

2009-10
Annual
Report



The background of the page is a close-up photograph of a tree trunk, showing concentric growth rings in shades of brown and tan. The rings are curved and create a sense of depth and texture. The text is overlaid on this background in a clean, white, sans-serif font.

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

A vertical decorative element on the left side of the page featuring a close-up, warm-toned wood grain pattern with concentric circular growth rings.

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Special 30th Anniversary Greetings from The Board President and Executive Director

On the occasion of JobStart's 30th Anniversary, it is with great pride, deep reflection and renewed commitment that we move forward serving job seekers and employers in the Greater Toronto Area. This year has been especially challenging and complex due to the global recession, many local plant closures and unprecedented funding uncertainties. These events drastically increased the need for employment and training services from both job seekers and employers.

We would like to thank our clients, employers, community partners and our funders for their support. By building a professional and supportive environment we have had the privilege in the past 30 years of helping approximately 80,000 individuals find employment and move on to a better life.

This year was an especially exciting year at JobStart. We were selected by the community to be the lead agency for the Central South Etobicoke Local Immigration Partnership (LIP) funded by Citizenship and Immigration Canada. The Central South Etobicoke LIP initiative is an alliance of local-area service agencies committed to creating an environment that promotes the successful settlement and integration of immigrants into the area. Towards this end, the Central South Etobicoke LIP has begun the process of consulting with newcomers, service providers, and employers that will help guide us in the development of a comprehensive strategic plan for future community based improvements and initiatives.

As well, this year we are proud of the fact that we received General Electric's North American Impact Award. This prestigious award was due to a positive and rewarding partnership between GE Canada and JobStart where graduates from our newcomer programs took part in mock interviews with senior GE business leaders. This event provided new Canadians with the opportunity to improve their interview skills.

JobStart was founded in 1980 as the Centre for Advancement in Work and Living (CAWL). Community residents rallied together to provide training and employment for disadvantaged youth. Vision, commitment and hard work resulted in securing of funding and the hiring of three staff at our very first office location at Bloor and Bathurst. In 1999 the agency name was changed to JobStart to better reflect our expanding employment and training services.

Today JobStart has a strong dedicated staff team; and we provide a range of programs and services for our clients. The rest is history.....

●○ Executive Director
Heather Sant

○● Board President
Lucy Coschignano



JobStart provides a comprehensive menu of services for adults, newcomers to Canada, persons with disabilities, students, youth and for employers at three Toronto locations, with a team of devoted and knowledgeable staff members. The agency serves 7,000 job seekers yearly and we are pleased to say that we have continued to adapt and change to meet the needs of the community we serve.

We would like to thank and recognize our funders who supported our employment and training services in 2009 and 2010:

- **Government of Canada**
- **Citizenship and Immigration Canada**
- **Industry Canada**
- **Human Resources and Skills Development Canada**
- **Service Canada**

- **Government of Ontario**
- **Employment Ontario**
- **Ministry of Community and Social Services (ODSP–Employment Supports)**
- **Ministry of Training, Colleges and Universities**
- **City of Toronto**
- **Information and Communications Technology Council (ICTC)**
- **Microsoft Canada**
- **United Way Toronto**

JobStart is committed to serving job seekers and employers in the GTA by providing high quality services in the years ahead. We are continually changing and developing innovative and exciting approaches to meet community needs. We look forward to the future with enthusiasm! We truly believe that JobStart is *“Where Futures Begin”*.

JobStart’s Board of Directors 2009-2010

Front Row

Kate Nourbakhsh–Member,
Heather Sant–Executive Director,
Lucy Coschignano–President,
Kathryn Minialoff–Member

Back Row

Jim Gilmour–Treasurer,
Nicole Washington–Member,
Beno John–Member,
Rumina Ratansi–Member,
Dan Sibley–Secretary

Absent

Jacqueline Esler–Vice President,
Michelle Mittermair–Member,
Mujahid Hamid–Member,

