Pre-Screened Qualified Candidates
- Complimentary Job Postings on our Website
- Wage Subsidies for Summer Employment
- Training Subsidies for Year Round Job Placement

## Programs and Services

**Job Search Workshop (JSW)** assists newcomers to Canada to make informed decisions about their settlement in Canada and find employment that is commensurate with their skills and education. The program offers one-on-one assessments, individualized action plans, connection to suitable resources to assist with settlement and employment needs, and pre-employment workshops in a computerized environment.



### Local Immigration Partnership (LIP) – Central South Etobicoke

JobStart was selected by the community to lead this project which provides a framework for, and facilitates the development and implementation of sustainable local solutions for immigrants. This initiative presents settlement services providers, residents, employers and newcomers the opportunity to be part of the research and development of a successful and sustainable settlement strategic plan for social and economic integration of newcomers settling in the Central South Etobicoke area by strengthening capacity and improving access to relevant services. Central South Etobicoke will join the North Etobicoke, Black Creek, and York South-Weston LIPs to form the new Toronto West LIP for 2012-2013, with JobStart as the lead.



**Community Access Program (CAP)** ensured that local residents had free access to the information highway and computer terminals which allowed 1,515 individuals to use the internet for web searching for community and government services for employment and non employment matters. The CAP program ended March 31, 2012.



**Green Shine** was a partnership project with First Work and Service Canada for youth who were out of school and work. Through the Green Shine program, JobStart is part of the Green Skills Network. This project was a Skills Link initiative teaching employability skills to at-risk youth exposing them to jobs in Ontario's greening economy through a solar panel installation training course, and a subsidized work placement. JobStart was one of eight Ontario wide service providers to deliver the new "Green Shine" project from January 2011 to June 2011.



**Employment Ontario (EO) – (Dufferin and Lake Shore)** provides integrated client centered services designed to provide employment and training to individuals 16 years of age or older, with the goal to find sustainable employment in a streamlined and results oriented model. JobStart provides the full range of Employment Ontario services to our communities by offering a broad range of resources, supports and services which can be customized to respond to the career and employment needs

## What Clients and Employers Say About Us



JobStart Clients

### Client Testimonials

“My JobStart Job Coach was “awesome”. He taught me how to market myself better. I learned how to narrow down my job search and only apply for opportunities that were a 100% match for my career goals, while maintaining a work/life balance. My Job Coach provided me with interviewing, negotiating and presentation skills, and by utilizing these

skills I was successful in finding employment in my IT career goal as an Account Executive with a Technology company.”

— **Workplace Employment Placement Services**

“I found the staff at JobStart very supportive and I am extremely happy with their dedication and commitment to providing the skills necessary to be successful in finding employment. My Job Developer provided me with the skills to update my resume, learn interview techniques, computer and job searching skills, and was very tenacious in securing an interview for me with a potential employer in my field of work, where I was successful in securing employment in Collections and Office Administration. I am extremely pleased with the dedication and commitment of all the staff at JobStart.”

— **Employment Ontario – Lake Shore**

“My Job Coach assisted me in the pre-interview stage of job searching, interview questions, and made me feel very confident talking about my work experience and education when I felt as if my job search was going nowhere! JobStart’s resources are great, and the workshops in the Resource and Information Centre; Cold Calling and Networking, were very helpful. The staff are very supportive and encouraging, and they are a real asset as they help you locate appropriate employment opportunities that



of individuals and the skilled labour needs of employers. JobStart provides the five components of the Employment Ontario Service Delivery Model at our Dufferin and Lake Shore locations: Client Service Planning and Coordination, Resource and Information (RI), Job Search, Job Matching and Placement, and Job Retention. The Mentoring Partnership is offered at our Dufferin site.



**The Mentoring Partnership** is delivered in collaboration with community partners, Consortium of Agencies Serving Internationally-trained Persons (CASIP), the Toronto Region Immigrant Employment Council (TRIEC) and matches skills of recent immigrants in Toronto, Peel and York with established professionals in occupation-specific mentoring relationships. Mentors have a combination of knowledge and business experience to bring wisdom and one-to-one guidance in the learning process. Mentors share insights on Canadian work values and culture, provide access to professional networks, feedback on preparing for interviews, and impart knowledge of industry trends.



