



THE POWER OF

EMPLOYMENT

IN PRECARIOUS TIMES

JVS Toronto
Annual Report 2015-16

ABOUT US

EMPLOYMENT / RECRUITMENT / ASSESSMENTS

JVS Toronto plays a vital role in Toronto and York Region ensuring that jobseekers reach their potential at work, employers build the workforce they need to be successful, and students perform at their best.

Our Vision

Every individual has opportunities for employment.

Our Mission

We enable people to maximize their potential at work and school. We help employers connect with the right human resources.

Our Heritage

JVS Toronto was founded in 1947 by a group of Jewish business leaders to provide employment and vocational services to Holocaust survivors and veterans of the Second World War. Building on our success in serving the Jewish community and its values of helping others, we expanded our outreach to serve the broader community.

Our Values

Excellence

We uphold the highest professional standards and incorporate continuous improvement in our programs and services. We measure success.

Collaboration

We bring together the resources of government, philanthropy, business and community to develop employment solutions.

Integrity

We are committed to ethical conduct in our delivery of service. Our work is based on mutual trust for those we serve and with whom we work.

Respect

We provide services that are relevant and tailored to the unique needs of each individual.

10% OF JVS TORONTO CLIENTS

ARE UNDEREMPLOYED

“Less than 60% of all workers in the GTA and Hamilton have stable, secure jobs.

People in precarious jobs earn less money; have limited access to benefits like extended health or paid leave; have inadequate access to the training necessary to move into better opportunities; and as a result often live on the edge of poverty.

We are proud to support agencies like JVS Toronto that play a vital role in poverty reduction by preparing people for work and placing them in quality jobs that are stable and secure.”

Ruth Crammond

Director of Capacity Building, Programs and Grants
United Way Toronto & York Region

35% OF INDIVIDUALS WE SERVE

ARE IN OR AT IMMEDIATE RISK

OF FALLING INTO POVERTY

WHEN YOU ARE UN ALL YOU NEED TO RIGHT?

Finding work today is one of the toughest jobs out there. Jobseekers compete for fewer positions that come with more responsibilities. Permanent, full-time jobs with benefits are decreasing, and contract, temporary and part-time jobs are increasing. Higher education no longer guarantees a job. Youth struggle to get a foothold in the workforce, particularly to find a job relevant to their education.

Those of retirement age are working longer. Jobseekers at either end of the labour market are now competing for the same jobs. This makes gaining work experience while young even more elusive.

Businesses too are under enormous pressure to remain competitive. Implementing “efficiencies” has seen office space shrink, expenses tightly managed, employee training limited or eliminated, and management roles reduced.

Precarious times have produced precarious employment.

Many longstanding companies and organizations no longer exist. Workers are being offered and are accepting lower paying jobs without long-term security, benefits or possibilities of advancement.

Add in challenging personal circumstances like unreliable childcare, limited education, a lack of English language skills, employment gaps, a disability, or past conflicts with the law, and a person’s chances for employment become dramatically reduced.

A precarious job market, personal circumstances and employment challenges can lead to a place no one wants to be – poverty.

It’s simply a matter of work. Or is it?

JVS Toronto was built on helping people with complex circumstances – individuals most at risk of falling into poverty – get a job. Those we serve all share the desire for security, and the need for help beyond a good resume and cover letter.

We uncover the obstacles that affect someone from finding employment. The strategies we use that lead to gainful employment are varied.

EMPLOYED, DO IS FIND A JOB.

For those with international training or limited work experience, volunteering and mentorship helps build professional networks and increases job prospects. Pre-employment programs focusing on essential soft skills like workplace communication, behaviours, language and terminology, helps people with disabilities, at-risk youth and newcomers prepare for work. Referring a single parent to subsidized, reliable daycare eliminates their need to choose between work and caring for their children.

Our experience assessing and diagnosing adults with learning disabilities, mental health issues, or other conditions, shows that early struggles at school can be an indicator of future workplace difficulties. Assessment results can provide someone, for the first time, with reasons behind struggles at work, and identifies strengths on which to build a realistic path forward.

