



Where Futures Begin

MISSION STATEMENT

JobStart provides dynamic career services to achieve employment success

VISION STATEMENT

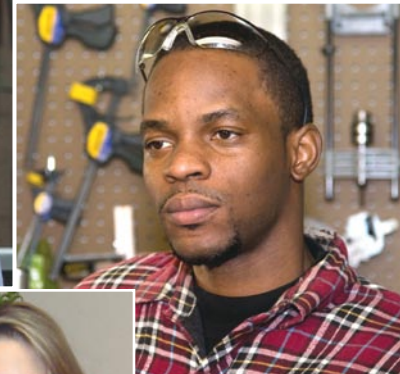
To lead the creation of innovative opportunities for successful and sustainable futures

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Annual Report 2008–09



JobStart Graduates

Portrait of Success – A Message from the President and Executive Director



Executive Director
Heather Sant

President,
Board of Directors
Lucy Coschignano

Board of Directors 2008–09

President	Lucy Coschignano
Vice-President	Lisa Myers
Treasurer	Jim Gilmour
Secretary	Dan Sibley

Members 2008–09

Beno John
Michelle Mittermair
Mujahid Hamid
Kathryn Minialoff
Jacqueline Esler
Nicole Washington
Rumina Ratansi

Honourary Member

Jim Edney

Executive Team 2008–09

Executive Director	Heather Sant
Director, Finance	Stephanie Hawkey
Directors, Programs and Services	Julia Knapp, Michael Raymond
Executive Assistant	Diane Moore

JobStart has been a vibrant and results oriented agency serving the Greater Toronto Area for almost three decades; this year celebrating our 29th Anniversary. We are proud to say that we have grown and expanded over the years, and now provide a comprehensive menu of services for job seekers and employers, including services for adults, newcomers to Canada, persons with disabilities, students and youth. Our team of dedicated and hard working staff, board members and volunteers work together to constantly fine tune our approaches and to blend past successes with new initiatives. Together, we are a strong, effective team.

This past year has been unprecedented with challenges – funding uncertainties, recession and local plant closures resulting in an increased number of clients at our front doors. We met these challenges by providing a flexible menu of services – providing on site job coaching and computer training for hundreds of laid off workers at local action centers.

At the same time, this past year has been exciting and has allowed us to use our experience and demonstrate our entrepreneurial spirit. Here are some examples...

JobStart Selected As the Lead Agency for the Local Immigrant Partnership in Central South Etobicoke!

We are proud to be selected by several community agencies to lead this initiative. JobStart submitted a proposal to Citizen and Immigration Canada and it is under review. Our role will be to facilitate the development of a collaborative framework and create and implement sustainable local solutions for successful integration of immigrants in Central and

South Etobicoke. The initiative will encourage new strategic partnerships and enhance existing ones. We are confident this approach will lead to many benefits for newcomers settling in our community.

JobStart Acknowledged On Microsoft's World Stage!

JobStart recently participated in a series of video testimonials, produced by Microsoft, on how software has increased the capacity of an NGO (Non Government Organization). Microsoft accepted nominations from their subsidiaries

around the world to participate, and JobStart was selected to share a Canadian story. Please view the video on Microsoft's NGO Connection website, a resource for non profits and charities at www.microsoft.com/ngoconnection.

JobStart Receives Grant to Improve Accessibility For Persons with Disabilities!

We are pleased to announce that we

have received a grant for \$50,000 from the Government of Canada's Enabling Accessibility Fund, Human Resources and Skills Development Canada. This has allowed us to upgrade our two Agency owned buildings to Ontario accessibility standards for our clients and visitors with disabilities.

As we move into 2009/2010 JobStart is committed to continue the effective transitioning of our service model to a fully integrated client centered employment and training services for our community. We believe that challenge fosters excellence, often drawing on previously untapped skills and abilities. As value based leaders, we are committed to challenging ourselves for the betterment of our clients and our community!