Honourary Members

Jim Edney
Lisa Myers



JobStart’s Executive Team

Front Row

Heather Sant–Executive Director,
Stephanie Hawkey–Director, Finance

Back Row

Julia Knapp–Director, Programs and Services,
Michael Raymond
–Director, Programs and Services,
Diane Moore–Executive Assistant





Programs and Services

Job Search Workshop (JSW) provides recent immigrants the link to community resources such as housing, licensing and educational institutions. The JSW program also offers newcomers pre-employment workshops on topics such as improving their interview skills and self-confidence, develop a resume and cover letter, focus on realistic Canadian career choices, learn about Canadian employment standards and expectations and how to succeed in the Canadian job market. *(Clients served: 272)*



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

Enhanced Language Training (ELT) offers internationally trained IT professional's services to assist them in obtaining and retaining employment in their field of expertise. Services include six weeks of sector-specific IT language training, job search workshops, and workplace culture orientation. This is complimented by up to eight weeks of related work placement and up to three months of employment coaching support. The ELT program is delivered in collaboration with Skills for Change and complements JobStart's existing Career Action for Newcomers employment program. *(Clients served: 58)*



Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

Local Immigration Partnership (Central South Etobicoke) aims to maximize the benefits of existing settlement services to develop a comprehensive and collaborative settlement strategy for newcomers settling in the area. JobStart has been selected by the community to lead the Central South Etobicoke Local Immigration Partnership (LIP) which provides a framework for, and facilitates the development and implementation of a sustainable local solution 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. *(Launched September 2009)*

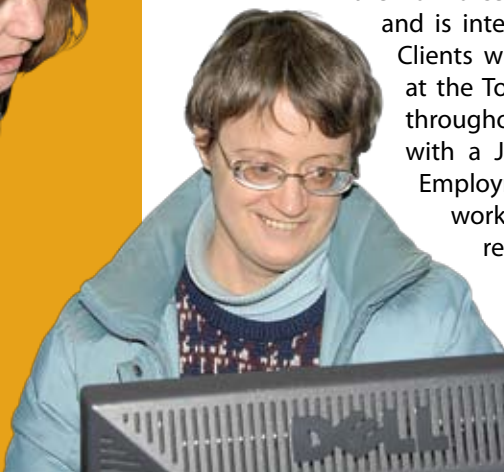


Citizenship and
Immigration Canada

Citoyenneté et
Immigration Canada

Workplace Employment Placement Services (WEPS)

is a program for persons 25 years of age or older that usually have a longer term of being unemployed and experience many barriers to re-entering the workforce. WEPS is a blended employment service model and is integrated with adult clients who are job ready. Clients who have been identified by their caseworker at the Toronto Employment and Social Services office throughout the GTA are referred to JobStart to meet with a Job Developer to find suitable employment. Employment services include job search coaching, workshops, job placement and matching, and job retention. *(Clients served: 104)*



Job Connect and Summer Jobs Service

an integrated client centered service designed to provide employment and training to individuals 16 years of age and older to obtain sustainable employment and support to employers. Based on an assessment, a variety of options are available including referrals to appropriate services, employment preparation planning, and job placements for which a training wage subsidy and incentives may be available. Assistance is also offered in obtaining apprenticeships, literacy and numeracy skills, and preparation for writing General Educational Development Tests. Summer Jobs Service is delivered to students, 15-30 years of age, and employers through a provincial network assisting students find summer employment. *(Clients served: Information Resources Services: 2,457, Employment Preparation Planning: 784 and Job Development Placement Services: 220, Summer Jobs Service: 715)*

This Employment Ontario program is funded by the Ontario government



Employment Resource Centre (ERC)

is a free self-serve “walk in” centre open to everyone in the community providing access to today’s most comprehensive employment and labour market information, resources, and equipment; including workshops, to plan careers and find work. *(Individuals served: 4,440)*

This Employment Ontario project, program or service is funded in part by the Government of Canada.