By providing psychoeducational assessments for children, we provide early detection of learning disabilities, Attention Deficit Hyperactivity Disorder, Autism Spectrum Disorder, anxiety, depression and more. A diagnosis enables strategies and supports to be put in place for improved school, and life, performance.

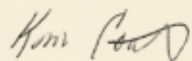
Igniting the power

JVS Toronto has a vision that every individual has opportunities for employment. This commitment does more than get someone a job. It moves people away from potential poverty by dealing directly with precarious circumstances that affect employment.

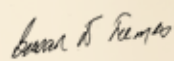
Last year, we provided critical access to resources, facilitated job search skills, and made connections within the community and the labour market for the almost 10,000 individuals we served.

By addressing stressful life circumstances, we helped our clients focus wholeheartedly on their job search, conduct successful interviews, and gain employment. One by one, our clients achieved greater stability, improved their livelihood and moved forward with dignity and self-confidence.

**At JVS Toronto, we call this
the power of employment.**



Kim Coulter
President & CEO
JVS Toronto



Susan Fremes
Board Chair
JVS Toronto

A black and white photograph of a basketball hoop and backboard mounted on a brick wall. In the foreground, a basketball and a pair of sneakers are on the ground. The text "REBOUNDING IS MORE DIFFICULT" is overlaid on a yellow banner.

REBOUNDING IS MORE DIFFICULT

IN REAL LIFE

A CRITICAL ERROR. CLOSED DOORS. NO WAY OUT.

Growing up in the suburbs with immigrant parents had its ups and downs for Zidan. Fitting in was important. But an uncharacteristic mistake in judgement at age 20 left him with a criminal charge. Now 25, all Zidan wanted was a steady job and savings to return to school. His record seemed too great to overcome. He felt defeated, directionless and stuck.

JVS Toronto's Youth Reach and Employment Source programs opened doors for Zidan he thought were closed for good.

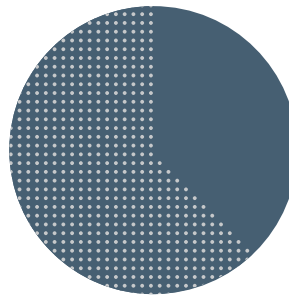
Zidan talked to his Youth Reach employment counsellor about job limitations due to his record. A legal aid services referral started the process of suppressing his criminal charge. Zidan diligently attended life skills and employment workshops, and volunteered to build work experience. A pre-college preparation course readied him for further education.

His Employment Source job developer identified job openings and led him through mock interviews until Zidan's confidence shone. After an initial interview with a home improvement retailer for an overnight warehouse position, Zidan was nervous about mentioning his record during the next interview. Coaching from his employment counsellor prepared him with the phrasing and context of addressing his record. Impressed by his professionalism and forthcoming manner, Zidan was offered a daytime customer service role.

With JVS Toronto's specialized youth services and community connections, Zidan has a fresh start in life with a new job and acceptance at a university in the fall.