- Nominated for The GEM of the Lakeshore a recognition program started by MPP Laurel Broten to celebrate businesses, organizations and community groups located within the Etobicoke-Lakeshore area for delivering outstanding services, providing high quality products and making remarkable contributions to the community.
- Nominated for the United Way Toronto Spirit Award
- JobStart presented with congratulatory plaque from Parkdale-HighPark MPP Cheri DiNovo in recognition for the 20th Anniversary of our Career Action for Newcomers Program funded by Employment Ontario

JobStart Offers Our Clients a Menu of Employment and Training Services

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

JobStart Offers Our Employers a Full Range of Services

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

What Clients and Employers Say About Us



“At JobStart the Career Action for Newcomer (CAN) and the Enhanced Language Training (ELT) programs helped me adjust my resume, find information on how and where to look for a job and how to pass the interview. In addition the Enhanced Language Training program helped me with language improvement which significantly helped me with interviews. After participating in the CAN and ELT programs I became a well built package ready to go, and I was successful in finding a very good position at a great company as a Systems Engineer, Configuration Management.”

— A JobStart graduate

“While attending the Career Solutions program at JobStart I was taught the importance of networking, resume writing and the interview process and preparation. I was successful in finding employment and I could not have done it without JobStart.”

— A JobStart graduate

“With the support and guidance of the Job Search Workshop program Job Coach, and by making use of the information acquired by attending the workshop, I was able to pursue further training in order to be more marketable and secure employment as an

Programs and Services

Job Search Workshop (JSW) assists recent immigrants gain job search skills, improved 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: 183)**

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, 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 partnership with Skills for Change and complements JobStart's existing Career Action for Newcomers/IT employment program. **(Clients served: 34)**

 Citizenship and Immigration Canada Citoyenneté et Immigration Canada

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

Workplace Essential Skills Training (WEST) assists people on Social Assistance to clarify their career goals, and to link to education, training and/or work with an emphasis on a positive attitude to work and appropriate workplace behaviour. **(Clients served: 33)**

Workplace Employment Placement Services (WEPS) assists people on Social Assistance enter the workforce by providing job coaching, interview preparation, job development support, and follow up support on the job. **(Clients served: 65)**



Job Connect and Summer Jobs Service is 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

Ultrasound Technician. The initial information provided by the Job Search Workshop program was very instrumental in making the difference. ”

— *A JobStart graduate*

“ JobStart has provided me great service, recruiting assistance and employees. The Job Developers have been a great support to me when I have needed it. ”

— *The Building Zone*

“ Through networking, upgrading my Microsoft Office skills and attending JobStart workshops it gave me the education I needed to find a job. ”

— *An Employment Resource Centre Visitor*

“ While in the Job Connect and Summer Jobs Service program my Job Coach taught me how to write a good resume, improve my communication skills, learn interview tips and how to find a job. As a result I am currently working as a Supervisor at a Deli. ”

— *A JobStart graduate*

“ I’ve been in Canada for about a year now but during my 3 months in the Career Action for Newcomers program JobStart taught me how to package myself and skills and how to write a winning resume. I have never stopped getting calls from Employers since then... Right now, I am working as a Technical Support Specialist. ”

— *A JobStart graduate*

“ I came to Canada in the fall of 2008 with my wife and 2 kids. Shortly after we arrived, I realized that I needed help in order to get back to my field of work. With the help from JobStart, I was able to organize my thoughts and effectively market my skills with confidence. Despite the odds due to the economic slowdown, I am now working as a Quality Engineer and I owe my job search success to JobStart. ”

— *A JobStart graduate*

“ Don’t focus on what you can’t do. Acknowledge your limits and then find a way to soar above them. ”

— *A JobStart graduate*

“ JobStart is always there for both of us; employer and employees. We benefited and really grateful. ”

— *Druxy’s*

“ 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. ”

— *Employer of the Year – 2008*

“ I became involved with the Toronto Region Immigrant Employment Council (TRIEC) and JobStart as I wanted to give back to my community in some way. It’s great to be involved with The Mentoring Partnership. It is important given Canada’s multi-cultural society that we help new Canadians, as I truly believe that this is what makes Canada so great. ”