Career Action for Newcomers (CAN)

provides workshops to internationally trained professional newcomers and trades people on job search techniques and orients them to the Canadian workplace culture. Clients receive further support in obtaining unpaid work placements and mentoring opportunities, through the Mentoring Partnership Program. The Mentoring Partnership is delivered in collaboration with a number of 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 insight on Canadian work values and culture, provide access to professional networks, feedback

on preparing for interviews, and impart knowledge of industry trends. *(Clients served: 209)*

This Employment Ontario project, program or service is funded in part by the Government of Canada.



Career Solutions assists unemployed individuals 40 years of age and older who have suffered job loss due to plant closures, or have had an extended absence from the workforce and have skills that are no longer in demand prepare for and obtain full time employment. The program offers a menu of services including group job search workshops, individual job coaching, job matching and placement assistance. *(Clients served: 132)*

This Employment Ontario project, program or service is funded in part by the Government of Canada.



Entry Point provides job development services for high school students, post secondary students and recent graduates who have a disability find work. JobStart was selected by the partners as the lead agency for the Entry Point program. Working in partnership with Alternative Youth Centre for Employment (AYCE), St. Stephen’s Community House and Youth Employment Services YES, Entry Point assists students with job search support, job matching and placement and job retention either on a full or part time basis. Students 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. *(Clients served: 89)*



Computer Learning Training Centre

offers computer training free to JobStart clients, and at reasonable rates to non profit organizations and businesses. The curriculum includes: Digital Literacy, Computer Fundamentals, Word Processing, Spreadsheet, Presentation and Database, Web Design. Each course ranges from 10 - 24 hours in length and is Instructor led. Upon satisfactory completion participants will receive a Microsoft Community Technology Skills Program certificate for each course completed.

(Individuals served: 267)



Community Technology Skills Program



JobStart Offers Job Seekers A Menu of Client Services

- Apprenticeship and Co-op
- Individual Job Coaching
- Job Search Resources and Equipment
- General Educational Development Preparation (GED)
- Enhanced Language Training
- Work Trials and Job Placement
- Computer Training
- Customized Workshops
- Job Search Workshop
- Employment Assessment
- Mentorship Matches
- Networking Groups

What Clients Say About Us



"JobStart helped me get my career on track. I wasn't sure what I wanted to do or how I was going to get there. With the help of one of JobStart's Job Developers I am now happily employed in a great job!" ~A JobStart graduate

"After high school I worked in a retail job. I felt it was impossible to find a full time professional position and really didn't know how to go about it. After going to JobStart, things really changed for me and within weeks I had a full time position." ~A JobStart graduate

"I just wanted to thank you for helping me to learn more. It was an excellent opportunity for me to acquire skills that will assist me in getting a job." ~A JobStart graduate.

"JobStart appreciated that I didn't just want a job, I wanted a career that suited me. They were very respectful and understanding. I am currently employed as an Administrative Assistant."

~A JobStart graduate.

"JobStart helped me realize my potential that I never knew I possessed, they kick started my employment life in Canada. I am employed as an Intake Worker." ~A JobStart graduate

"JobStart made me realize my "Hidden" potentials and helped me to translate them in finding meaningful employment, keeping it and plan a growing career in it. I was successful in finding full time employment as a Store Associate with an international paint and speciality chemicals company, and I am currently in training for a management position"

"With a lot of *determination and some help from JobStart I got my career on track. It feels good to know that someone is there to help you!*" ~A JobStart graduate



JobStart Offers Employers A Full Range of Services

- Applicant Screening
- Apprenticeship Opportunities
- Complimentary Recruitment (Full Time, Part Time, Summer Employment)
- Computer Training
- Wage and Training Subsidies (As Applicable)
- Job Fairs
- Job Matching
- Mentorship Matches
- On the Job Support

What Employers Say About Us

"We have had a wonderful experience with JobStart. The people they sent had the requirements we asked for and we have recommended them to someone else who has also used their services. JobStart is a one stop solution for finding employees." ~Mr. Printer / Mr. Signs

"JobStart has provided me with excellent employment services for over 7 years. I have been able to get subsidy for on the job training for the new employees I hire." ~J & R Car Care

"JobStart is a good source for people to get in the job market. The Job Developer helped me to find individuals that were ready to work and I am happy with that." ~Booster Juice

"JobStart is the best and they provided good service to our company." ~Nekison Engineering & Contractors Ltd.