22% of Toronto's working-age youth have an income below the poverty line.⁵



38%
of JVS Toronto clients
are youth age 15 - 30

40%

of JVS Toronto
youth clients are on
social assistance

18%

2015 youth
unemployment
rate in Toronto¹



KEEPING UP APPEARANCES

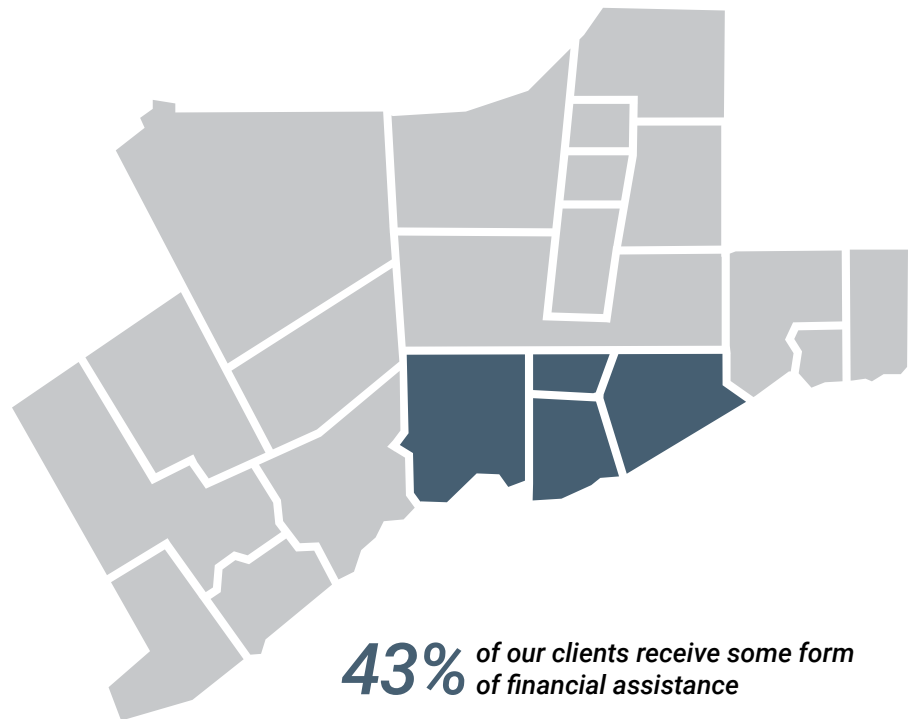
ISN'T EASY

FOR LEANNE, SELLING HER POSSESSIONS WAS A MATTER OF SURVIVAL.

Leanne grew up in an affluent part of Toronto. After completing her graduate degree, she started a career in her field and achieved a senior-level position by 30. She bought a condo, got married and life was good.

But things changed for Leanne. She divorced, and then wanting a career change, quit her job after 13 years. Leanne took an entry-level position while she tried to figure out a new direction that never came. Overqualified and underpaid, Leanne couldn't afford her lifestyle. She sold her condo and moved back with her retired parents. Unfortunately, they were unable to support an adult child. At an all-time low,





Toronto has Canada's highest concentration of working poor, with suburban areas seeing an increase between 2006 and 2012.⁵

Leanne applied for Ontario Works financial assistance. Reluctantly, she turned to her caseworker for help.

A referral to JVS Toronto's vocational assessment services restarted Leanne's career and her zest for life.

Guided by her vocational evaluation counsellor, Leanne set goals and completed assessments to identify occupations based on her aptitude, interests, skills and abilities. Leanne discovered she was suited to teaching. Itching to travel, she investigated overseas English language instructor jobs.

Leanne accepted an English instructor position in South Korea with a fair salary, travel allowance, accommodations and medical coverage. Her travel blog is testimony to having found her dream job.

JVS Toronto's vocational assessment services lifted Leanne out of her darkest time, helped redefine her career and launched an independent life halfway around the world.

YOU'D NEVER GUESS

SHE'S UNDEREMPLOYED



WORKING HARD DOESN'T ALWAYS PAY OFF.

A single mother of two teenagers, Jennifer couldn't make ends meet as an administrative assistant making \$30,000 a year. Unexpectedly laid-off, at 53 Jennifer was unemployed and had skyrocketing debts. Finding another job quickly was essential to getting back on track financially.

Jennifer's decision to attend a JVS Toronto EMETemployment workshop turned work from "just a job" into a career.

EMETemployment job developers first referred Jennifer to an Employment Source employment counsellor to define her job search goal. Jennifer attended a week-long career exploration workshop that identified her hidden passion for human resources and confirmed her strengths in office administration. With her resume and cover letter reworked, and a new understanding of how to use social media and LinkedIn, Jennifer enthusiastically began her job search.

The job development team connected with a large company looking for an office administrator with human resources experience. They knew Jennifer had just the right background they were looking for. With coaching, Jennifer excelled at the interviews. She happily accepted a position that came with almost double her previous salary and plenty of room for advancement.

Three lives were changed dramatically after JVS Toronto's employment services. The family is moving towards financial stability and Jennifer is thriving professionally in her human resources career.



Single mothers are among the groups that are disproportionality affected by poverty in the Greater Toronto Area² and Jewish community.⁸



40% of JVS Toronto clients are single parents

TAKING WORK FOR GRANTED

IS A LUXURY



NO WORK, NO HOME, NO HOPE.