**Summer Jobs Service (SJS)** provides students 15-30 years of age with work experience during the summer months starting in May. Students may access the Resource and Information Centre year round to help facilitate their planning for summer employment and part-time jobs while attending school. In addition, employers can post job opportunities for students throughout the year. Job-search and self-marketing support is available to help students find summer jobs. Wage subsidies are available for eligible Ontario employers to create summer job placements.



**Entry Point** provided employment opportunities for students and graduates, 16 years of age or older, with disabilities. JobStart was the lead agency; working in partnership with Alternative Youth Centre for Employment (AYCE), St. Stephen's Community House and Youth Employment Services YES. Entry Point assisted students obtain either part time or full time employment through job search support, job matching, placement and job retention. The Entry Point program ended December 31, 2011.



**Employment Accessibility for Students (EAS)** with disabilities provides employment opportunities for students and graduates, 16 years of age or older, with verifiable disabilities. This program was launched January 1, 2012, to assist students obtain either part time for full time employment through job search support, job matching, placement and job retention. Students are provided one on one coaching support to learn to market themselves more effectively, and secure interviews that could lead to employment. Pre-employment and post-employment accommodation assistance is available for clients.



**Workplace Employment Placement Services (WEPS)** is a program for persons 25 years of age or older. Clients are referred by their caseworker at Toronto Employment and Social Services offices with the goal of securing employment. Employment services include job coaching, job search workshops, job placement and matching, and job retention. Through the program participants will build their confidence and develop skills to prepare them for the work environment and be successful in securing and maintaining employment.



you would not find on your own.”  
— **Employment Accessibility for Students**

“Moving to Canada from Mumbai and looking for employment for two months, in my field of hospitality, was overwhelming. After being referred to JobStart, my Job Coach and Job Developer helped me streamline my job search, customize my resume according to my career goal, and recommended I attend workshops to build my confidence. Through JobStart's continuous support I was successful in finding employment as a Guest Service Agent in a major Hotel chain in downtown Toronto.”

— **Employment Ontario - Dufferin**

“I heard about the Job Search Workshop from my friend who was a previous client of JobStart. I joined the Job Search Workshop two and a half weeks after my relocation to Canada. My Job Coach helped me understand how to job search efficiently, and with the methods I was taught I was successful in securing employment as an International Marketing Associate. JobStart staff made a big difference in my life.”

— **Job Search Workshop**

## Employer Testimonials



Softchoice



Riders Plus Insurance

“Working with JobStart is a win-win situation. We received experienced and very motivated candidates to join our development team. As a professional I believe I have an obligation to mentor others, young people and new immigrants, and help them to become productive members of our society just as I have been mentored by those who came before me.” — **Softchoice**

“JobStart staff are friendly and knowledgeable. Working with JobStart has been a very positive experience. The Job Developer was very helpful by screening the applicants. We

would like to thank JobStart's staff who have been very generous in providing us with a venue to hold 3 Job Fairs recently. We hope to hold more Job Fairs in the near future, as this has helped us tremendously as we gear up and get ready for the 2012-2013 school year.”

— **Stock Transportation**

“It has been a pleasure to deal with JobStart over the years and we have gained very valuable employees in the process. A few of your JobStart clients have gone from data entry clerks/receptionists to licensed RIBO (Registered Insurance Brokers of Ontario) brokers.”

— **Riders Plus Insurance**

“Passionate, professional and knowledgeable people working for the betterment of employment opportunities for newcomers to Canada.”

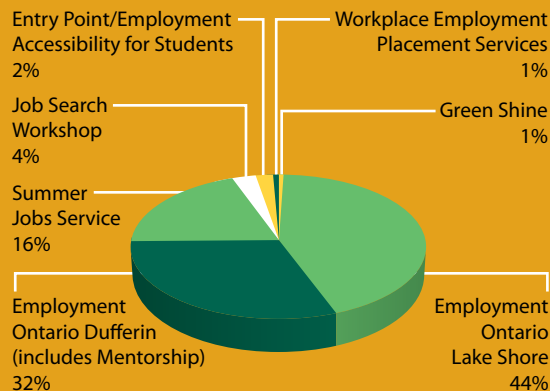
— **General Electric (GE) Canada - JobStart's Employer of the Year 2011**

“We have established a very good working relationship with JobStart staff. We are able to provide students with valuable summer work experience in a variety of positions ranging from Ride Operators, Clerical, Supervisory, and Customer Service.”