"JobStart provided us a unique opportunity to partner in a program where everyone wins. We participate in JobStart programs to help IT professionals gain Canadian experience to start their career in Canada. To our surprise we met great people with great IT experience. We look forward to future cooperation with JobStart." ~Groeware Technology Inc.

"My experience with JobStart has been excellent, I am very happy with the service that I have received in the past 5 years. They have referred many good candidates that are still working for me." ~K. Franke Heating

"Working with JobStart has been fantastic. Whenever we request their help filling a position, they are able to find us professional and well-qualified candidates in a timely manner. We have hired two full time employees through JobStart and we would not hesitate to use the service again in the future." ~Ingenium Group Inc.



Mr. Printer / Mr. Signs



Booster Juice



Nekison Engineering & Contractors Ltd.

"From day one, the team at JobStart has been an important business partner as I've grown my business. The JobStart team stays connected to both me and my employees giving all of us the support and assistance we need. They understand and listen to what I need for my business and look for solutions that help me achieve my goals, while being a great resource for youth in the community looking to get started on their careers."

~ The Building Zone – Employer of the Year 2009

Asset Inc. first heard about JobStart through a Job Developer. He went above and beyond to make my life easier, and he was always trying his best to find me good candidates. He was always very quick to reply to all my questions, and was a real pleasure to work with.

Anybody that is looking for a good employee, or who is considering using an employment agency, should contact JobStart first. The Job Developers are friendly, efficient, and respond to all needs very quickly. They really know how to build great partnerships.

~ Asset Inc. – Employer of the Year 2008

Client Success Stories



Priya Ameida

JobStart Graduate

After high school I really wanted to get a full time professional job as opposed to going to college right away. I was successful finding a job in the retail sector, however it wasn't secure, the wages were low and the hours were unpredictable. I really didn't know what to do. I found myself without direction, and feeling discouraged. It was at this point I decided to get some help and my friend suggested "JobStart".

I have never looked back! I was fortunate to access the 'Job Connect and Summer Jobs Service program' at JobStart.

My Job Coach was amazing – and seemed to understand exactly what I needed. She critiqued my resume, helped me hone my interview skills and focus my search. My Job Coach was also able to arrange a work placement at a local print company, which was the key to my success!

I accepted the work placement and had only three months to prove myself. I made up my mind that is exactly what I would do. I am proud to say I am now an 'Executive Assistant' at a local printing company. *"I love the work, and feel very confident in my role. Every morning I am excited to go to work – what a great feeling!"*



Alexandra Dominguez

JobStart Graduate

When I came to Canada as an Internationally Trained Professional, I wasn't sure where to turn for employment assistance and advice about employment opportunities.

Fortunately for me, I registered with the Career Action for Newcomers program at JobStart. Qualified and professional JobStart staff helped me to tailor my resume and cover letter and gave me tips on how to handle interviews and make cold calls. In addition, they taught me how to target Canadian companies who might be interested in hiring, as well as accessing networking opportunities.

After several interviews and the support I received from JobStart staff, I was successful finding a position, in my field of expertise, which is finance. I am proud to say I was offered and accepted a job as a Senior Financial Analyst. The rest is history!

My recipe for success: Be positive and focused + set realistic achievable goals + access professional help = The key to your future.

Remember – JobStart is "Where Futures Begin"



Matthew Hastings

JobStart Graduate

"My experience at JobStart was really rewarding. I wouldn't be here today without the help of the JobStart staff through the GED program."

I went to JobStart and was connected with a Job Developer and I told him about my issues and the fact I didn't have my General Educational Development (GED), which was really holding me back. I couldn't believe it – JobStart helps people just like me prepare for their GED. In a few short weeks I gained the knowledge and the confidence to be successful getting my diploma. I wrote my GED and was successful! What a weight off my shoulders.

It was at this point I was introduced to the Job Connect and Summer Jobs Service program, a program funded by Employment Ontario. My Job Developer at JobStart was motivated and eager to help me find the right career path.