Nan's work history was varied, but included experience as a psychiatric nurse and early childcare worker. At 62, she battled employer rejection due to significant gaps in her work history and her age. Long-term unemployment left Nan frustrated, homeless and hopeless.

A referral from Jewish Family & Child to JVS Toronto changed her life.

With the support of her Jewish Family & Child social worker and JVS Toronto employment counsellor, Nan was connected to temporary accommodations through housing organizations. Nan's work history, transferrable skills, and other factors impacting her ability for employment were examined. A clear career goal was set, and then a resume was built reflecting Nan's extensive experience and abilities.

Her employment counsellor coached Nan on accessing unadvertised jobs, submitting effective online job applications and building work experience through volunteering. With little local success, Nan expanded her search to other provinces. After practicing mock-interviews using Skype, she actively pursued jobs across Canada.

After a successful Skype interview, Nan eagerly accepted a position as a daycare provider in a remote British Columbian town.

Through the JVS Toronto–Jewish Family & Child partnership, today Nan is settled in her new home and happily employed working with children.



In 2015, 16,232 people were in shelters and 95,381 households were on the social housing waitlist in Toronto.³

For the poor living in the Jewish community:⁸

44% use food-support services

32% skip meals or go hungry

75% wear worn-out clothes/shoes

9,223 NEW CLIENTS AND

2,581 EMPLOYERS SERVED

IN 2015-16

SERVICES CLIENTS USED:

50%	EMPLOYMENT CENTRES
18%	NEWCOMER
13%	JEWISH COMMUNITY
8%	ASSESSMENTS
8%	YOUTH
3%	DISABILITY

TOP STUDENT ASSESSMENT DIAGNOSES:

- 1. LEARNING DISABILITY**
- 2. MENTAL HEALTH CONCERN**
- 3. LEARNING DISABILITY & ADHD**

OUR FUNDERS

Immigration, Refugees and Citizenship Canada

- Immigration, Refugees and Citizenship, Ontario Region

Service Canada

- Canada Summer Jobs
- Employment & Social Development Canada
- Opportunities Fund for Persons with Disabilities

Ministry of Advanced Education and Skills Development

(formerly Ministry of Training, Colleges and Universities)

- Ontario Employment Assistance Services
- Employment Ontario
 - Canada-Ontario Job Grant
 - Youth Employment Fund
 - Youth Job Connection
- Pre-Apprenticeship Training Program

Ministry of Community and Social Services

- Developmental Services

Ministry of Economic Development, Trade and Employment

- Entrepreneurship & Youth Partnership

City of Toronto

- Investing in Neighbourhoods
- Toronto Employment and Social Services

York Region

- Community Investment Fund
- York Region District School Board

Simcoe County District School Board

UJA Federation of Greater Toronto

United Way Toronto & York Region

OUR DONORS

ENDOWMENT FUND

Berger Family Fund

PLANNED GIVING

Anonymous

FAMILY FUNDS

Eunice & David Mouckley Fund
Joseph & Betty Skolnik Fund
Karen Goldenberg Legacy Fund
Shirley Goldberg Trim Memorial Fund

\$50,000 +

Children's Aid Foundation
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UJA Federation - Miriam & Larry Robbins
Family

\$18,000 - \$24,999

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Judith Teller Foundation

\$10,000 - \$17,999

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\$5,000 - \$9,999

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Elderwood Foundation
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\$1,800 - \$3,599

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IN-KIND

Herzig Eye Institute

This list reflects dollars received between
April 1, 2015 and March 31, 2016.

We have made every effort to ensure that all
donors have been accurately acknowledged.

Please report any errors or omissions to:
(416) 649-1666
donations@jvstoronto.org

2,300 YOUTH PER YEAR

LEAVE CHILD WELFARE

“The needs and challenges faced by children and youth involved with child welfare are often complex and varied. Over 2,300 young people age out of the system every year, and are forced to establish their independence with little to no financial or emotional support.

Children’s Aid Foundation and JVS Toronto share the belief that every young person deserves the opportunity to realize their greatest potential. Through a unique partnership program, we are working together to help youth in care transition into adulthood with the skills they need for success.”