— **Fantasy Fair - Woodbine Centre**

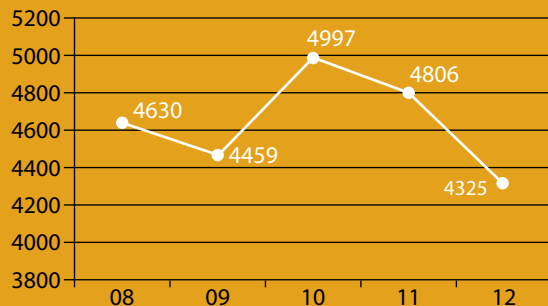
## Clients Served

JobStart Served 4,383 Clients in 2011-2012



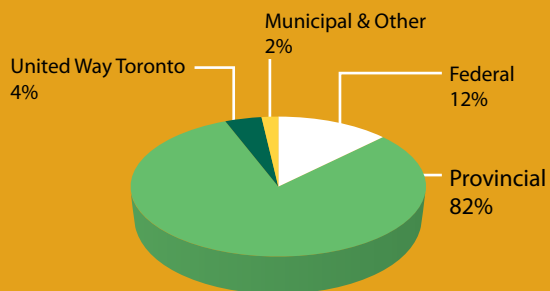
## Annual Operating Expenditures

Five Year Review



## Revenue 2011-2012

Revenues by Source



## Financial Statement

Summary statement of revenue and expenses - operating funds year ended March 31, 2012

	2012	2011
REVENUE	\$	\$
Grants	4,004,713	4,331,442
Fees for service	167,348	379,735
Amortization	121,317	114,351
Other receipts	28,797	11,434

<b>TOTAL INCOME</b>	<b>4,322,175</b>	<b>4,836,962</b>
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### EXPENSES

Salaries	2,167,110	2,243,942
Benefits	411,649	414,294
Trainee wages/benefits	608,569	563,143

	3,187,328	3,221,379
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Occupancy	456,057	522,735
General office	178,480	209,379
Promotion	26,781	55,363
Purchased services	312,836	616,431
Staff training	7,559	10,333
Staff travel	16,205	13,661
Educational program	8,672	30,721
Amortization	121,196	114,777
Other	9,937	11,132

<b>TOTAL EXPENSES</b>	<b>4,325,051</b>	<b>4,805,911</b>
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### (DEFICIENCY)

**EXCESS OF REVENUE OVER EXPENSES**

	<b>(2,876)</b>	<b>31,051</b>
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### NOTE TO FINANCIAL STATEMENT

Basis of the summary financial statement

JobStart (the "Organization") has prepared this summary financial statement to be included as part of its annual report. The Organization has determined that the level of aggregation presented is adequate for the readers of the annual report. The audited financial statements can be obtained from the Organization.

## Report of the Independent Auditor on the Summary Statement of Revenue and Expenses

To the Members of JobStart

The accompanying summary statement of revenue and expenses for the year ended March 31, 2012, and related note, is derived from the audited financial statements of JobStart for the year ended March 31, 2012. We expressed an unmodified audit opinion on those financial statements in our report dated May 31, 2012.

The summary statement of revenue and expenses does not contain all the disclosures required by Canadian generally accepted accounting standards. Reading the summary financial statement, therefore, is not a substitute for reading the audited financial statements of JobStart.

### Management's Responsibility for the Summary Statement of Revenue and Expenses

Management is responsible for the preparation of a summary of the audited financial statements in accordance with the basis described in the Note.

### Auditor's Responsibility

Our responsibility is to express an opinion on the summary statement of revenue and expenses based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

### Opinion

In our opinion, the summary financial statement derived from the audited financial statements of JobStart for the year ended March 31, 2012 is a fair summary of those financial statements, in accordance with the basis described in the Note.