I jumped in and learned everything I could. Step number one was to prepare a resume and cover letter. My Job Developer showed me how to narrow my search and in just a few short weeks I had a part time job at a local car wash. Without some income I would not be able to pursue what I really wanted to work in the automotive sector. My employer told me I had a great attitude and excellent customer service skills. This feedback and my time at the part time job helped me gain even more confidence.

Now my JobStart Job Developer and I went into full swing. He helped me by encouraging me to use my skills and to follow my chosen field of interest. He also assisted by networking with employers in the area and promoting my skill set. With his help and my determination I was successful securing a job at an automotive service centre, in Etobicoke. My job is great – it allowed me to learn more about the automotive industry, as well as utilize my strengths in customer service, while remaining hands on, through helping in the shop and carrying out emissions testing.

"Thanks JobStart, for helping me with my career path. I really appreciate it."

2009 Recognition Awards



Bob Berry Scholarship

Award Recipient: Prince Danso

Presented by: Ryan Jolly, Bob Berry's grandson



Employer of the Year

Award Recipient:

Sascha Schwertfeger, The Building Zone

*Presented by: Sheila Paxton,
Executive Assistant to City Councillor Mark Grimes*



Annual Client Achievement Award

Award Recipient: Anna Maranjyan

Presented by:

Lucy Coschignano, Board President



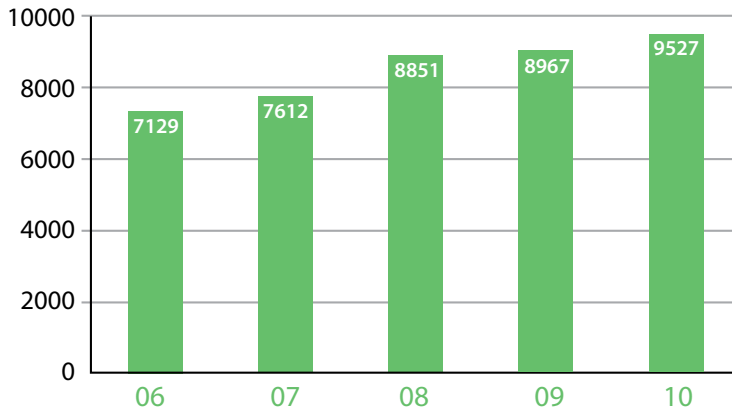
Staff Award of Excellence

Award Recipient : Jocelyn Beckles

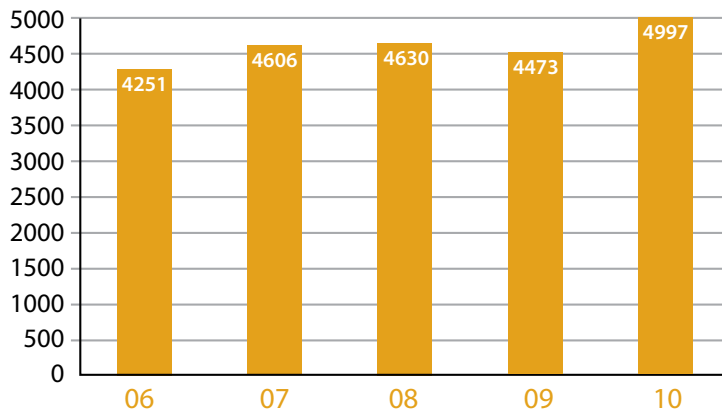
Presented by:

*Boris Wells, Manager, Programs and Services
Julia Knapp, Director, Programs and Services*

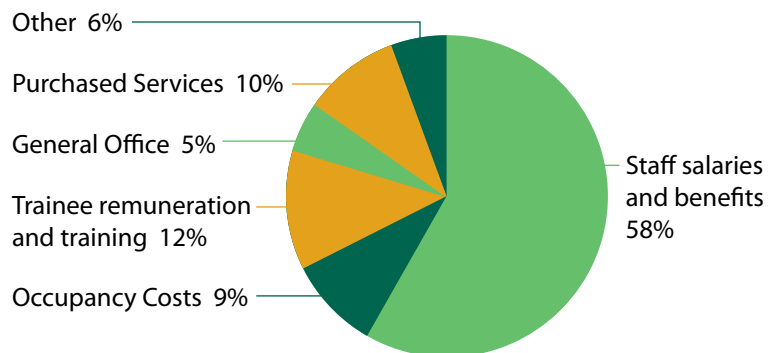
Number of Clients Served (Five Year Review)