— *TD Canada Trust Employee*

to students, 15-24 years of age, (up to 29 if disabled), and employers through a provincial network assisting students find summer employment. **(Clients served: Information Resources Services: 2,481, Employment Preparation Planning: 621 and Job Development Placement Services: 218, Summer Jobs Service: 427)**

EMPLOYMENT ONTARIO 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 resources, and equipment; including workshops, to plan careers and find work. **(Individuals served: 3,966)**

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. **(Clients served: 209)**

The Mentoring Partnership matches new immigrants in Toronto, Peel and York with mentors who share the same profession. Mentors have a combination of knowledge and business experience to bring wisdom and 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: 54)

Career Solutions assists unemployed individuals 40 years of age and older prepare for and obtain full time employment. The program offers a menu of services including group job search workshops, individual job coaching, and job development assistance.

(Clients served: 197)

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

Entry Point in partnership with three other community agencies, Alternative Youth Centre for Employment a division of Tropicana Community Services (AYCE), St. Stephen’s Community House and Youth Employment Services YES, assists high school and post-secondary

students and recent graduates with disabilities to find work. Entry Point assists with finding long term employment on either 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: 72)

ODSP | Employment Supports
Toronto Region

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: 461)

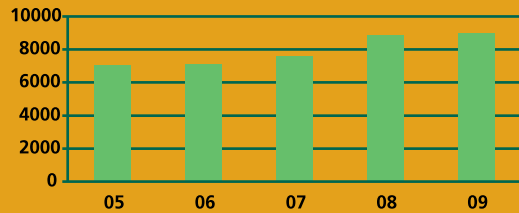
Microsoft
Unlimited Potential. 
Community Technology Skills Program

Financial Statement

Auditor's Report

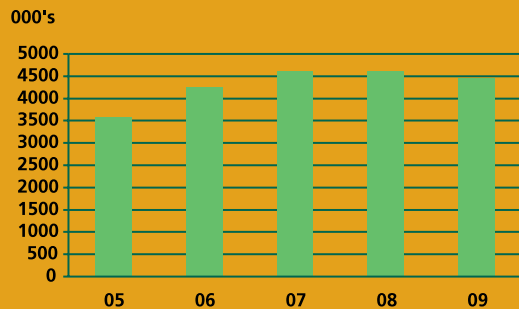
Number of Clients Served

Five Year Review

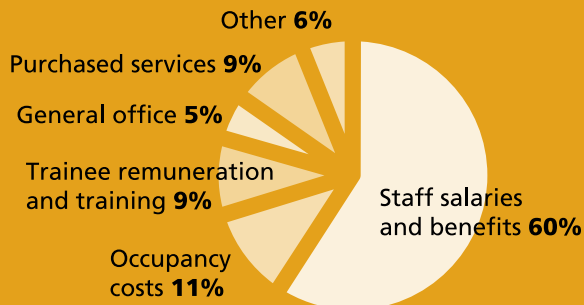


Annual Operating Expenditures

Five Year Review



Distribution of Expenses



JobStart Condensed Statement of Revenue and Expenses Operating Funds — Year ended March 31, 2009

	2009	2008
REVENUE		
Grants	\$3,894,537	\$ 4,419,197
Fees for service	477,608	135,485
Amortization	86,799	85,634
Other receipts	27,604	21,442
TOTAL INCOME	4,486,548	4,661,758
EXPENSES		
Salaries	2,255,631	2,225,087
Benefits	383,770	363,767
Trainee wages/benefits	408,051	647,322
	3,047,452	3,236,176
Occupancy	491,065	487,684
General office	238,007	201,906
Promotion	91,579	70,189
Purchased services	413,837	451,357
Staff training	18,131	23,999
Staff travel	20,994	22,353
Educational program	34,857	27,743
Other	8,909	16,361
Depreciation	94,034	92,481
TOTAL EXPENSES	4,458,865	4,630,249
EXCESS OF REVENUE OVER EXPENSES	\$27,683	\$ 31,509

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, 2009 and for the year then ended on which we expressed an opinion without reservation in our report dated May 8, 2009. The fair summarization of the complete financial statement 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 Financial Statement.