*Deloitte Touche LLP*

Chartered Accountants  
Licensed Public Accountants  
May 31, 2012

# Highlights of JobStart's 2011 Annual General Meeting



## Master of Ceremonies

Terry McLean

Manager, Programs and Services

## National Youth Orchestra Canada

Greg Samek and Greg Harrison, Musicians



## Keynote Speaker

Manjit Sharma

Vice President, Finance

General Electric (GE) Canada



## Staff Years of Service Awards

One of JobStart's Award Recipients, Mia Ali

*Presented by:*

**The Honourable Laurel Broten, MPP**

Etobicoke-Lakeshore

Minister of Education

Minister Responsible for Women's Issues

**Michael Raymond**

Director, Programs and Services

# Many thanks to our Funders, Partners, Associations, Employers and Volunteers!

## Funders

### Government of Canada

- Citizenship and Immigration Canada
- Industry Canada
- Human Resources and Skills Development Canada

### Government of Ontario

- Ministry of Training, Colleges and Universities
- Ministry of Community and Social Services (Ontario Disability Support Program – Employment Supports)

### City of Toronto

### United Way Toronto

## Partnerships

Ability Learning Network, ACCES Employment Services, Alternative Youth Centre for Employment (AYCE), Arab Community Centre of Toronto, Central South Etobicoke Local Immigration Partnership, Centre for Addiction and Mental Health, Community MicroSkills Development Centre, Social Planning Toronto, Consortium of Agencies Serving Internationally-trained Persons (CASIP), COSTI Immigrant Services, CUIAS Immigrant Services, Daily Bread Food Bank, Delta Family Resource Centre, Etobicoke Service Delivery Network (ESDN), Etobicoke Youth Network, Etobicoke-Lakeshore Joint BIA, General Electric (GE) Canada, Hormood Community Services of Canada, Humber College Institute of Technology and Advanced Learning, JVS Toronto, LAMP Community Health Centre, Lakeshore Collegiate Institute, Liberty Village Business Improvement Association, Madbakh Women's Initiative Inc., Mimico Adult Learning Centre, Office of the Independent Police Review Director (OIPRD), Ontario Tourism and Education Corporation, Ontario Youth Apprenticeship Program (OYAP), Parkdale Community Information Centre, Parkdale Intercultural Association, Parkdale Liberty Economic Development Corporation, Partners for Access and Identification (PAID), Polycultural Immigrant and Community Services, PTP – Pathways to Possibilities, Rexdale Women's Centre, Self Employment Discovery, Seneca College, Skills for Change, Social Planning Toronto, Stonegate Community Health Centre, St. Christopher House, St. Stephen's Community House, The Career Foundation, The Learning Enrichment Foundation (LEF), Toronto Business Development Centre, Toronto Catholic District School Board, Toronto Community Housing, Toronto District School Board, Toronto Public Library, Toronto Region Immigrant Employment Council (TRIEC), Toronto Workers' Health and Safety Legal Clinic, Ukrainian Canadian Social Services (Toronto) Inc., VPI- Employment Strategies Working Solutions, Vital Enrichment Services Association, West Downtown Settlement Service Planning Project, Windfall Clothing, Woodgreen Employment and Training Services, Working Skills Centre, YMCA of Greater Toronto, Youth Employment Partnerships- City of Toronto (YEP), Youth Employment Service YES, YWCA

## Associations

- First Work
- Jobs Opportunity Information Network for Persons with Disabilities (JOIN)
- Ontario Council of Agencies Serving Immigrants (OCASI)
- Ontario Network of Employment Skills Training Project (ONESTEP)
- Toronto Board of Trade

## Our Employers

JobStart would like to thank the employers in our community for providing employment opportunities to assist our clients build their careers and successfully achieve their goals.

## Our Volunteers

On behalf of JobStart we acknowledge and sincerely thank our dedicated volunteers for the countless hours they donate every year. JobStart volunteers truly make a difference!

# 2011 Recognition Awards



## Annual Client Achievement Award

**Bernadette Gatbonton**

*Presented by:*

**Lucy Coschignano**, Board President



## Employer of the Year

**General Electric (GE) Canada**

**Manisha Thacker**, Senior Risk Manager

*Presented by:*

**Mark Grimes**, City Councillor

**Stephanie Hawkey**, Director, Finance



## Staff Award of Excellence

**Kate Taylor**

*Presented by:*

**Tracy Houston**

Manager, Programs and Services

**Julia Knapp**

Director, Programs and Services