Annual Operating Expenses (Five Year Review)



Distribution of Expenses 2009-2010



JobStart Summarized Statement of Revenue and Expenses Operating Funds - Year ended March 31, 2010

	2010	2009 (Note)
REVENUE		
Grants	\$ 4,463,381	\$ 3,894,537
Fees for service	453,589	477,608
Amortization	75,454	86,799
Other receipts	12,373	27,604
TOTAL INCOME	5,004,797	4,486,548
EXPENSES		
Salaries	2,475,225	2,269,231
Benefits	436,959	383,770
Trainee wages/benefits	600,816	408,051
	3,513,000	3,061,052
Occupancy	466,167	491,065
General office	249,998	238,007
Promotion	113,594	91,579
Purchased services	479,134	413,837
Staff training	26,514	18,131
Staff travel	20,796	20,994
Educational program	43,521	34,857
Other	8,441	8,909
Depreciation	75,954	94,034
TOTAL EXPENSES	4,997,119	4,472,465
EXCESS OF REVENUE OVER EXPENSES	\$ 7,678	\$ 14,083

Note: The 2009 salary amount reflects a prior period adjustment (increase) of \$13,600.

Auditor's Report

To the Members of JobStart

The accompanying summarized statement of revenue and expenses – operating funds is derived from the complete financial statements of JobStart as at March 31, 2010 and for the year then ended on which we expressed an opinion without reservation in our report dated May 7, 2010. The fair summarization of the complete financial statements is the responsibility of JobStart's management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the summarized statement of revenue and expenses.

In our opinion, the accompanying statement fairly summarizes, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

The summarized statement of revenue and expenses does not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the organization's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.

Deloitte & Touche LLP

Chartered Accountants / Licensed Public Accountants May 7, 2010



JobStart Staff **219 Dufferin Street, Suite 1C**

Front Row—left to right
Lucy Zhuang,
Betsy Chan,
Afusath Jolasun

Middle Row—left to right
Adam Dunn,
Francis Solari,
Mary Pyper,
Shehzad Bandukda

Back Row—left to right
Susan de Kort,
Monika Hajduk,
Michael Raymond



JobStart Staff

41 Chauncey Avenue

From left to right

Denise Randell, Avril White, Ali Behroozian, Balu Mistry, Weronika Wielkopolska, Susan Siachitema, Miglena Todorova, Stephen Clow, Heather Sant, Vaughn Simpson, Diane Moore, Denyse Ramjit

Absent: Odette Broglio



JobStart Staff

2930 Lake Shore Blvd. W

Front Row—left to right

Emily Luna,
Cathy Brown,
Selina Tejani,
Morganna Kelly,
Hasita Shah,
Stephanie Hawkey,
Julia Knapp

Second Row

Maria Vicente-Mazzoli,
Claudia Lio,
Liora Pappo,
Ena Papp,
Jocelyn Beckles,
Jaklin Takyah,
Sarah Rudge,
Helen Craig,
Mia Ali

Third Row

Leena Taherie,
Boris Wells,
John Plant,
Sisi Malade,
Kate Taylor,
Al Keval,
Terry McLean