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

The summarized Financial Statement 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 8, 2009

2008 Recognition Awards



BOB BERRY SCHOLARSHIP

LUKE CONKLIN

PRESENTED BY:

LYNN BERRY AND LIANE BRASSARD



EMPLOYER OF THE YEAR

ASSET INC.

WILLIAM MEANY AND MERY GRUBISIC

PRESENTED BY:

SHEILA PAXTON, EXECUTIVE ASSISTANT
TO COUNCILLOR MARK GRIMES
ETOBICOKE-LAKESHORE



STAFF ACHIEVEMENT AWARD

BETSY CHAN

PRESENTED BY:

TEJ WADHWHA

Many Thanks to Our Funders, Partners, Employers and Volunteers

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 Community and Social Services
(ODSP – Employment Supports)
Ministry of Training, Colleges and Universities

City of Toronto

Microsoft Canada

United Way Toronto

Community Partnerships

ACCES Employment Services
Alternative Youth Centre for Employment a division of Tropicana
Community Services (AYCE)
Arvin Meritor Adjustment Centre
Bloor Information and Life Skills Centre
Canadian Paraplegic Association Ontario
Canadian Plastics Sector Council
CAW Local 29 Adjustment Centre
Centre for Addiction and Mental Health
City of Toronto – Profession to Profession Mentoring
Community Development Microskills Centre – Urban Cap
Community MicroSkills Development Centre
Community Social Planning Council of Toronto
Completing the Circle
Consortium of Agencies Serving Internationally-trained Persons
(CASIP)
COSTI Immigrant Services
CUIAS Immigrant Services
Daily Bread Food Bank
Eritrean Canadian Community Centre of Metropolitan Toronto
Etobicoke Employment Service Delivery Network (ESDN)
Etobicoke-Lakeshore Joint BIA
First Work: The Ontario Association of Youth Employment Centres
Humber College Institute of Technology and Advanced Learning
Information and Communications Technology Council (ICTC)
Jobs Opportunity Information Network for Persons
with Disabilities (JOIN)
JVS Toronto
Lakeshore Area Multi-Services Project (LAMP)
Lakeshore Collegiate Institute
Lakeshore Community Partners (LCP)
Liaison College
Liberty Village Business Improvement Association
Madbakh Women's Initiative Inc.
Mimico Adult Learning Centre

Ontario Council Association Serving Immigrants (OCASI)
Ontario March of Dimes
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 Adult Learning and Employment Programs
Self Employment Discovery
Seneca College
Skills for Change
Social and Enterprise Development Innovations (SEDI)
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
Vocational Pathways Incorporated (VPI)
West Downtown Settlement Service Planning Project
Windfall Clothing
Woodgreen Employment and Training Services
Working Skills Centre
YMCA
Youth Employment Partnerships – City of Toronto (YEP)
Youth Employment Services YES
YWCA
YWCA Reach

Members 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

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!

Staff

Management

Balu Mistry	Sarah Rudge
Boris Wells	Stephen Clow
Francis Solari	Terry McLean
Marina Taverner	Tracy Houston
Merissa Preston	Yuyi Fu
Said Aman	

Staff

Adam Dunn	Marjorie Kelly
Al Keval	Mary Pyper
Ali Behroozian	May Eid
Angela Colangelo	Mia Ali
Betsy Chan	Monika Hajduk
Cathy Brown	Morganna Kelly
Claudia Lio	Natalia Baklanova
Denise Randell	Nathan Friedman
Denyse Ramjit	Odette Broglio
Emily Luna	Sam Sanfilippo*
Ena Papp	Scott McCauley
Hasita Shah	Selina Tejani
Helen Craig	Sisi Malade
Jaklin Takyah	Susan de Kort
Jia Wei Yu	Susan Siachitema
Jocelyn Beckles	Travis McWilliams
John Plant	Vaughn Simpson
Kate Taylor	Weronika
Katie Maynard	Wielkopolska
Kim Bui	
Leena Taherie	
Maria Vicente-Mazzoli	

* Literacy Basic Skills Instructor provided through the Toronto District School Board

Charity Business Number
10688 1139 RR0001



United Way
Toronto
A United Way member agency