Rebecca Green
Director, Grants and Programs
Children’s Aid Foundation

SOURCES

1. **Citi Foundation.** 2015. *Accelerating Pathways Youth Economic Strategy Index*, New York.
2. **City of Toronto.** 2015. *Poverty in Toronto, June 2015 version 2*, Toronto.
3. **City of Toronto.** *Quick facts about homelessness and social housing in Toronto.*
Retrieved from: <http://www1.toronto.ca/>
4. **CivicAction.** 2014. *Escalator Jobs for Youth Facing Barriers*, Toronto

25,000 JEWISH PEOPLE

LIVE IN POVERTY

IN THE GREATER TORONTO AREA

“Close to 25,000 Jewish people across the GTA are living below the poverty line and lacking the basic necessities for living. Poverty hinders academic success, job opportunities, social interactions and self-image, and excludes people from full participation in Jewish life.

UJA Federation works closely with JVS Toronto on poverty reduction, and is honoured to support their vital programs that help our community’s most vulnerable find meaningful work and move towards self-sufficiency.”

Sandi Pelly
Director, Capacity Building for the Social Services
UJA Federation of Greater Toronto

5. **Metcalf Foundation.** 2015. *The Working Poor in the Toronto Region*, Toronto.

6. **PEPSO, McMaster University Social Science, United Way Toronto.** 2015. *The Precarity Penalty: The Impact of Employment Precarity on Individuals, Households and Communities – and what to do about it*, Toronto.

7. **Toronto Public Health.** 2011. *Perspectives on Parenting on Low income in Toronto*, Toronto.

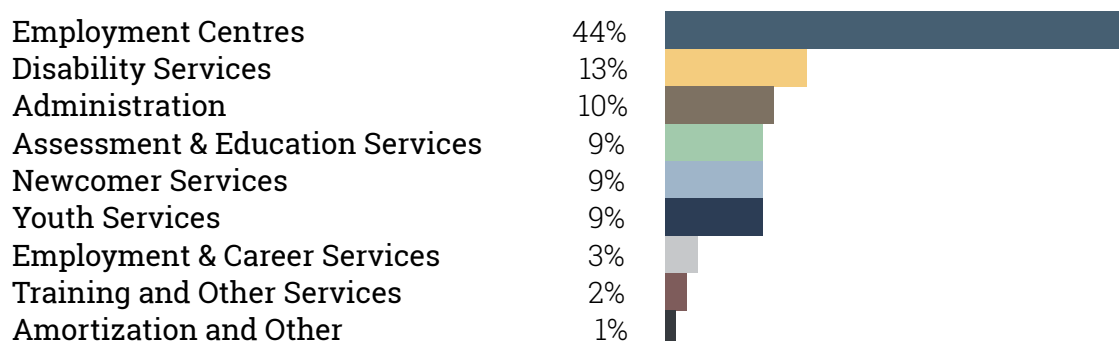
8. **UJA Federation of Greater Toronto.** 2015. *The Face of Poverty: A Jewish community study*, Toronto.

FINANCIAL SUMMARY

Revenue	2016	2015
Federal, provincial and municipal grants	12,251,440	12,378,460
Fees For Service and other	1,652,328	1,745,158
UJA Federation /Jewish Day Schools	331,692	786,587
United Way Toronto & York Region	560,467	549,467
Donations Recognized per the deferred contribution method	256,856	301,525
Total:	\$ 15,052,783	\$ 15,761,197
 Total Donations Received in fiscal year:	 \$ 413,857	 \$ 249,312

Expenses	2016	2015
Employment and Career Services	404,352	368,966
Disability Services	1,840,203	2,292,880
Newcomer Services	1,355,945	1,139,155
Employment Centres	6,304,336	6,650,625
Youth Services	1,261,390	1,067,914
Assessment and Education Services	1,262,587	1,550,848
Training and Other Services	359,709	392,026
Administration	1,512,275	1,889,496
Amortization and Other	169,209	293,161
Total:	\$ 14,470,006	\$ 15,645,071
 Net Surplus/(Deficit):	 \$ 582,777	 \$ 116,126

Where we spent our revenue in 2015-16:



OUR LEADERSHIP



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President & CEO*



*Susan Fremes
Board Chair*

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