Back Row

Marjorie Kelly,
Yuyi Fu,
Jiawei (Joe) Yu,
Said Aman

Community Partnerships

- ACCES Employment Services
- Alternative Youth Centre for Employment (AYCE)
- Arvin Meritor Adjustment Centre
- Canadian Paraplegic Association Ontario
- CAW Local 29 Adjustment Centre
- Central South Etobicoke Local Immigration Partnership
- Centre for Addiction and Mental Health
- City of Toronto – Profession to Profession Mentoring
- Community MicroSkills Development Centre
- Community Social Planning Council of Toronto
- The Career Foundation
- Consortium of Agencies Serving Internationally – Trained Persons (CASIP)
- COSTI Immigrant Services
- CUIAS Immigrant Services
- Daily Bread Food Bank
- Etobicoke Employment Service Delivery Network (ESDN)
- Etobicoke - Lakeshore Joint BIA
- First Work: The Ontario Association of Youth Employment Centres
- Humber College Community Employment Services
- Information and Communications Technology Council (ICTC)
- Jobs Opportunity Information Network for Persons with Disabilities (JOIN)
- JVS Toronto
- Lakeshore Area Multi-Services Project (L.A.M.P.)
- Lakeshore Collegiate Institute
- Lakeshore Community Partners (LCP)
- Liberty Village Business Improvement Association
- Madbakh Women's Initiative Inc.
- Mimico Adult Learning Centre
- Ontario Council Association Serving Immigrants (OCASI)
- Ontario Network of Employment Skills Training Projects (ONESTEP)
- Ontario Social Enterprise Development Association
- Ontario Tourism and Education Corporation
- Ontario Youth Apprenticeship Program (OYAP)
- Parkdale Liberty Economic Development Corporation
- Partners for Access and Identification (PAID)
- Polycultural Immigrant and Community Services
- PTP – Pathways to Possibilities
- Self Employment Discovery
- Skills for Change
- St. Michael's Hospital – Mentorship Program
- St. Stephen's Community House
- The Arab Community Centre of Toronto
- 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
- University of Toronto – Mentorship Program
- VPI- Employment Strategies Working Solutions
- West Downtown Settlement Service Planning Project
- West Toronto Local Immigration Partnership
- 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 Toronto

Member of Associations

First Work: The Ontario Association of Youth Employment Centres
Ontario Council of Agencies Serving Immigrants (OCASI)
Ontario Network of Employment Skills Training Project (ONESTEP)
Toronto Board of Trade

Funders

- **Government of Canada**
- Citizenship and Immigration Canada
- Industry Canada
- Human Resources and Skills Development Canada
- Service Canada
- **Government of Ontario**
- Employment Ontario
- Ministry of Training Colleges and Universities
- Ministry of Community and Social Services (ODSP – Employment Supports)
- **City of Toronto**
- **Information and Communications Technology Council (ICTC)**
- **Microsoft Canada**
- **United Way Toronto**

Our Employers

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

Our Volunteers

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

The History of JobStart

1980~2010



C.A.W.L.

The Centre for Advancement in Work and Living

- 1980 • **An organization is born** – Dr. Shawn Scherer, a psychologist, together with the help of University of Toronto Faculty, and the community, founded the organization to provide employment services to disadvantaged youth
- 1981 • **First major funding source secured** – Federal Government funding makes the dream possible
- 1982 • **Staff hired and first office opens near Bloor and Bathurst – the first steps to our future**
- 1983 • C.A.W.L. moved to 45 Chauncey Avenue and initiated an Industrial Skills Training program for youth to focus on auto body repair and sheet metal work.
 - Shortly after a clerical training program was established
- 1984 • **A new home at 41 Chauncey Ave is purchased to house our first Youth Employment Counselling Centre**
- 1985 • **CA.W.L. becomes a proud member of United Way Toronto**
 - Established 7 bed residence to provide affordable housing for young men enrolled in our programs
 - Industrial Skills Training programs were expanded to cover Welding and Computer
- 1986 • **Auto Collision Shop is launched**
 - First agreement with Toronto Social Services for Office and Welding training programs
- 1987 • **Exciting new program for immigrants and refugees initiated – the Independent Living Skills (ILS) opened at Dufferin Street Baptist Church (currently known as CAN – Career Action for Newcomers)**
- 1988 • **Mandate broadens to provide employment related services such as literacy and life skills**
- 1989 • **First Access & Diversity statement was developed**
- 1990 • **Men's residence closes**
 - C.A.W.L. established partnerships with private vocational schools to enhance training – the Career Development Institute, The First Printing School and the Institute of Technical Trades
- 1991 • **New focus** – C.A.W.L. opened The Experienced Workers' Program at United Rubber Workers Union Hall on Islington Avenue to serve individuals losing jobs due to plant closures, technological change or business restructuring
 - JobStart managed the Handling Unemployment Group (HUG) from 1991–1993
- 1992 • **Auto Collision Shop closes**
 - C.A.W.L. developed a partnership with the Toronto District School Board, providing a Literacy Basic Skills program
 - Renovations at Head Office, 41 Chauncey Avenue to accommodate the Youth Employment Counselling Centre, the Office/Computer Clerical Program and the administrative support services
- 1993 • **Independent Living Skills program expands and relocates to 173 Dufferin Street**
 - Relocation of Experienced Workers Program to 802 The Queensway
- 1994 • **C.A.W.L. unionized under CUPE 3771**
 - Enter new partnership with Ontario Training and Adjustment Board
 - Collaborate with Etobicoke Board of Education to provide Jobs Ontario Program
 - The Lakeshore Area Multi-Service Project (L.A.M.P.) contracted pre-employment services from C.A.W.L. as part of a three year demonstration project, Opportunity Planning



United Way
Toronto

A United Way member agency



- 1995 • Independent Livings Skills changes its name to Career Action for Newcomers
- C.A.W.L. strengthened the Industrial Skills Training program with linkages to Apprenticeships
- 1996 • Classroom space at 45 Chauncey allows for enhancement of the Industrial Skills Training program
- 1997 • **Growth! Growth! Growth!**
 - Programs and services expand to meet evolving community needs
 - JobStart purchases the old post office at 2930 Lake Shore Blvd. West
 - The Employment Resource Centre opens it's doors
 - Experienced Workers' Program relocates to Lake Shore site
 - Job Connect replaces Youth Employment Counselling Centre
- 1998 • Self Employment Discovery program launched
- 1999 • Career Action for Newcomers Program relocates to 1207 King Street West and a Mentorship Program for foreign trained IT Professionals is initiated
- Job Search Workshop (JSW) program introduced at 2930 Lake Shore
- 2000 • **Name of agency changed to JobStart!**
 - Further renovations at Lake Shore to improve accessibility and open lower level for services
- 2001 • JobStart engages youth as part of "The Volunteer Program" focused to help youth with career exploration
- 2002 • The Career Action for Newcomers / IT program relocates to 219 Dufferin Street and strengthens it's mandate to support Internationally Trained Professionals and Trades People build their futures
- 2003 • The Workplace Essentials Skills Training (WEST) program initiated to provide life skills employment services to longer term unemployed individuals
- 2004 • JobStart launches Alumni Program
- 2005 • The Workplace Employment Placement Services (WEPS) program initiated to bridge longer term unemployed individuals to employment
 - The Entry Point program, in partnership with Alternative Youth Centre for Employment (AYCE), Youth Employment Services YES, and St. Stephen's, was initiated, providing job development services to students who self identify as having a disability
- 2006 • JobStart's first corporate sponsor – Microsoft Canada to initiate a Computer Learning Training Centre at 2930 Lake Shore Blvd. W. designed to be a resource for JobStart clients and the local community
- 2007 • Three Year Strategic Plan – launched new tag line "**Where Futures Begin**"
 - The Bob Berry Scholarship was created; Bob Berry was a committed supporter of JobStart and past Board President
- 2008 • The Enhanced Language Training (ELT) program for IT professionals, provided in collaboration with Skills for Change is launched
- 2009 • JobStart is chosen by community partners to lead the Local Immigration Partnership (LIP) initiative, with a mandate to develop a sustainable immigrant settlement and labour market strategy for Central South Etobicoke
- 2010 • **JobStart's 30th Anniversary Celebration!**
 - JobStart serves a diverse range; adults, newcomers to Canada, persons with disabilities, students and youth
 - Provides a range of services to business community to meet employers' hiring needs
 - Over 50 community partnerships





Where Futures Begin

Providing innovative employment services since 1980

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